

Wireless Office and Wireless Office Plus

Reviewed: 1 March 2021

Vodafone Wireless Office Plus and Vodafone Wireless Office Terms and Conditions

1. The following terms and conditions are for Vodafone's Wireless Office and Wireless Office Plus service ("the Service") and are in addition to and form part of the general terms and conditions under which you enjoy access to Vodafone's mobile telecommunications services. For further details on these general terms and conditions as they apply to you please contact your account manager (where applicable, your local Vodafone store or Vodafone Customer Care.

2. The price plan is for a minimum of 12 months, as agreed by the customer via a signed contract, or an e mail/ on-line sales process, or a telephone conversation with a Vodafone agent as the case may be.

3. The Service is available only to post-paid business customers of Vodafone who use a Vodafone virtual private network ("VPN") and who are subscribed to a qualifying Vodafone business tariff (as determined by Vodafone from time to time) ("the Tariff"). You must meet these criteria to avail of the Service.

4. Existing Vodafone business customers may register for the Service by contacting their Account Manager, local Vodafone store, or Vodafone Customer Care. The Service will become operable on your next bill day following successful implementation of the Service on your systems.

5. Eligible business customers who subscribe to the Service shall be entitled to make unlimited Vodafone-to-Vodafone 'on-net' calls to other members of their VPN

6. For the purposes of the Service "on-net" calls means calls between your Vodafone mobiles subscribed to the Service and belonging to the same VPN. The service also include calls from these Vodafone mobiles to up to ten (10) of your Irish fixed line numbers. The ten (10) fixed line numbers must be your numbers (i.e. registered in the name of the Vodafone customer subscribing to the Service) and must be included in your VPN. Third parties' numbers are not acceptable.

7. Under no circumstance are the types of calls listed below included within the Service. All such calls will be charged for at Vodafone's standard rates determined by the tariff that you are subscribed to. Calls not included are:

1. calls to any mobile numbers outside your VPN;
2. save as set out in paragraph 5 above, calls to any number belonging to another mobile or fixed telecommunications network;
3. calls made while roaming
4. international calls; save where the customer has subscribed to Vodafone Business Passport, Vodafone Wireless Office International Plus or Wireless Office Share International Plus. Details of these plans are on www.vodafone.ie
5. diverted calls and calls to voicemail;
6. save for a 'Prolink' as described in paragraph 11 (which is required to operate certain functions of the Service), calls to or from any Mobile Gateway or 'SIM box' (as described in ComReg Information Notice 15/03);
7. calls to ISPs or mobile ISPs

8. You may register one Irish fixed line number to be mapped to a Vodafone mobile number to allow calls to that fixed line number to be routed to your VPN mobile numbers at no extra charge. This process of number translation will take place on your PABX.

9. This contract is for a minimum period of twelve (12) months. If you wish to terminate the contract during that initial period you must pay a cancellation charge. This charge is based on the number of handsets you have multiplied by the number of remaining months multiplied by the monthly tariff charge that you pay per handset. After the initial twelve (12) month period this contract will automatically roll over from month to month until terminated by either you or Vodafone on twenty eight (28) days' written notice.

10. Vodafone reserves the right to vary or amend any element of this Service at any time. These terms and conditions may be varied or amended by Vodafone for any valid commercial, technical or operational reason. Any changes made to the product, tariffs or terms and conditions will be notified to you by advertisement in national press or will be posted on www.vodafone.ie/business. These changes will be posted not less than 14 days before they take effect.

11. Title to any equipment supplied to you by Vodafone to use the Service will remain with Vodafone. Risk in all supplied equipment will rest with you

12. You accept that responsibility for the installation, maintenance and operation of the mobile gateway device ("Prolink") to be integrated with your PABX is your sole responsibility. Vodafone is not and will not be liable or responsible for the installation, operation or maintenance of this equipment or its interaction with your PABX.
Fair Use Policy

13. It is important to Vodafone that all eligible Vodafone customers are able to access our services. Accordingly, we have devised a fair use policy which applies to the Service. Vodafone may rely on this fair use policy where your usage of the Service is excessive or unreasonable as detailed in this paragraph. Vodafone has developed the Service and the related tariffs by reference to average business customer profiles and estimated customer usage of the Service (particularly the estimated volume and length of free on-net VPN calls likely to be made by users). If your usage of the Service materially exceeds these estimated use pattern over any month, Vodafone may contact you to advise you that your usage exceeds its fair use policy.

If the excessive usage continues after receipt of a request to desist from or alter the nature of such usage, Vodafone may suspend, modify or restrict your use of the Service or may withdraw your access to the Service.