

V by Vodafone Charges Guide

V by Vodafone is a new service for connecting smart devices to the Vodafone network. The V-Sim provides worry-free pricing with a fixed price to connect all your devices and no contract so you're free to pause your next month's subscription if you ever want a break. Which means you only pay when you want to use your devices. V-Sim subscriptions are charged to your mobile (if you are a Vodafone mobile customer) or your debit/credit card for non-Vodafone mobile customers. A range of new devices will be available to purchase with V-Sim connectivity inside or you can purchase the V-Sim to use in other smart devices.

You can find more about our charges by dropping in to one of our stores and speaking to an adviser.

Service plans

Insurance cost explained			
Device Type	Service Plan	Duration	Price
Home alarms	V-Sim	30 days	€2.99
Plugs	V-Sim	30 days	€2.99
General trackers	V-Sim	30 days	€2.99
Bag and Luggage trackers	V-Bag	30 days	€2.99
Bike trackers	V-Sim	30 days	€2.99
Car trackers	V-Sim	30 days	€2.99
Kid trackers	V-Sim	30 days	€2.99
Pet trackers	V-Sim	30 days	€2.99
Vodafone V-Auto	V-Auto	30 days	€2.99
Vodafone V- Camera	V-Camera	30 days	€4.99

Services provided and Limitations. Your V-Sim subscription provides connectivity services for your smart device. You select the appropriate plan depending on your smart device. Your subscription includes data at a level determined in accordance with the price plan for your selected device. Where SMS is supported it is unlimited. Voice services are only available as an ancillary service and in a restricted form in conjunction with specific smart devices. Your V-Sim must only be used for its intended purpose and won't work if inserted in traditional devices such as smartphones, tablets, or mobile broadband devices.

Use when you need it. You can activate and deactivate your V-Sim at any time. Your plan will auto-renew on a 30 day basis.

Changing Plans. You are able to move the V-Sim to a new device of the same type (as detailed in the service plan table above). If you move the V-Sim to a device of a different service plan type, you may receive a notification that the usage is higher than expected and be asked to change your plan.

You can deactivate a plan and then, following the previous plans termination (which shall occur at the end of the 30 day anniversary of the date you subscribed which follows your termination), reactivate the same V-Sim on a different price plan. If we notify you that excessive usage has been detected failure to change your plan may result in our termination of your V-Sim subscription.

Out of Country Use. When you're outside Ireland you can use your V-Sim within these countries at no additional cost:

Aland Islands, Austria, Azores, Belgium, Bulgaria, Canaries, Ceuta, Croatia, Republic of Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Melilla, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Saint Martin, Slovakia, Slovenia, Spain, Sweden, Switzerland and the UK (including Isle of Man and Channel Islands).

V-Sim may not operate outside of these territories. In addition, some devices may not support full global roaming due to technical issues. As availability may change from time to time please check before travelling with either the third party device provider or our v.vodafone.com/ie/help-and-support. This URL will need to be confirmed by Group

Acceptable Use. All V-Sim plans have no out of bundle charges and are designed for specific devices to give simple pricing with no hidden costs. We retain the right to suspend or terminate your tariff where we have reasonable grounds to believe that for example:

1. you are using a V-Sim other than for the intended purpose (e.g. you are using V-Sim in a device that provides internet browsing functionality); or
2. you have selected a price plan that does not match your actual usage (where your data use exceeds your selected plan expectations as reasonably set by us). For example, if you state in the activation process that your device is low data demand tracker but in fact the V-Sim is used in a high data demand camera).

Excessive Usage Notification. You will receive a notification where excessive usage is detected in any given 30-day subscription period. Initial notification will take place via the V-App to inform you where your usage is excessive. You will need to check you are on the correct tariff. Failure to take action may result in our termination of your V-Sim and require you to set up a new subscription. If you do not have the V-App or have deleted the app you will not receive the first notification prior to suspension or termination. Where termination occurs due to excessive usage you will not be entitled to any credit for the remaining days left of your subscription.

Unauthorised devices. Please note your price plan subscription will remain active and unchanged even if an unauthorised device is detected. The V-Sim won't work in the device but will work in any other valid device and your subscription will continue to auto-renew until deactivated by you.

Prices are correct at the time of print and are inclusive of VAT. Where there is a conflict between the pricing information in this Charges Guide and the pricing on the V-App then the pricing information in our Charges Guide on our website will take priority.