

Vodafone "Extra Unlimited 5G" Pay As You Go Top Up Offer Terms

Version 12102021

The following terms and conditions of the Vodafone Extra Unlimited 5G top up Offer (the "Offer") are effective from 15/11/2021 and in addition to and form part of the General Terms and Conditions of the Vodafone Mobile Telecommunications Service and the Vodafone Pay As You Go Advantage Plus Tariff terms; both of which are available on www.vodafone.ie/terms/pay-as-you-go. In the event of any conflict between the terms, the order of precedence is as follows: the terms and conditions set out below first, followed by the terms of the Vodafone Pay As You Go Advantage Plus Tariff and then the General Terms and Conditions of the Vodafone Mobile Telecommunications Service, which are available on www.vodafone.ie/terms.

- 1. Eligibility:** This Offer is available to new and existing Vodafone customers.
- 2. How to opt into the Offer:** Eligible customers can opt in to the Offer by texting "EXULTD" to 50222 or by any other method Vodafone may make available from time to time.
- 3. How to activate the Offer:** After opt in, the Offer will be activated every time you top up by €30 (inc. VAT) or more in one transaction. €30 will be debited from your credit balance and the Offer will activate; providing you with the Offer Allowance detailed below. This €30 charge will apply each time you top up by €30 or more in one transaction. You must top up by the minimum amount specified above every 28 days in order to receive the Offer Allowance otherwise standard Advantage Plus rates will apply; which are viewable on www.vodafone.ie/rates. It is not possible to activate the Offer using the prepay credit you may have on your account balance.
- 4. The Offer Allowance:** When this offer is activated by the €30 top up, you will receive the following allowance to use during the offer period: 100 international minutes, unlimited national minutes and texts; and unlimited 5G ready data.
- 5. Inclusive national calls** apply to calls to Irish mobile and landlines in the Republic of Ireland, calls to your voice mail and calls to non-geographic numbers only. Excludes international, premium rate & directory enquiries calls.
- 6. Inclusive texts** apply to texts to Irish mobiles in the Republic of Ireland only. Excludes texts to landlines, international texts, premium rate texts & picture messages.
- 7. Inclusive international calls** apply to international calls to mobiles and landline numbers and excludes other call types/messages including; international texts, texts to Landline, calls made when roaming outside of the EEA, calls to directory enquiry, premium rate numbers, WAP, ISP or mISP numbers.
- 8. When you sign up to the Offer** you will be placed on our Vodafone Advantage Plus tariff and Advantage Plus rates will apply after opt in to any usage outside of any active top up offer allowance. For further details of this tariff see terms and conditions on www.vodafone.ie/terms and for full detail on applicable rates and charges see: <https://n.vodafone.ie/terms/rates.html>.
- 9. How long is the Offer period?** The offer will last for a maximum of 4 weeks. The allowances provided with this Offer will expire after 4 weeks if unused. There is no carry forward of unused allowance if you change top up offers, or if you complete a new minimum amount top up, before an existing 28-day Offer period expires. If you switch from pay as you go to Vodafone post-pay, no part or element of this Offer will be carried over.
- 10. If you need to top up again during your 28-day offer period,** it is recommended that you top up by less than the minimum amount if you want to retain the Offer Allowance for your existing 28-day Offer period. i.e. €5, €10, €15, €20 or €25 top up. A top up by €30 or more within an existing 28-day offer period will activate the Offer and a new 28-day Offer period will commence. If you top up by €30 or more in one go before the expiry date, your offer will reset and any remaining allowances will not carry forward at the time of top up. If you top up by less than €30 in one go; this credit will be added to your credit balance.
- 11. You may only avail of one top up offer at a time.** When you sign up to this offer, it will replace any existing top up offer on your account and the 28-day period for that offer will immediately come to an end.
- 12. A reminder will be sent via SMS to customers on the Offer towards the end of the 4 week offer period to top up to continue to avail of the Offer.** Vodafone does not warrant or represent that it shall send such a reminder and it shall not be responsible for any liability incurred by customers as a result of its failure to do so.
- 13. The Offer must be used in accordance with our agreement with you and must be used by you for your personal, private and legitimate consumer purposes only.** You must not use the Offer for commercial or fraudulent purposes. If Vodafone is of the opinion that your usage is contrary to these principles; for example if your usage is excessive to the extent that it is negatively impacting the Vodafone Network, or if your usage constitutes commercial or fraudulent use or is in breach of the law; Vodafone reserves the right to suspend, at its absolute discretion, modify or restrict use of the service or to disconnect you from the Vodafone network. We will attempt to contact you if we need to suspend or disconnect your service but we are not liable for any loss you may suffer through any suspension or disconnection covered by this clause.
- 14. Access to 5G is strictly subject to a customer's handset 5G capability and 5G network coverage.** Connection speeds can vary with local conditions, the number of users in your area, the device you are using, and general internet traffic. For more information on 5G visit <https://n.vodafone.ie/network/5g.html>
- 15. Roaming:** Under EU roaming regulations, Vodafone customers are entitled to bring their home tariff abroad when travelling in the EEA. You can use your top up offer domestic minutes and texts while roaming in the EEA in the same way you use the allowances domestically. Your data allowance while roaming in the EEA will subject to a fair usage policy of 30GB and thereafter you will be charged at a rate of €0.002441 per MB thereafter. Use of the allowance when roaming in the EEA is intended for periodic travel only, it isn't meant for users roaming on a semi-permanent or permanent basis. For any other destination the monthly allocations

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cannot be used while roaming outside of the EEA. See our general terms and roaming terms on www.vodafone.ie/terms and our roaming page www.vodafone.ie/roaming for more information.

16. Vodafone IOU services are not available on this Offer. A customer will be unable to opt into the Offer if they currently have an IOU service active, a top up will be needed before opt in to clear the outstanding balance. Once opted into the Offer the IOU service will not be available.
17. Once you sign up to this Offer, you are giving your consent to Vodafone to contact you regarding changes/enhancements to the Offer and updates while you remain signed up to this Offer.
18. Vodafone reserves the right to withdraw the Offer generally or from any particular customer at any time and to vary or amend any element of this Offer at any time without further notice.
19. These terms and conditions may be varied or amended by Vodafone for any valid commercial, technical or operational reason.
20. Where applicable, you can find full information on, and our cancellation form for, cooling off rights under the Consumer Information Regulations 2013 in respect of the Offer here: <https://n.vodafone.ie/support/orders.html>.