



vodafone



all about

# FlashNet

FlashNet is Vodafone's shared Mobile Broadband Internet service, the fastest and simplest way to go online. Simply plug it into any USB port on your computer and follow the instructions. You can be in the park or in the office and still download your favourite music, stay in touch with the latest news and even send and receive those important emails.

# Frequently Asked Questions (FAQs)

## 1. Will FlashNet work anywhere in Fiji?

It will work in most places. You will get Broadband speeds in 3G coverage areas and GPRS speeds in other areas. 3G coverage extends from Nausori to Lami corridor, Wailada, Wainadoi, Naval Base, selected parts of Pacific Harbour, Deuba, Dogowale, Waidroka, Coral Coast, Sigatoka, Nadi, Lautoka, Ba Town, Tavua Town and Rakiraki Town areas. Please refer to coverage maps on page 13 for more information.

## 2. Will FlashNet work on my PC?

Yes it will work on PC's, laptop's and Mac's, as long as the computer supports the minimum operating requirements of FlashNet.

## 3. Can I stream videos and audio using Vodafone's FlashNet?

Yes you can. However, streaming is data intensive, and this could consume your monthly data cap very quickly.

## 4. Can I send SMS (TXT Messages) from the FlashNet dashboard?

Yes you can. The dashboard allows you to send and receive SMS. This is not covered within the data usage and the fixed monthly rental. You will be charged separately for sending SMS from the FlashNet dashboard.

## 5. What speeds will I experience when downloading?

There are no guaranteed speeds but in most cases, speeds range from 128 kbps to 1 Mbps. Speed is dependent on many factors, which includes but is not limited to distance from base station, signal strength, terrain, site from which content is downloaded from, bandwidth allowed from Internet sites, server performance, make and model of FlashNet and end user computer performance.

## 6. Where can I sign up for Vodafone's FlashNet Services?

To sign up, visit any Vodafone Retail or authorized dealer outlet. FlashNet is available on both Prepay and Postpay plans.

## 7. How do I track my FlashNet data usage?

The Vodafone Mobile Connect Dashboard only gives a rough indication of your data usage per session. Please login and register using the following link to view your actual usage on line:

<http://www.vodafone.com.fj/myvodafone>

**8. What happens if I move out of Vodafone's 3G coverage?**

If the connection is set to Auto, then the connection will fall to GPRS speeds of 56kbps. This means that you will be seamlessly transferred to Vodafone's GPRS network, depending on the service availability of the base station you are locked onto. If the connection is set to manual and locked onto 3G only, then the connection will drop and you will need to manually reconnect to GPRS.

**9. Can I use my Vodafone FlashNet on roaming?**

Yes, but you will require roaming to be activated. Security deposit may be required for activating roaming access for Postpay. Data roaming is charged at \$25.00 VIP per MB. This is not part of included data and is billed separately. For Prepay FlashNet, roaming is active by default and rate is \$25.00 per MB and will be deducted from the normal recharge value.

**10. Is the FlashNet compatible with my Apple Mac?**

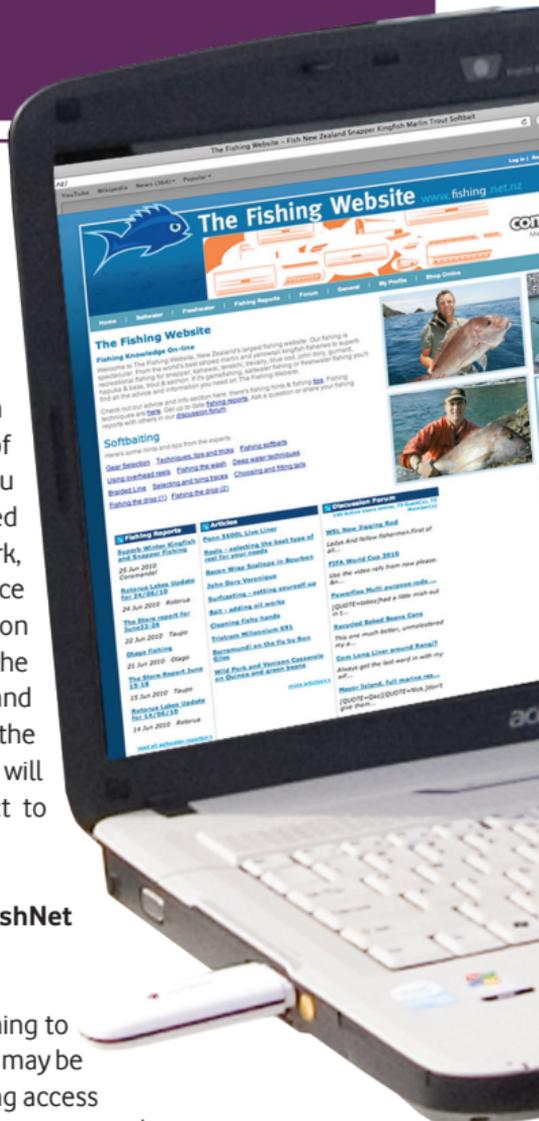
Yes, to use the FlashNet, you need the following on your Mac:

- \* Mac OSX Panther 10.3.9 operating system or higher
- \* Standard USB port
- \* 50MB free disk space and 128MB RAM.

**11. Is the FlashNet compatible with my Windows PC/laptop?**

Yes, to use the Vodafone K3520/K3715/K3765 or K3570-Z FlashNet, you need the following on your PC:

- \* Windows 7, Vista or XP
- \* Standard USB port
- \* 100MB free disk space and 128MB RAM



# Frequently Asked Questions (FAQs)

## 12. Can someone else use my FlashNet on a different PC/laptop?

Yes, the FlashNet will work in exactly the same way on the other PC (i.e. the software will automatically install on Windows/Macintosh machines) when it is plugged in the USB port. Note that all usage will be charged on the bill of the SIM card owner.

## 13. Why does my FlashNet display a connection speed of 3.6Mbps or 7.2Mbps when first connected?

It displays the theoretical maximum speeds supported by the device when first connected to the computer. This is not the speed of the connection to Internet. The K3570-Z supports maximum download speed of 3.6 Mbps and maximum upload speed of 2.8 Mbps, while K3520/K3715/K3765 support maximum download speed of 7.2 Mbps and maximum upload speed of 5.7 Mbps.

## 14. What is the coverage area of Vodafone's 3G network?

Please refer to 2G/3G coverage map on page 13.

## 15. How do I know if I am logged correctly onto 3G or GPRS?

The LED light on your USB FlashNet indicates mobile network connectivity.

- Green blinking - A GPRS network has been detected - you can connect to this
- Green solid - Connected to GPRS
- Blue blinking - A 3G network has been detected - you can connect to this
- Blue solid - Connected to 3G

## 16. Is my FlashNet network locked?

Yes, the FlashNet is locked to Vodafone Fiji Network.



# New FlashNet Plans

## 7.2Mbps

HSDPA  
K3520/K3715/K3765

### Specifications

- HSPA/UMTS 900/2100MHz
- GSM/GPRS/EDGE 850/900/1800/1900MHz
- Support 7.2Mbps HSDPA services
- Support SMS Service
- Plug and play
- Support Windows 2000, Windows XP, Windows Vista, Win7 and Mac Operating System
- Dimensions 72.1 x 25.7 x 12.2 mm
- Weight 29g



## 3.6Mbps

HSDPA K3570-Z

### Specifications

- HSPA/UMTS 900/2100MHz
- GSM/GPRS/EDGE 850/900/1800/1900MHz
- Support 3.6Mbps HSDPA services
- Support SMS Service
- Plug and play
- Support Windows 2000, Windows XP, Windows Vista, Win7 and Mac Operating System
- Dimensions 92.5 x 26 x 11 mm
- Weight 26g



# New FlashNet Plans

## Postpay FlashNet Plan

Plan	Monthly Rental Fee	Included Data Cap (1st Limit)	Cost of Additional Cap (2nd Limit)	2nd Limit	Cost after 2nd Limit	Maximum Data Cap
Broadband Lite	\$39.95	2GB	\$20.00	4GB	10 cents per 10MB or part thereof	20GB
Broadband Supa	\$59.95	5GB	\$20.00	10GB		50GB
Broadband Mega	\$69.95	10GB	\$20.00	20GB		100GB

We know at the FlashNet speeds, it's quite easy to overshoot your included data cap (1st limit). Don't worry! We will not throttle (reduce) your speed, but once you have reached your 1st limit, we will let you take it to the 2nd limit for just \$20, so you can enjoy more mobile broadband freedom. If you exceed the 2nd limit, then we will give you more mobile broadband freedom for just 10 cents per 10MB or part thereof.

## Maximum Data Cap

- Upon reaching your maximum data cap on any of the subscribed Broadband plans, your FlashNet account will be barred. If you need to use more, you will need to upgrade to a higher cap plan.

### Example:

If you are on the Broadband Lite Plan and use 4200MB of data, then you pay		If you are on the Broadband Mega Plan and use 20400MB of data, then you pay	
Broadband Lite	\$39.95 for 2GB	Broadband Mega	\$69.95 for 10GB
Over 1st Limit	\$20.00 for 2GB	Over 1st Limit	\$20.00 for 10GB
Over 2nd Limit	\$2.00 for 200MB	Over 2nd Limit	\$4.00 for 400MB
Total	\$61.95	Total	\$93.95

It is very important that based upon your needs and requirements for Internet usage, you sign up to the right plan to avoid a 'bill shock' situation. FlashNet offers fast access to Internet and the plans allow you to enjoy mobile broadband freedom without throttled (reduced) speeds.

## New FlashNet Plans

Also note that your total data (GPRS/3G) includes uploads, downloads and browsing. To give some perspective to the amount of data you will use, use the following as a guide:

**2GB** is enough to download approximately 35 music tracks, view 50 photos, send 80 emails and browse the web for 12 hours. This plan is suited to light Internet users.

**5GB** is enough to download approximately 80 music tracks, view 120 photos, send 600 emails and browse the web for 56 hours. This plan is suited to medium Internet users.

**10GB** is enough to download approximately 160 music tracks, view 240 photos, send 1200 emails and browse the web for 112 hours. This plan is suited to heavy Internet users, especially who stream video and audio files.

The new plans are effective from 1st November, 2010 and you are urged to subscribe to the right plan.

A woman with short dark hair, wearing a light-colored cardigan over a dark top, is sitting at a wooden desk. She is looking at a silver Apple laptop. To her right is a white cup of coffee with a red logo that says "GRAVITY". A white USB device is plugged into the laptop. A large red speech bubble is overlaid on the left side of the image, containing text.

**Prepay Data  
Starter Pack  
available at  
\$29.95**

## New FlashNet Plans

For instance, if you use 10GB of data every month, and are subscribed to the \$59.95 Broadband Supa plan, you will pay:

<b>Broadband Supa</b>	\$59.95
<b>Over 1st Limit</b>	\$20.00 for 5GB
<b>Total</b>	\$79.95

Thus, you will be paying \$79.95 as opposed to \$69.95 for the 10GB Broadband Mega Plan. Therefore, it is recommended that you subscribe to the appropriate plan based on your usage trends and/or requirements for Internet usage.

### Top up, go surfing, easy on Prepay FlashNet

Want freedom? Then Vodafone Prepaid is the way to go. You top up, you're surfing. It's that easy!

<b>Denominations (\$)</b>	<b>Expiry (days)</b>	<b>Included Data (MB)</b>
\$5.00	30	100
\$11.00	30	300
\$15.00	30	500
\$25.00	30	850
\$35.00	30	1200
\$50.00	60	1800
\$65.00	60	2500
\$100.00	90	4000

# Vodafone Fiji Limited - Acceptable User FlashNet Policy

## 1. Acceptable User Policy

This Acceptable User Policy ("the Policy") contains terms and conditions by which users of FlashNet services provided by Vodafone Fiji Limited ("Vodafone") must comply with at all times during such use.

"You" means you, our customer and user of FlashNet services under the Acceptable User Policy.

Vodafone reserves the right to amend the Policy at any time. Amendments to the policy shall be posted on the Vodafone website. Vodafone FlashNet services may be used by you for lawful purposes only.

## 2. Unauthorized Use of FlashNet Service

- (a) Any material downloaded, transmitted, distributed, obtained or stored by utilizing the FlashNet service which is in violation of applicable law and/or regulation is strictly prohibited.
- (b) You must not utilize the FlashNet services to download, transmit, distribute, obtain or store material protected by copyright, trademark, trade secret or other protected intellectual property.
- (c) Using the FlashNet services to send bulk e-mail is prohibited. Sending large quantities of unwanted or unsolicited e-mail to individual e-mail accounts (also known as "spamming") is prohibited.
- (d) Attempting to access the accounts or computers of others, whether or not the intrusion results in corruption or loss of data, is prohibited. Using the FlashNet services to collect, or attempt to collect, personal information about third parties without their knowledge or permission is prohibited.
- (e) Posting or transmitting any information or software which contains a virus, lock, key, bomb, worm, Trojan horse or other harmful component is prohibited.

# Acceptable User FlashNet Policy

## 3. Violations of this Policy

- (a) Vodafone will investigate incidents involving violations including but not limited to the prohibitions listed under paragraph 2 above and may involve or co-operate with law enforcement authorities in its investigations. Unauthorized use and violations of the FlashNet services may result in criminal and civil liability.
- (b) Vodafone reserves the right at all times to suspend and or terminate your usage of the FlashNet services and to temporarily or permanently disconnect you from the Vodafone network if:
  - (i) You participate in the prohibited acts described in paragraph 2 above;
  - (ii) You do anything which is believed could potentially damage the Vodafone network;
  - (iii) The disconnection is reasonably necessary to enforce the criminal laws or laws imposing pecuniary penalties, protect the public revenue or safeguard national security.

## 4. Third Parties

Actions of a third party whilst utilizing the FlashNet services under your account, either indirect or attempted violations of the Policy shall be deemed violations of this Policy by you. Accordingly you are responsible for the use by third parties of use of the FlashNet services under your account.

## 5. Liability

Vodafone does not assume responsibility for the content contained on the Internet and is not obliged to monitor transmissions made by utilizing the FlashNet Service. You acknowledge and agree that Vodafone has the right to monitor such transmissions from time to time and to disclose the same as required by law, regulation or other government request.

## 6. Queries and Complaints

Queries on the Policy or complaints regarding violations of this Policy can be emailed to [info@vodafone.com.fj](mailto:info@vodafone.com.fj) or you can contact us directly on 124 (Free call for Prepay customers) or 125 (Free call for Postpay customers) or 123 (Charged line).

# Terms & Conditions

1. FlashNet or Vodafone's Mobile Broadband is subject to Network limitations and availability. Outside 3G coverage areas, Vodafone Mobile Internet operates at slower access and download speed on Vodafone's GPRS Network.
2. 3G Network coverage currently extends from Nausori to Lami corridor, Wailada, Wainadoi, Naval Base, selected parts of Pacific Harbour, Deuba, Dogowale, Waidroka, Coral Coast, Sigatoka, Nadi, Lautoka, Ba Town, Tavua Town and Rakiraki Town areas, and signal strength is strongest along the main road and closest to 3G base stations.
3. Monthly on-going FlashNet charges are in addition to any additional cost of the device (modem), any payments in relation to voice plans (if applicable), additional or excluded call or service cost and any cost for excluded data usage.
4. Postpay FlashNet monthly access fees are payable for each full months billing cycle in advance and is non-refundable. All other charges are billed at the end of the monthly billing cycle in arrears. If FlashNet is added or removed mid billing cycle, the monthly access fee will be pro-rated.
5. Actual charges may vary on statement as each charge is rounded up to the nearest cent before VAT is included.

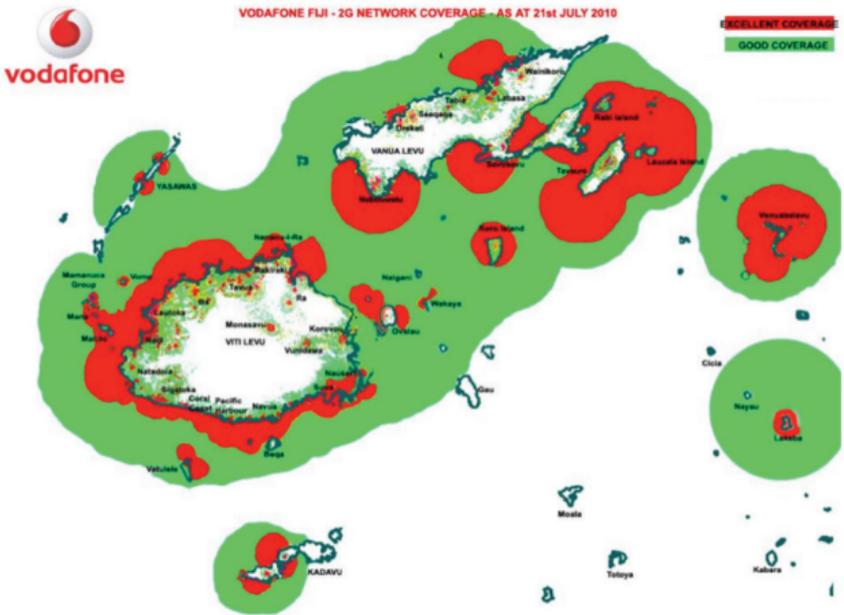


# Terms & Conditions

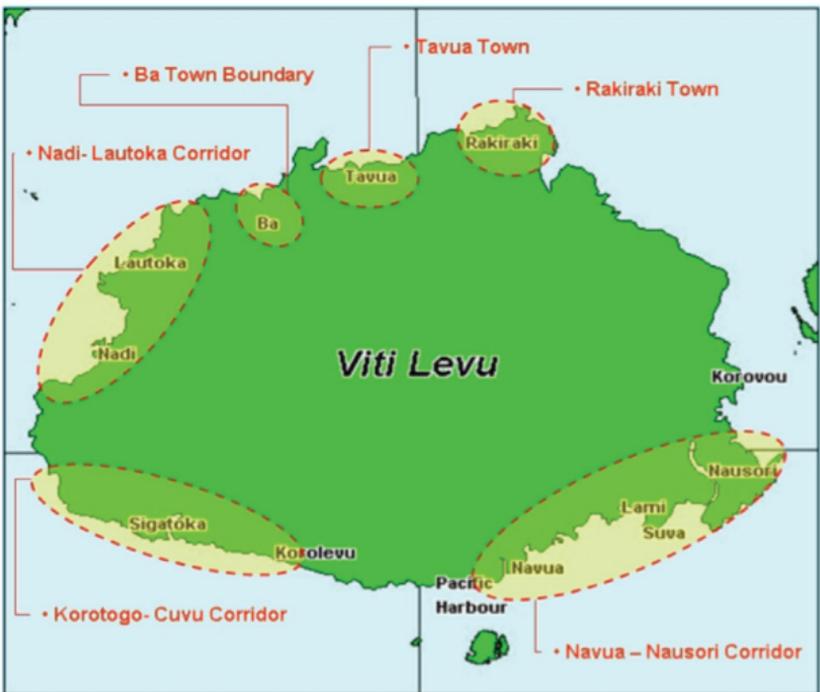
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6. Included data awarded with the FlashNet plan, only includes data accessed through a Vodafone approved FlashNet or Vodafone approved mobile phone when used as a modem and for use within Fiji only. Data usage exceeding your monthly allowance will not be throttled, but Vodafone will let you take it to the 2nd limit for just \$20 and let you enjoy more mobile broadband freedom. If you reach the 2nd limit, then Vodafone will give you more mobile broadband freedom for just 10 cents per 10 MB or part thereof. Visit [www.vodafone.com.fj](http://www.vodafone.com.fj) for more information on Plans and charging.
7. Unused Included Data expires each month for Postpay FlashNet and does not rollover. Additional charges apply for usage exceeding the included monthly data allowance.
8. Compliance with Acceptable User FlashNet Policy.

# 2G Network Coverage



# 3G Network Coverage



**Available from the  
following Vodafone Outlets:**

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**Vodafone**

**Suva**

Vodafone Triangle	3314170
Mid City	3310033
Sports City	3270126
MHCC	3310057

**Nadi**

Main Street Nadi	6703666
Vodafone Namaka	6727487
Prouds Building	6707661

**Nausori**

Main Street Nausori	3476666
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**Lautoka**

Vodafone Store Lautoka	6668000
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**Sigatoka**

Vodafone Store	6501981
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**Tavua**

Shop 2	6680555
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## Available from the following Dealers Outlets:

Brijlal	3304133
Courts Home Centers (Fiji Wide)	3381333
MH Homemaker (Fiji Wide)	3311811
Dickson International	3310999
Dick Smith Electronics	3312808
New World Supermarket	6674600
R.B Patel	3391899
Shop N Save	3383400
Suncourt	3382199
Tappoos	6500199
USP Bookcentre	3232642
Valuefone	3307388
Foneology (Fiji Wide)	3312229



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 <b>vodafone</b>	ask   In-store
	email   <a href="mailto:info@vodafone.com.fj">info@vodafone.com.fj</a>
	visit   <a href="http://www.vodafone.com.fj">www.vodafone.com.fj</a>
	call   124 (Prepay) or 125 (Postpay)
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