

## RED Roaming on Vodafone Unlimited

### Terms & Conditions (effective 04 May 2020)

1. As a Vodafone Unlimited customer, you will be automatically opted into the RED Roaming offer as part of your package plan, effective May 4<sup>th</sup> 2020.
2. 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.
3. You can opt in or opt out of the service at any time in the following ways: through Customer Care, Text, and in your MyVodafone account.
4. When you opt into RED Roaming, it may take up to 24 hours to be applied to your account.
5. 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.
6. RED Roaming on a Vodafone Unlimited plan 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.
7. In RED Roaming countries you'll pay €3.99 or €4.99 per day depending on where you travel to and have access to;
  1. Unlimited calls and texts to Ireland from the country you are roaming in
  2. Unlimited calls and texts within the country you are roaming in
  3. You will have access to your domestic allowance of international minutes and texts
  4. You will receive 500MB of data each day
  5. When you have consumed your domestic allowance of international minutes or texts, your domestic out of bundle rate applies (<https://n.vodafone.ie/shop/bill-pay-plans/out-of-plan-charges.html>)
  6. If you do not have a domestic allowance of international minutes or texts, the domestic international rate will apply.
7. 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.
8. You will only be charged on the days you use RED Roaming abroad and there is no requirement to opt out when you come home.
8. For further detail on daily access fees for each country can be found at <https://n.vodafone.ie/roaming.html>.
9. You can opt out of the service at any time by freetexting STOP RED to 50020. You can opt back into RED Roaming 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 RED Roaming Zones, see Appendix A at the end of these Terms.
10. Once you've opted in to RED Roaming and are roaming in any of the eligible countries listed in Appendix A, customers on an Vodafone Unlimited plan will pay the relevant daily access fee, which will be applied following the first roaming mobile event of the day, Irish time, (making or receiving a call, sending a text, using mobile internet), and expires at midnight Irish time. You will only be charged on those days that you use your phone while you are abroad. For a full list of RED Roaming Zones, see Appendix A at the end of these Terms.
11. When using data, Vodafone reserves the right to notify you via text message, telling you when you have used 80% and 100% of your daily data allowance.
12. Only calls and texts to standard mobiles and standard landlines (excluding premium rate

- and non-geographic numbers other than calls to 0818 and 076) are included.
13. Any special domestic promotions or reduced rates for Bank /Public Holidays are not included.
  14. 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/>.
  15. Unused data cannot be carried over to the next day.
  16. 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.
  17. 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 customers mobile are considered to be with the consent of the customer and so data roaming charges will apply.
  18. 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.
  19. RED Roaming is designed to be used by customers normally domiciled in the Republic of Ireland (RoI). Customers who do not have ongoing usage on the Vodafone Ireland network will be deemed to be in breach of these terms and will result in removal of RED Roaming from their account and/or termination of service at Vodafone's discretion.
  20. Vodafone reserves the right to withdraw or amend the RED Roaming offer at any time. From time to time Vodafone may modify the standard settings and/or features of this Service in order to offer additional value to

the Service. Such changes might include measures such as increasing your data allowance size. 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. In this event you accept that Vodafone will continue to provide you with the tariff price plan that you have contracted for without RED Roaming.

**APPENDIX A:  
Zones: 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:

1. 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),