

Business Share

Reviewed: 1 March 2021

Vodafone Business Share Terms and Conditions

1. The following terms and conditions are for Vodafone's Business Share tariffs ("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 18 or 24 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. 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 made while roaming;
2. diverted calls
3. save for a 'ProLink' as described in paragraph 7 (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);
4. calls to ISPs or mobile ISPs

4. This contract is for a minimum period of eighteen (18) or twenty-four (24) months, as agreed between you and Vodafone. If you wish to terminate the contract during that initial period you must pay a cancellation charge. This charge is calculated by multiplying the number of handsets you have, the number of remaining months in your contract period, and the monthly tariff charge that you pay per handset. After the initial eighteen (18) / twenty-four (24) month period this contract will automatically roll over from month to month, until terminated by either you or Vodafone, with twenty eight (28) days' written notice.

5. There is a tariff lock in for the first 6 months of the contract whereby the customer can move up to a higher tariff but cannot move down a tariff within the Business Share tariff suite. If you wish to move down tariff after the lock in period and before your agreed contract period ends you will be recontracted onto a new contract for either 18/24 months and will be charged €290 administration fee for doing so. When you move up a tariff on Business Share you will only be recontracted when your existing contract period has expired.

6. 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 directly and will be posted on www.vodafone.ie/business. These changes will be posted not less than 30 days before they take effect.

7. Title to any equipment supplied to you by Vodafone to use the Service will remain with Vodafone.

8. 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

9. 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.

10. Free calls to other Vodafone subscribers are included in this plan. There is a fair usage policy which is one thousand (1,000) free Vodafone to Vodafone calls per month per subscriber on the account. 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.

11. Free local and national calls are included in this plan. There is a fair usage policy which is one thousand (1,000) free Local and national calls per month per subscriber on the account. 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.

12. The monthly allowance of minutes included in the Vodafone Business Share plans can be used to dial national and international mobiles and landlines. 75% of a customer level account minutes must be consumed within the Republic of Ireland. For example if you consume a total of 1,000 minutes across your customer level account in a given month; 750 minutes must be consumed through national dialing within the Republic of Ireland. The threshold is set in accordance with the average customer usage and is regularly reviewed to ensure its suitability. If, in the reasonable opinion of Vodafone, your usage is deemed excessive or unreasonable, or if more than 25% of minutes are made to international destinations from Republic of Ireland, we will ask you to moderate your usage. If, after we have asked you to moderate your usage, you fail to do so, we reserve the right to transfer you to a tariff which does not include international calls; or to suspend or terminate your Service provided under this Tariff.

13. Customers may use their monthly allocation of minutes to make anytime calls to national numbers in the Republic of Ireland (including mobile numbers, landline numbers) and Northern Ireland landline numbers with the prefix 048 and 028. The monthly allocation of minutes are at a customer level, therefore are shared across each subscriber on this plan. The monthly allocation of minutes cannot be used to call certain numbers (including,

international numbers, LoCall (1890) numbers, CallSave (1850) numbers, FreeFone (1800) numbers, directory enquiry services, easi-connect and premium rate numbers, WAP, e-trieve and Vodafone mobile ISP numbers). Under EU Roaming regulations you can use your monthly minutes allocation while roaming in the EU in the same way you use the allowance domestically. For any other destination the monthly allocation cannot be used while roaming

International or roaming calls, texts or data	Normal rates apply for international And roaming out of bundle
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14. Customers may use their monthly allocation of text messages to send text messages to Vodafone Ireland numbers and other Irish mobile numbers. The monthly allocation of texts are at a customer level, therefore are shared across each subscriber on this plan. Under EU Roaming regulations you can use your monthly text message allocation while roaming in the EU in the same way you use the allowance domestically. For any other destination the monthly allocation cannot be used while roaming

15. Customers may use their monthly allocation of data for domestic usage only. The monthly allocation of data is at a customer level, therefore it is shared across each subscriber on this plan. Under EU Roaming regulations you can use your monthly text message allocation while roaming in the EU in the same way you use the allowance domestically. For any other destination the monthly allocation cannot be used while roaming

16. Out of bundle minutes, text or roaming minutes and texts will be charged at Vodafone's standard rates applicable to the Business Share plans.

17. Access to Voicemail in the Republic of Ireland and the UK is free. If Voicemail is accessed when roaming (ex. UK) it will be charged at a roaming rate of 65c per call.

18. Customers on any Vodafone Business Share plan cannot carry over any remaining minutes or texts to the following month.

19. Customers migrating to Vodafone Business Share plan from any existing Vodafone plan cannot carry over any remaining minutes or texts from a previous tariff.

20. Customers who subscribe to a Tariff will automatically be opted into Vodafone Passport unless otherwise specified at time of connection. Customers can opt out of Vodafone Passport at any time, without penalty and will be subsequently charged at standard roaming rates for calls and texts.

21. The following chargeable Add Ons are available to customers who subscribe to a Vodafone Business Share plan: Customer level chargeable Add Ons for data available with all SME Integrate tariffs:

1. 2GB data shared Add On bundle at €15 ex VAT
2. 5GB data shared Add On bundle at €25 ex VAT
3. 10GB data shared Add On bundle at €40 ex VAT

22. The following out of bundle rate in the below table are chargeable if the monthly allowances are exceed for calls, texts and data on any Vodafone Business Share plan:

	Out of bundle rates
Domestic calls	15c ex VAT per minute
Domestic texts	9c ex VAT per text
Domestic data	1.6c ex VAT per MB