



**Vodafone NBI  
Fibre Broadband trial  
FAQ's**

# Welcome

Dear Resident,

You have been selected to trial the future of Irish broadband free for 12 months.

Vodafone are now offering high-speed fibre broadband to your home, available through the National Broadband Ireland network, which will deliver high speed broadband. With speeds of at least 500Mbps, you will be able to download a movie in seconds, watch Netflix without buffering, stream music without delay and game without interruption. You can also use multiple devices at the same time without experiencing loading or buffering.



# Welcome

## About the Trial

As a Retail Broadband Provider of National Broadband Ireland, Vodafone is now offering high-speed fibre broadband to more homes than ever before. We are pleased to provide a small number of eligible households with this super-fast fibre broadband free of charge. This will enable us to test our processes and capture feedback to ensure the best experience for our customers when we move to a full commercial launch.

The best part is it's completely free. All we ask is that you trial the internet, put it to the test and let us know how you get on and what we can do to keep improving the experience for others - whether it's the installation process, the performance of the broadband service itself, or the communications you receive.

## Benefits of participating in the trial:

- Be one of the first homes in your area to experience super-fast broadband speeds
- Completely free of charge, no hidden costs or charges
- No post-trial obligations
- No data restriction – use it as much as you like
- Experience the latest fibre broadband technology
- Help shape the roll out of the best broadband in Ireland

This document is designed to answer any questions you may have about the trial.



# FAQs

## What happens to my existing broadband?

### 1. Existing Vodafone Broadband Customers

The provision of this trial service is separate from the provision of the broadband service you currently have with Vodafone. We will create a separate account to provide this new and improved service, which you will receive free of charge for 12 months. Your existing service will remain in place. However, once the engineer has departed with the new service working fully you can choose to cancel your existing service. If you wish to cancel this existing service, any cancellation fees that normally apply will be waived.

To do this, simply **call 1907** and provide the account number to your existing Vodafone Broadband service which you would like to cancel. The team will be able to identify that you are an NBI trialist and you will not be charged any fees for cancelling your existing service.

### 2. Existing Broadband with Another Provider

If you are currently using a broadband service from another provider, we recommend that you keep that existing broadband service in place until our engineer has departed with the new broadband service working fully. Once your new broadband service is up and running you may choose to cancel your existing service.

The responsibility for cancelling that service rests with you, the customer. If you are currently in contract with another provider you will need to engage with that provider regarding possible termination fees.

Please note the trial will provide you with free high-speed broadband only. For the moment we will not be able to provide a voice or TV product at your address. If you currently have a voice or TV service that runs over your broadband, this might be something to bear in mind when deciding whether to continue or cancel your existing broadband service.

Irrespective of whether you decide to cancel or continue your existing broadband service, we ask that you use the trial broadband service as much as possible so you can provide us feedback which we can use to improve the customer experience.



# FAQs

## **I'm an Existing Vodafone Broadband Customer. How do I Cancel my Existing Service?**

Once your new broadband service is up and running you may choose to cancel your existing Vodafone Broadband service.

To do this, simply **call 1907** and provide the account number to your existing Vodafone Broadband service which you would like to cancel. The team will be able to identify that you are an NBI trialist and you will not be charged any fees for cancelling your existing service.

## **How is the Broadband Installed?**

Our appointment team will contact you directly to organise a time & date for installation of your service. An engineer will then visit your house and install the necessary equipment to get you connected.

The engineer will also offer to connect 5 of your devices to the broadband so you can start using the service straight away

## **Do I need to be at home during the installation?**

Yes, a decision maker needs to be at the house to allow our engineer to complete the set up.

## **How long will the installation take?**

Our engineers will need about 2 hours to complete their work. However, this can vary from house to house.

## **What Covid-19 precautions will be taken during install?**

As a provider of Essential Services, we are continuing with our broadband installations where possible, ensuring you can connect to high-speed broadband during this difficult time.

We would like to assure you that our first priority is the health and safety of our customers and our engineers. For that reason, and in accordance with Government guidelines, we have introduced strict protocols for our installation processes:

- The day before the appointment, you will receive a call confirming that there is nobody in the property with a confirmed/suspected case of Covid-19
- Our engineers observe social distancing guidelines and will remain 2 metres back from customers. We kindly ask that you do the same.
- Our engineers are trained to apply the highest standard of Good Hygiene practice and have been supplied with the necessary personal protection equipment



# FAQs

## What feedback am I required to give?

We are delighted to offer you super-fast fibre broadband free for 12 months. In return we ask you trial the internet and provide feedback on the service provided throughout the trial period.

Your feedback is important to us as it will enable us to improve the customer experience and ensure the best possible experience for our customers when we move to a full commercial launch.

## What happens at the end of the 12-month period?

The trial itself will last 12 months, during which you will receive this super-fast broadband experience completely free. At the end of the 12-month trial period, our team will contact you see if you would like to continue this service as a paying customer and will offer you the best deal possible. Alternatively, you can cancel the service and move to another provider.

At the end of the 12 months, if you do not re-contract or do not cancel your service/move to another provider, you will be charged the standard out-of-contract rate as found [here](#).

## Who can I contact if I have an issue?

There is a dedicated care team available to you at all times during the trial., which you can contact by dialling 1907. You will then be asked for your account number, which the system will recognise as being part of the trial. You will then be directed to the dedicated team who will deal with all your care and technical issues and queries.

If you are an *existing Vodafone Broadband customer* you will have been given a new account number for the purposes of this trial. Please be sure to *enter this new account number* when prompted, and not the account number associated with your existing service.

## What speed can I expect?

By participating in this trial you will experience super-fast broadband speeds of at least 500 Mbps.

Please be aware that some devices are not capable of achieving the speeds available due to their capacity. Newer devices are more likely to achieve the speeds as they have more up to date technology. Please call the care team above if you have any questions about this or to check what speed your device is capable of.

Please see full terms and conditions of the Vodafone NBI Fibre Broadband trial which are viewable on [Vodafone.ie/terms/fixed](https://www.vodafone.ie/terms/fixed)

