

## Vodafone Pay As You Go Chat Extra Top Up Offer

Reviewed 151119

The following terms and conditions of the Vodafone Chat Extra Offer (the "Offer") are in addition to and form part of the terms and conditions of the Vodafone Pay as you go Mobile Telecommunications Service and Vodafone Advantage Plus terms and conditions which are available on [www.vodafone.ie](http://www.vodafone.ie). In the event of any conflict between the terms, the order of precedence shall be as follows; the terms and conditions set out below first, followed by the terms of Advantage Plus tariff and then the Vodafone Pay as you go Mobile Telecommunications Service

1. When you sign up to the Offer you will be automatically signing up to our Vodafone Advantage Plus tariff and Advantage Plus rates will apply after opt in. For further details of this Tariff see [here](#).
2. The Offer of unlimited calls and texts to any network and 10GB of data for €20 credit from your top up is available until otherwise notified by Vodafone.
3. This Offer is subject to a Fair Usage Policy. Vodafone has developed a threshold for the Service which is currently set at 5,000 text messages to any Irish network and 5,000 minutes to national mobiles and landlines. If, Vodafone is of the opinion, that your usage of the Service materially exceeds these thresholds over the applicable 28 day Offer period, Vodafone may contact you to advise you that your usage exceeds its Fair Usage Policy. If such excessive usage continues to exceed the above thresholds after receipt of a request 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 Vodafone Advantage Plus rates or to suspend, modify or restrict your use of the Service or to withdraw your access to the Offer.
4. Any usage over these limits will be charged at standard Advantage Plus rates.
5. Inclusive calls apply to calls to Irish mobile and landlines in the Rep. Ireland 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. Chat Extra elements of inclusive calls, texts and mobile data cannot be used when roaming. However, under EU Roaming regulations you can use your monthly allocation of domestic minutes/data/texts while roaming in the EU in the same way you use the allocation domestically. For any other destination the monthly allocation of minutes/data/texts cannot be used while roaming.
8. When you top up by €20 or more in one transaction, €20 charge will be debited from your credit and the Offer will activate. This €20 charge will apply each time you top up by €20 or more in one transaction.
9. 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 benefits for your existing 28 day Offer period. i.e. €5, €10 or €15 top up. A top up by €20 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 €20 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.
10. The benefits of the Offer will only be applied once you top up by €20 or more in one transaction.
11. The benefits associated with this Offer will expire after 28 days if unused.
12. You must top up by the minimum amount specified above every 28 days in order to receive the benefits associated with this Offer otherwise standard Advantage Plus rates will apply.
13. You may only avail of one top up offer at a time. When you sign up to this offer, it will replace existing top up offers and the 28 day period for those offers will immediately come to an end.
14. There is no carry forward of unused benefits if you change top up offers or complete a new minimum amount top up before your 28 day Offer period expires.
15. After opt in (send text CHAT EXTRA to 50222) you will receive a confirmation text within 24 hours to confirm you have activated the offer and can avail of the benefits.
16. If you switch from pay as you go to Vodafone post-pay, no part or element of this Offer will be carried over.
17. 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.
18. Access to 4G is strictly subject to a customer's handset 4G capability and 4G 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. To verify 4G coverage in your area please visit [www.vodafone.ie/4g](http://www.vodafone.ie/4g)
19. A reminder will be sent via SMS to customers on the Offer towards the end of the 28 day 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.
20. 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.
21. 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.
22. These terms and conditions may be varied or amended by Vodafone for any valid commercial, technical or operational reason.
23. 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>.