

## Perfect Friends Price Plan Terms and Conditions

Reviewed: 010321

The following terms and conditions apply to the Vodafone Perfect Friends Price Plan. These service specific terms and conditions apply in addition to and form part of the General Terms and Conditions of the Vodafone Mobile Telecommunication Service terms and any additional service conditions you have signed up to. All terms can be viewed and a copy saved for your records, from here: <https://n.vodafone.ie/terms.html>. In the event of any conflict between these terms and conditions and the terms and conditions set out above these terms and conditions shall prevail. By availing of this Price Plan, employees and Nominated Customers will be deemed to have accepted the terms and conditions of this Price Plan.

- 1) The Vodafone Perfect Friends Price Plan (the Price Plan) is a staff offer price plan which is strictly only available to customers who have been nominated for this price plan ("Nominated Customer") by employees of Vodafone Ireland Limited and its subsidiaries. Vodafone may extend the availability of this price plan to various partners, groups or other individuals at its sole discretion. Please note this Price Plan is not available to the public so is not similar to other Vodafone prepay or post pay plans.
- 2) To avail of the Price Plan; employees must apply via the intranet portal by clicking on the "Add my friend" icon and completing the application form and accepting the relevant terms.
- 3) Employees must get the consent of the Nominated Customer before applying for the Price Plan on their behalf.
- 4) Nominated Customers can avail of the Price Plan which is available on a 24-month minimum term contract for €30 per month and includes the following allowances for each monthly billing period:
  1. 2,000 international minutes
  2. 2,000 international texts
  3. 2GB data with an option to purchase an unlimited data add on for €5 per monthUsage outside this allowance will incur additional charges; all of which are viewable on <https://n.vodafone.ie/terms/rates.html>
- 5) Customers may use their monthly allocation of minutes to make calls to other Vodafone numbers, national fixed line numbers, other national mobile networks, international mobiles and landlines. See (<http://www.vodafone.ie/planscosts/paymonthly/internationalrates/standard>) for a full list of countries. The monthly allocation of minutes cannot be used to call certain numbers including, but not limited to, directory enquiry services, easi-connect and premium rate numbers. These will be charged at the standard applicable rate for those calls. Please note that under EU Roaming regulations you can use your monthly allocation of domestic minutes while roaming in the EU in the same way you use the allocation domestically. To enable use of your monthly allocation of international call and texts while roaming in the EU, please text RED to 50020 to opt into RED Roaming. Any unused portion of the monthly allocation of minutes cannot be carried forward to the next month.
- 6) Customers may use their monthly allocation of text messages to send text messages to Vodafone numbers, other Irish mobile numbers, and international mobiles. The monthly allocation of text messages cannot be used to send value added or premium rate text messages. These will be charged at the standard applicable rate for those texts. Any unused portion of the monthly allocation of text messages cannot be carried forward to the next month. Please note

that under EU Roaming regulations you can use your monthly allocation of domestic texts while roaming in the EU in the same way you use the allocation domestically. To enable use of your monthly allocation of international calls and texts while roaming in the EU, please text RED to 50020 to opt into RED Roaming. For any other destination the monthly allocation cannot be used while roaming. The monthly allocation of texts are at a customer level, therefore are shared across each subscriber on this plan.

- 7) The Price Plan data allowance is 2GB per month. Unused MBs cannot be carried forward to the next month. You can use your data allowance while roaming in the EU in the same way you use the allowance domestically. The monthly allocation of data is at a customer level, therefore it is shared across each subscriber on this plan.
- 8) Nominated Customers can select an "unlimited data add on" which is available for €5 per month, at the fastest speed available. This will be added to the customer's monthly bill. Please note you are not guaranteed to experience this maximum speed; the actual speed you experience will depend on a number of factors including location, your device capability, network traffic, network coverage and network signal. For more information on mobile network speed and information on your rights if you experience issues with your internet access speed, see: <https://n.vodafone.ie/support/mobile/data-speed-information.html>.
- 9) Use of the Price Plan allowance when roaming in Europe is intended for periodic travel only, it isn't meant for users roaming on a semi-permanent or permanent basis. For any other non EU Regulated destination the monthly allowance cannot be used while roaming. See our general terms and roaming terms on [www.vodafone.ie/terms](http://www.vodafone.ie/terms) and our roaming page [www.vodafone.ie/roaming](http://www.vodafone.ie/roaming) for more information.
- 10) You have an obligation to mainly use our Services for private, personal, and legitimate consumer purposes only. 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. Vodafone will make reasonable efforts to contact you before suspending or terminating the Services but Vodafone are not liable for any loss you may suffer through any suspension covered by this condition.
- 11) Vodafone reserves the right to remove any person and their Nominated Customers from the Price Plan should there be any breach of the terms and conditions. The Nominated Customer will be moved to either of the following plan on the next billing date.
  - a) Within contract period: Moved to Vodafone RED Essentials from the Perfect Friends €35 plan and moved to RED 30 Day from the Perfect Friends SIM only plan.
  - b) Outside contract: Moved to Vodafone RED Essentials from the Perfect Friends €35 plan and moved to RED 30 Day from the Perfect Friends SIM only plan.
- 12) Vodafone may take disciplinary action against an employee if they breach the terms and conditions.
- 13) Employees may only nominate a limited number of Nominated Customers;

- a) up to seven existing Vodafone Bill Pay customers
- b) up to twenty new ports moving from another network provider (must have connected within the previous 8 weeks to be considered a new customer) for the Price Plan and customers moving from Pay As You Go to Bill Pay.

Vodafone may vary this number of allocations from time to time.

- 14) If an application for the Price Plan is accepted by Vodafone, a copy of the terms and conditions will then be sent to each Nominated Customer. The Nominated Customer must also notify Vodafone of their preferred payment method.
- 15) Employees may replace any Nominated Customer through the intranet. The replaced Nominated Customer will be moved to either of the two plans outlined in Clause 11 on the next billing date.
- 16) If the employee who nominated a Nominated Customer ceases to work for Vodafone companies in Clause 1 for any reason, the Price Plan may be withdrawn. All Nominated Customers will be moved to either of the two plans outlined in Clause 11 on the next billing date.
- 17) Vodafone has sole discretion to decide whether a Nominated Customer can avail of the Price Plan. Accounts that are in arrears or have been suspended or terminated by Vodafone will be ineligible.
- 18) New Connection: Customers who wish to join Vodafone to avail of Perfect Friends must be nominated by an employee via the family and friends portal. Once nominated, the Nominated Customer can bring a copy of their confirmation email to connect to Perfect Friends in any Vodafone Retail store. Nominated Customers will be unable to connect to Perfect Friends in any other channels other than Vodafone Retail.
- 19) Vodafone reserves the right at its sole discretion to suspend or terminate the Price Plan or amend these terms and conditions at any time for any valid technical or commercial reason.