

## RED Unlimited 30 Day Sim Only Terms and Conditions

These service specific terms and conditions apply in addition to and form part of the Vodafone Unlimited Terms and Conditions and the General Terms and Conditions of the Vodafone Mobile Telecommunication and Broadband Service and any additional service conditions you have signed up to. For the avoidance of doubt the below terms will form part of and apply in addition to each participating customer's terms and conditions of their Vodafone Service. If there is any conflict between the Terms then the order of precedence shall be as follows: the Service Specific Terms and Conditions of the RED Unlimited 30 Day Sim Only plan (below), followed by the Vodafone General Mobile Terms and Conditions.

Vodafone reserves the right to withdraw the Tariff either generally or in respect of any particular Customer at any time and to vary or amend any element of the tariff at any time without further notice. These terms and conditions may be varied or amended for any valid commercial, technical or operational reason.

The tariff is available to selected customers only. Vodafone reserves the right to determine the group of eligible customers and the group of selected customers may be varied or amended by Vodafone for any valid commercial, technical or operational reason

The tariff is available in selected sales channels only. Vodafone reserves the right to determine the sales channel. Vodafone may vary the sales channel for any valid commercial, technical or operational reason.

The RED Unlimited 30 Day Sim Only plan includes the following:

- Unlimited data, maximum speed 10Mbps
- Unlimited any network calls & texts in Ireland and Europe
- 100 International minutes & texts
- Roaming across Europe included
- 30 day rolling contract
- €35 per month

Mobile data speed limits apply to our Vodafone Unlimited plans. The maximum upload and download speeds you could experience on your device. The maximum speed 10Mbps. Please note you are not guaranteed to experience the maximum speed stated for your plan. The actual speed you experience will depend on a number of factors, including location, network coverage, network signal and technical or operational reasons.

### Expected upload and download speed

a. For full information on speed, including estimates of the maximum download and upload speeds that you may experience on our network and speed tiering, if applicable, please see <https://n.vodafone.ie/support/mobile/data-speed-information.html> and coverage checker at <https://n.vodafone.ie/network/coverage.html>. The speed estimate you receive with our coverage checker is subject to any speed limits which apply to your plan.

b. Information on your rights, should you experience issues with your Service including significant deviations from estimated speeds is set out in our Code of Practice as detailed in Section 12.2 of the General Terms and Conditions of the Vodafone Mobile Telecommunications Service.

4. All Unlimited plans are 5G enabled. Plans with a maximum data speed other than fastest available will not achieve 5G speeds however all other 5G benefits will apply. For more information please see <https://n.vodafone.ie/network/5g.html>.

By agreeing to these Terms and Conditions, you confirm that you wish to receive an electronic monthly e-bill in respect of your price plan contract and you confirm that you have access to internet services to review that bill.

If you wish to get a hardcopy of your bill in the post we can send it to the current billing or home address that we hold on file for you. You can request a subsequent paper copy of your bill, and a fee of €6 will be charged for this and every paper copy thereafter. This will be applied to your next bill. This fee covers our printing, administration costs and postal charges.

### Access to the Service

If you exceed any Tariff Plan allowance, you will incur additional charges.

The Service is subject to network coverage, mobile equipment capability and the operating system installed on your mobile equipment.

#### **Access to the Vodafone Unlimited Package:**

Use of, and access to, the Vodafone Unlimited Package is subject to the below obligations when using our services:

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.

Vodafone reserves the right to send you notifications regarding your usage of limited allowances, such as EU data roaming, when you exceed your particular allowance and also to notify you if you are reaching any spend limits.

The RED Unlimited 30 Day Sim Only plan does not facilitate subsidized handsets for new connections to Vodafone's network. However, you may avail of any of the bill pay range of handsets at any time, subject to moving from RED Unlimited 30 Day Sim Only to a Vodafone Unlimited contract plan.

After connecting to RED Unlimited 30 Day Sim Only, you may request to be moved to a Vodafone Unlimited contract plan at any time. Vodafone shall process any such request at the next billing date.

The monthly allocation of domestic minutes cannot be used to call certain numbers (including, but not limited to, international numbers, WAP, e-trieve and Vodafone mobile ISP numbers, directory enquiry services, easi-connect and premium rate numbers). The monthly allocation of domestic minutes cannot be used to call the above numbers while roaming. These shall be considered On Demand Services. You are advised to check the most up to date prices and terms and conditions

associated with these services before using such services. Under EU Roaming regulations you can use your monthly minutes allocation while roaming in the EU in the same way you use the allowance domestically. For any other destination the monthly allocation cannot be used while roaming.

Customers may also use their monthly allocation of text messages to send text messages to Vodafone Ireland numbers and other Irish mobile numbers. The monthly allocation of text messages cannot be used to send value added or premium rate text messages. Under EU Roaming regulations you can use your monthly text message allocation while roaming in the EU in the same way you use the allowance domestically. For any other destination the monthly allocation cannot be used while roaming.

Vodafone reserves the right to send you notifications regarding your usage of your voice & data allowances as part of your package and can notify you when you reach certain thresholds and if/when you exceed your particular allowance. As a Customer, you may opt out at any time, from receiving such notifications by contacting Vodafone Customer Care on 1907 or freetexting NO NOTIFY DOMESTIC to 50226. You can opt back in at any time by freetexting NOTIFY DOMESTIC to 50226.

Standard out of bundle rates will be charged.

#### **Vodafone Unlimited Take Your Home Plan Abroad and RED Roaming on Vodafone Unlimited**

Vodafone reserves the right to withdraw or amend the Vodafone Unlimited Take Your Home Plan Abroad and RED Roaming service at any time. In this event you accept that Vodafone will continue to provide you with the tariff price plan that you have contracted for without Vodafone Unlimited Take Your Home Plan Abroad and RED Roaming.

In order to avail of the RED Roaming service, a customer must roam in a RED Roaming country; for a full list of Zones, see Appendix A at the end of these Terms.

The charges as published on <http://www.vodafone.ie/roaming/rates-by-country/bill-pay/> will apply to customers opted into RED Roaming who use their phone when roaming in eligible countries as published on <https://n.vodafone.ie/roaming.html>. Vodafone

reserves the right to change the countries and/or networks from time to time for commercial or geopolitical reasons; such changes will happen without notice and it is the customer's responsibility to check prior to travelling.

Customers are responsible for the management of their device configurations and should be aware that updates and connections can incur data usage and so are wholly responsible for any associated costs while roaming. Where a customer device is setup for automatic data updates, connections on the customer's mobile are considered to be with the consent of the customer and so data roaming charges will apply.

To avoid unexpected data usage while roaming due to automatic updates and connections it is recommended that these be disabled whilst travelling and manual connections be made when needed. Please refer to handset manual or application settings for detailed instructions.

Any additional data used beyond your tariff plan's daily data allowance will be charged at the relevant rate for the country in which you are roaming as per the pricing published on <http://www.vodafone.ie/roaming/rates-by-country/bill-pay/> and will be charged in Kb increments.

Any special domestic promotions or reduced rates for Bank /Public Holidays are not included.

Vodafone may change its Service delivery methods or platforms from time to time, or certain services could be introduced, which may require the Customer to change Equipment and/or Equipment settings to continue to avail of the Services. The parties agree that such changes to the Service do not constitute modification in the conditions of the contract for that Service or package, and the Customer confirms that it does not require individual notification regarding any such modification.

Vodafone will endeavour to ensure all roaming records are captured at time of billing however, please note that there is a dependency on third parties to provide roaming usage details in a timely manner.

If you are roaming in a country that is not included in our RED Roaming Zones (full list of Zones provided in Appendix A at the end of these Terms), you will pay default roaming rates which

can be found on <http://www.vodafone.ie/roaming/rates-by-country/bill-pay/>.

### **Vodafone Unlimited Take Your Home Plan Abroad**

Vodafone Unlimited Take Your Home Plan Abroad refers to roaming in the 'Roaming in Europe' Zone.

Vodafone Unlimited Take Your Home Plan Abroad is available to all Mobile Bill-Pay customers who are on a Vodafone Unlimited mobile tariff plan. The Take Your Home Plan Abroad service allows you to use your home voice, texts and data allowances and domestic/international add-ons, when roaming as if you were still at home in the 'Roaming in Europe' Zone, for no additional charge. For a full list of Zones, see Appendix A at the end of these Terms.

Please note that Vodafone Unlimited Take Your Home Plan Abroad is designed to be used by customers normally domiciled in the Republic of Ireland (RoI) for casual and normal roaming usage. It is not designed to be used where the customer has prevailing roaming consumption or presence over prevailing domestic consumption or presence.

We may take measures to establish whether the customer has prevailing domestic consumption or presence over roaming consumption or presence. We will observe this cumulatively, over a 4 month time period. We will consider prevailing domestic consumption to occur if more than 50% of the mobile services are consumed domestically within the observation window. The same holds for prevailing domestic presence.

If we determine that there is prevailing roaming consumption or presence, we will alert you. Following this alert, if your usage pattern does not change to demonstrate prevailing domestic consumption or presence within a two week period from the date of the alert, we may then start to apply surcharges, which may apply from the date of the alert. Any applicable surcharge will be in line with regulated rates for roaming. Please refer to <https://n.vodafone.ie/support/mobile/travelling-abroad.html> for details. Should a surcharge be applied under this clause, we will cease to apply a surcharge once the prevailing presence or consumption criteria are fulfilled.

If you wish to submit any complaints in relation to the application of this clause, please follow the process set out in our Code of Practice as detailed in Section 12.2 of the General Terms and Conditions of the Vodafone Mobile Telecommunications Service.

Additional obligations when using our services are defined in 3.4.

RED Roaming on Vodafone Unlimited refers to roaming in the following zones: RED Roaming Europe Countries, RED Roaming US and Canada Countries, RED Roaming Rest of World Countries. For a full list of Zones, see Appendix A at the end of these Terms. Full Terms and Conditions relating to RED Roaming can be found here <https://n.vodafone.ie/terms/services.html>

In RED Roaming countries you will pay €3.99 or €4.99 per day depending on where you travel to and you'll get unlimited calls and texts back to Ireland as well as to numbers within the country you're visiting and a daily data allowance of 500MB. You can also use your tariffs international allowance if applicable. You will only be charged on the days you use RED Roaming abroad and there's no need to opt out when you come home.

As a Vodafone Unlimited customer, you will be automatically opted into the RED Roaming offer as part of your package plan and can opt out of the service at any time by freetexting STOP RED to 50020. You can opt back in at any time by freetexting RED to 50020. If you opt out, it may take up to 24 hours for the changes to be applied to your account. Alternatively, you can opt-out through My Vodafone or by contacting Vodafone Customer Care on 1907. PLEASE NOTE, THAT IF YOU CHOOSE TO OPT OUT OF THE SAID TARIFF OFFER, YOU WILL NOT BE ABLE TO USE YOUR ROAMING TARIFF WHEN ROAMING IN THE RED ROAMING EUROPE, RED ROAMING US AND CANADA AND RED ROAMING REST OF WORLD ZONES. YOU WILL BE CHARGED STANDARD REGULATED ROAMING RATES INSTEAD (<http://www.vodafone.ie/roaming/rates-by-country/bill-pay/>). For a full list of Zones, see Appendix A at the end of these Terms.

### Secure Net

The Vodafone Unlimited Plans may entitle you to a free trial period of our SecureNet service which you can choose to activate at your discretion.

SecureNet provides anti-virus protection on the mobile network by automatically checking your network traffic. To activate any applicable free trial period; you will need to follow the instructions which we will provide to you via SMS and you will need to accept the terms and conditions of the Secure Net service viewable here: <https://n.vodafone.ie/terms/services.html>. The Secure Net service is a separate service and does not form part of the terms of your package plan. After the free trial period; a monthly charge will apply. Please note that for customers purchasing an Unlimited Plan from 23 April 2021, you must activate your promotional free trial of the Secure Net service within 30 days of purchasing your Unlimited Plan.

Vodafone reserves the right to withdraw the Secure Net service at any time. In this event you accept that Vodafone will continue to provide you with the tariff price plan that you have contracted for without Secure Net.

Full Terms and Conditions relating to Secure Net can be found here <https://n.vodafone.ie/terms/services.html>.

RED Unlimited 30 Day Sim Only customers who wish to cease their contract, port to another operator or migrate to Vodafone pay as you go may do so at any time by giving written notice, which will be effective 30 days after Vodafone receives the request.

### APPENDIX A:

#### Zones:

#### Vodafone Unlimited Take Your Home Plan Abroad:

Roaming in Europe:

Austria, Azores, Belgium, Bonaire, Bulgaria, Ceuta, Croatia, Curacao, Cyprus, Czech Republic, Denmark, Desirade, Estonia, Finland, Finland (Alands Island Only), France, French Guiana (French Guyana), French West Indies, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle Of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Netherlands, Norway, Poland, Portugal, La Reunion, Romania, Saba, Saint Barthelemy, Saint Eustatius / Statia, Saint Kitts And Nevis, Saint Martin, Sint Maarten, Slovakia, Slovenia, Spain, Suriname, Sweden, Switzerland, United Kingdom and Vatican State,

**RED Roaming on Vodafone Unlimited:**

RED Roaming Europe Countries:

Albania, Kosovo, Monaco, San Marino and Turkey

RED Roaming US and Canada Countries:

Canada and United States

RED Roaming Rest of World Countries:

Anguilla, Antigua and Barbuda, Argentina, Aruba, Australia, Barbados, Bermuda, Brazil, Cayman

Islands, Chile, China, Colombia, Congo (Democratic Republic Of), Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Ghana, Grenada, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Lesotho, Macedonia, Mexico, Montserrat, Morocco, Mozambique, Nauru, New Zealand, Nicaragua, Panama, Papua New Guinea, Paraguay, Peru, Puerto Rico, Qatar, Russia, Saint Lucia, Saint Vincent and The Grenadines, Samoa, Serbia, Singapore, South Africa, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turks and Caicos Islands, United Arab Emirates, Uruguay, Vanuatu, Virgin Islands (British) and Virgin Islands (Us).