

Smart Plan 25 Terms and Conditions

Reviewed: 1 March 2021

"Reviewed 010321"

These terms apply to the Vodafone Smart Plan 25 price plan (the Tariff). These service specific terms and conditions apply in addition to and form part of 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 Smart Plan 25(below), followed by the Vodafone General Mobile Terms and Conditions. All terms are available to view and download from <https://n.vodafone.ie/terms.html>. By signing up to the Tariff you agree to the following:

- 1) 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.
- 2) 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.
- 3) 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.
- 4) The Tariff includes the following allowance per monthly billing period:
 - a) Unlimited any network Minutes;
 - b) Unlimited any network Texts;
 - c) 50 international minutes;
 - d) 25 GB data.
- 5) 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. 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.
- 6) 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 texts are at a customer level, therefore are shared across each subscriber on this Tariff. 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. Customers may use the monthly allocation of text messages to send text messages to other Irish mobile numbers as well as to send international text messages. The monthly allocation of text messages cannot be used to send value added or premium rate text messages.
- 7) Free unlimited any network minutes and texts are available on this Tariff. The fair usage for any network calls and texts are outlined below: Use of, and access to, this Tariff is subject to Fair Usage. Fair Usage Policy: Vodafone will monitor your usage of the Package and will implement a fair usage policy in respect of it, based on the average usage of the Vodafone customer of the Package, as estimated by Vodafone from time to time. If at the reasonable discretion of Vodafone, Vodafone is of the opinion that your usage materially exceeds the fair usage threshold in any month, Vodafone may contact you to advise you that your usage exceeds its fair usage policy. If the excessive usage continues to exceed the threshold after receipt of a request from us to desist from or alter the nature of such usage, Vodafone reserves the right to charge you for the excessive element of your usage at your Tariffs standard rate or to modify or suspend your use of the Service or to withdraw your access to the Service entirely.
- 8) 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.
- 9) As a Customer, you may proactively request from Vodafone to place a barring facility on your Vodafone account so as to protect you from going outside of your bundle allowance of data as part of your package. The obligation is on you, the Customer, to cap your usage so you do not go out of bundle, You can freetext DATA BAR to 50226 or contact Vodafone Customer Care on 1907. You can opt back in at any time by freetexting NO DATA BAR to 50226.
- 10) Any additional data used beyond your Tariff data allowance will be charged at the relevant rate for the country in which you are roaming as per the pricing published on www.vodafone.ie and will be charged in Kb increments.
- 11) The monthly allowance of international minutes included in the Tariff can be used to dial international mobiles and landlines.
- 12) This monthly allocation of international minutes cannot be used to call certain numbers (directory enquiry services, easi-connect and premium rate numbers), WAP, e-trieve and Vodafone mobile ISP numbers. The monthly allocation of international minutes cannot be used while roaming.
- 13) The monthly allocation of international texts cannot be used to send value added, premium rate numbers or to send text messages while roaming.
- 14) This monthly allowance allows you to make calls and texts to any international destinations within the Vodafone footprint – see International rates for a full list of countries.
- 15) Standard out of bundle rates will be charged. See <https://n.vodafone.ie/terms/rates.html> for full pricing information.
- 16) Tariff is subject to a 12 month minimum term contract. Customers may not change from this Tariff to a price plan of lower or higher value within the first 12 months of the contract/plan