VODAFONE SUPER WIFI TERMS AND CONDITIONS

YOU MUST READ AND ACCEPT THE FOLLOWING BEFORE USING THIS SERVICE:

These terms will apply in addition to and form part of the General Terms and Conditions of Vodafone Fixed Telecommunications and Broadband Services available on www.vodafone.ie/fixedterms and any additional service specific terms and conditions which you have signed up to. These terms form part of your agreement with us

1. VODAFONE SUPER WIFI:

a. Is a WiFi system that uses smart extenders to provide a physical extension of the WiFi coverage area within the home. These smart extenders provide Wi-Fi access points which work together with Vodafone's home broadband router, creating a smart and dynamic network which adjusts to create the best possible connection for each of the customer's connected devices. Super WiFi is sold as an add-on to the customer's main Vodafone Broadband service, and consists of one smart WiFi extender and a custom installation by an expert technician.

b. Super WiFi Extra is an add-on to the customer's Super WiFi service and consists of at least one additional smart WiFi extender and a custom installation by an expert technician

2. COST OF SERVICE

Super WiFi, consists of one smart WiFi extender and a custom installation by an expert technician, will be subject to a monthly fee. Unless otherwise advised, this fee is €5 per month.

Upon arriving at the home to install Super WiFi, the engineer may recommend that more than one Super WiFi extender is required to cover every corner of the customer's home. This will be dependent on factors such as the house's size, layout, number of floors, or the presence of physical obstructions such as walls, metal or concrete.

At this point, or at any point after installation of the main Super WiFi service, an additional extender can be installed (Super WiFi Extra). Unless otherwise advised, Super WiFi Extra costs €5 per month per additional extender. A customer may have up to 3 Super WiFi Extra extenders at any one time.

3. CONTRACT TYPE

Both the Vodafone Super WiFi service and Super WiFi Extra service are independent of your primary Vodafone Home contract and are subject to rolling one-month contracts.

4. ENDING YOUR USE OF THE SERVICE

4.1. If you enter a "distance" or "off-premises" contract with us under the EC (Consumer Information, Cancellation and Other Rights) Regulations 2013 you may have the right to cancel this Agreement within your cooling off period, which expires 14 days following receipt of your goods or in the case of services, 14 days from the date your Agreement starts. To exercise this right to cancel you must notify us before the expiry of your cooling off period and you can do this by calling 1907 or by using the cancellation form. This right is subject to us receiving the required notice, the payment of charges incurred by you prior to cancellation, and the return of all equipment provided to us. Where you have used the products or services supplied to you to avail of services before the expiry of the cooling off period you will be liable for any diminished value of the products or services. You will only be liable for any diminished value of the goods resulting from the handling of goods beyond that necessary to establish their nature, characteristics and functioning. To find out more information and to access the cancellation form, please view our website: https://n.vodafone.ie/support/orders.html

4.2. Super WiFi and/or Super WiFi Extra can be cancelled by calling 1907. Super WiFi Extra may be cancelled independently of the Super WiFi service. However, as Super WiFi Extra is dependent on an active Super WiFi Service, cancellation of Super WiFi will result in the automatic cancellation of Super WiFi Extra. Customers are

charged for Super WiFi and Super WiFi Extra in advance. If the service is cancelled during the month, the service will be ceased immediately. You will be reimbursed for the remainder of the month on a pro-rata basis.

5. ELIGIBILITY

Vodafone Super WiFi is not available to the following customers:

- Vodafone Home customers whose broadband is provided through the NBI network
- Vodafone Home customers whose account has been registered on the "Legacy billing system"
- Existing Vodafone Home customers who are eligible for, but do not avail of, a technology upgrade.

Poor broadband speeds and older broadband technologies can limit the performance of Super WiFi. For this reason, existing customers who are eligible for a technology upgrade must first avail of the technology upgrade in order to purchase Super WiFi.

Customers who are eligible for a technology upgrade may include:

- Existing customers of the Vodafone Current Generation Access ("CGA") Broadband Service who are eligible for eligible for the Vodafone Next Generation Access ("NGA") Fibre Broadband (FTTC) Service
- Existing customers of the Vodafone CGA Broadband Service who are eligible for eligible for the Vodafone Fibre to the Building (FTTH) Broadband Service
- Existing customers of the Vodafone NGA Fibre Broadband (FTTC) Service who are eligible for eligible for the Vodafone FTTH Broadband Service

6. INSTALLATION

Vodafone Super WiFi will be installed by an engineer. The engineer will advise on where the extender(s) should be installed/placed in order to provide optimal WiFi coverage. Failure to follow the engineer's recommendation on modem/extender placement may impact the performance of Super WiFi.

The engineer may recommend that more than one Super WiFi extender is required to cover every corner of the customer's home. The cost of Super WiFi Extra is set out above.

In some cases, wiring may be required to connect the extender back to the modem. This is dependent on environmental factors, such as home layout and building materials. The engineer will advise and consult the customer on any wiring required.

7. INSTALLATION FEE

A €50 Super WiFi install fee may be charged in the following instances:

- New Vodafone Home customers who purchase Simply Broadband (CGA), with or without Voice
- New Vodafone Home customers who purchase Simply Broadband (NGA FTTC), with or without Voice
- Existing Simply Broadband (CGA) customers who upgrade to Simply Broadband (NGA FTTC), with or without Voice
- Existing Vodafone Home customers who add Super WiFi with no technology upgrade
- Existing Super WiFi customers who add Super WiFi Extra
- Existing Super WiFi and Super WiFi Extra customers who add an additional Super WiFi Extra subscription

For clarity, the €50 Super WiFi install fee will be waived for all orders that take place online (end-to-end only) or via the My Vodafone app or website.

For clarity, no Super WiFi install fee will be charged in the following instances:

- New Vodafone Home customers purchasing Super WiFi online (end-to-end only), regardless of the broadband package chosen
- Existing Vodafone Home customers adding Super WiFi via the My Vodafone app or website
- New Vodafone Home customers purchasing Super WiFi alongside one of the following packages:
    - Gigabit 1000 Fibre Broadband
    - Gigabit 1000 Fibre Broadband & Voice
    - Gigabit 1000 Fibre Broadband & TV
    - Gigabit 1000 Fibre Broadband, TV & Voice
    - 500 Fibre Broadband
    - 500 Fibre Broadband & Voice
    - 500 Fibre Broadband & TV
    - 500 Fibre Broadband, TV & Voice
    - Simply Broadband & TV
- Existing Fibre Broadband customers (any speed, with or without Voice) upgrading to TV
- Existing Simply Broadband customers (CGA or NGA FTTC with or without Voice) upgrading to TV and/or Vodafone FTTH Broadband Service

8. LIMITATIONS

Super WiFi is designed to provide a physical extension of the WiFi coverage area within the home. It is not designed to improve a customer's broadband speed.

Based on tests carried out by an independent engineering partner, one Super WiFi extender can provide coverage in homes up to 150m2.

Super WiFi performance can be impacted by network conditions, customer limitations, and environmental factors including home layout, building materials, obstacles, volume and density of traffic, and customer location, which may mean additional Super WiFi extenders are required.

9. EQUIPMENT OWNERSHIP AND RETURNS

Equipment supplied by us to you shall at all times be the exclusive property of Vodafone. Upon termination of the Super WiFi service, the customer shall return the equipment to Vodafone.

Once the customer has cancelled a Super WiFi subscription, a Vodafone agent will call the customer to organise for the Vodafone equipment to be collected by a courier. Once the appointment is confirmed, a courier will call to the customer's home to collect the equipment. An agent will try to contact the customer two or three times to arrange this appointment. If these attempts are unsuccessful, the customer will get a text message informing them of the equipment recovery attempt and advising them to call 1907 to make an appointment for collection. If the customer doesn't arrange another collection they will be charged for the unreturned equipment.

You must take all reasonable care with the Vodafone Super WiFi Extenders we provide to you and keep them in good working condition. Without prejudice to any other term in this Agreement, we shall be responsible for the replacement or repair of your Vodafone Super WiFi Extenders throughout your contract provided the damage to the Super WiFi Extender(s) is not caused by you. We reserve the right to replace any damaged or broken Vodafone Super WiFi Extender with either a new or reconditioned Vodafone Super WiFi Extender.

You are responsible for ensuring that the Equipment is at all times kept safely and properly used.

C2 General