

# Control Solo

Reviewed: 1 March 2021

## Vodafone Control Solo Terms and Conditions

1. The following terms and conditions of the Vodafone Control Solo Tariffs (the "Tariffs") (formerly Wireless Office Solo) are in addition to and form part of the General Terms and Conditions of the Vodafone Mobile Telecommunications Service. In the event of any conflict, these terms and conditions shall prevail.

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. Vodafone reserves the right to withdraw the Tariff either generally or in respect of any particular Customer at any time and to vary or amend any element of the tariffs at any time without further notice. These terms and conditions may be varied or amended for any valid commercial, technical or operational reason.

4. Customers can choose one of two Tariffs:

- o Vodafone Control Voice
- o Vodafone Control Voice and Text (+)

5. Each Tariff has a defined monthly allocation of voice calls or voice calls and texts, after which additional calls/texts will be charged as per the standard rate for calls and texts for Wireless Office Plus price plans

Type	Allocation per billing cycle / month
Vodafone Control Voice	10,000 minutes
Vodafone Control Voice and Text	10,000 minutes and 10,000 texts

**Note:** Month starts and ends in accordance with your billing cycle

6. 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 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). The monthly allocation of minutes cannot be used while roaming.

7. Customers may use their monthly allocation of text messages to send text messages to Vodafone Ireland numbers and other Irish mobile numbers. Under EU Roaming regulations you can use your monthly allocation of minutes/data/texts while roaming in the EU in the same way you use the allocation domestically. For any other destination the monthly allocation of minutes cannot be used while roaming.

8. Under EU Roaming regulations you can use your monthly allocation of minutes/data/texts while roaming in the EU in the same way you use the allocation domestically. For any other destination the monthly allocation of minutes cannot be used while roaming.

9. Customers on a Tariff cannot carry over any remaining minutes or texts to the next month.

10. Customers migrating to a Tariff cannot carry over any remaining minutes or texts from a previous tariff.

11. 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.

12. The following chargeable Add Ons will be available to Customers who subscribe to a Tariff:

1. Chargeable Add Ons available with both Tariffs

§ 1 GB Mobile Internet Add On

§ Windows Mobile 25MB

§ Windows Mobile 50MB

§ 15MB Data Add On

§ 25MB Data Add On

§ Vodafone Connect Abroad Daily

§ Vodafone Connect Abroad Monthly

§ BlackBerry Roaming Add On

§ Vodafone Business Email Enterprise

§ Vodafone Business Email Internet

§ Vodafone BlackBerry Internet

2. Chargeable Add Ons only available with Wireless Office Solo Voice Tariff

§ Text 150

§ Text 250

§ Text 450

13. Existing bill pay customers who want to move to either Tariffs may have to cancel Add Ons if they are incompatible with the relevant Tariff and Add Ons.

14. The contract term for both Tariffs is 12 months. Customers wishing to cancel their subscription to a Tariff during the contract term will be charged a cancellation charge. This charge will be calculated by multiplying the number of remaining months in contract by the monthly tariff charge. Customers may terminate this contract as set out in the general terms and conditions under which you enjoy access to Vodafone's mobile telecommunications services. At the end of the contract term, this contract will automatically roll-over on a monthly basis until terminated by either the customer or Vodafone upon 28 days written notice.