

Red Plus Price Plan Terms and Conditions

Reviewed: 1 March 2021

These terms and conditions apply to existing Customers from July 2018

"Reviewed 010321"

The following terms and conditions apply to use of the Vodafone Red Plus service ("Red Plus") and are in addition to and form part of the General Terms and Conditions of the Vodafone Mobile Telecommunications Service as provided by Vodafone Ireland Limited ("Vodafone"). In the event of any conflict between the General terms and conditions and the terms and conditions set out below, these terms and conditions shall prevail in respect of the Red Plus service. All terms are available to view and download from <https://n.vodafone.ie/terms.html> You have read and have agreed to the following:

- 1) The Red Plus tariff is only available to existing consumer billpay account holders who wish to add a family member ("End User") as a subscriber to their existing account.
- 2) The usage of the End user usage will be visible to the account holder and any other contacts authorised by the account holder.
- 3) The Red Plus tariff includes the following allowances per billing period:
 - a) 5gb of data;
 - b) unlimited Vodafone to Vodafone calls;
 - c) 60 minutes to other Irish mobile networks; and,
 - d) unlimited SMS to any Irish mobile networkwhich can only be used in Ireland and when roaming in the EU in accordance with the EU Roaming Regulations.
- 4) Allowances apply for calls and texts to standard landlines and mobiles only.
- 5) All other out of bundle services such as Premium calls and texts, MMS, calls to non-geographic numbers, directory enquiries, international (except intra EU when roaming) and roaming outside the EU are not possible on this price plan. We recommend you avail of a different price plan if you require these services.
- 6) The Red Plus tariff is capped and a bar is placed on usage once the allowance has been reached. Access to emergency service numbers will still be possible once the allowance of the tariff is reached. In the case of roaming there can be a delay between the allowance being reached and the bar being applied. In this scenario charges may apply.
- 7) The Red Plus tariff allowances include roaming in the countries covered by EU roaming regulations (<https://n.vodafone.ie/terms/services.html>).
- 8) At the end of the 12 month period, your Agreement will continue to run on a month to month basis, unless you, the Customer, provide notice of your desire to terminate this agreement.
- 9) This tariff includes the Red Protect Security product. This product features includes a number of safety features which can be applied by the account Holder to the End User, including screen time limits, bedtime limits, content filters, antivirus protection and banking protection. The Red Protect product does not scan/look at/filter message content that is

sent or received via sms/email or other messaging or social media applications.

- 10) The content filters allow the Account Holder to block social network access. This filtering does not work on all devices and or block access to all social networks.
- 11) If social media access is allowed, then the content filters will not scan/look at/filter content on these social networks.
- 12) The availability and effectiveness of these features are device dependent and may not function on all devices.
- 13) The Red Protect product is provided by a third party. Vodafone's relationship with this third party may change in the future.
- 14) Vodafone retains the right to switch security provider which may result in a change to the security features available on the Red Protect product.
- 15) In order to provide the Red Protect service Vodafone passes the account holders name, email & phone number to f-secure, the provider of the Red Protect Service.
- 16) Vodafone cannot guarantee complete protection for any children using this product and is not responsible for the operation and functionality in the product.