

One Net Lite from April 6, 2017

Reviewed: 1 March 2021

The terms and conditions under this heading relate to the Vodafone One Net Lite service ('the Service'). These terms and conditions apply in addition to and form part of the General Terms and Conditions of the Vodafone Mobile Telecommunications Service (Bill Pay) which are available on www.vodafone.ie and any other applicable terms and conditions under which you enjoy access to Vodafone's services.

1. One Net Lite is a Vodafone service which provides the customer with a virtual landline number that diverts calls to their mobile number.
 2. Unless otherwise notified to customer in writing, One Net Lite is only included with the following Vodafone RED Business Plans: RED Business Essentials, RED Business One, RED Business, RED Business Super, RED Business Select, RED Business Complete, RED Business Prime and is only available to Vodafone business customers. There is no additional cost for this feature.
 3. When signing up for one of the above Red Business Plans you may notify us if you wish to avail of the Service. As part of the Service you will receive a dedicated geographic landline number (the 'Landline Number') which will be set up to call forward to your specific mobile number which must be on one of the above mentioned RED Business plans.
 4.

New	Landline	Numbers
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Vodafone will choose the new Landline Number for you to use with your mobile phone on our network. This Landline Number will be based on your billing address when signing up for the Service and will be allocated based on your minimum numbering area ('MNA') as defined by the Commission for Communications Regulation. By way of example this means that if your address is within the MNA associated with 071 (Sligo) you can only be assigned a number beginning with 071.
 5.

Existing	Landline	Numbers:
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Where porting is requested by you, you warrant and represent that you accept the terms contained therein, have provided accurate information and that you are the person authorised to instruct Vodafone to port the number. You acknowledge that:
 - The request will terminate service with the existing telephony provider and
 - Only the number specified will be moved, and
 - It shall be your responsibility to ensure that you give sufficient notice of termination of any agreement with any previous service provider, subject to the terms and conditions of your agreement with them;
 - It shall be your responsibility to ensure that all information provided in relation to the request for this service is complete and correct. The port request may be rejected if any information provided is inaccurate, incomplete or misleading;
 - The process will be deemed to commence on the date of your request to Vodafone forthe service and it may not be possible to reverse the process once it has started.
- Where the requestor is not the person legally entitled to request Vodafone to move the number or a person or entity authorised to make the request or if fraudulent or misleading information is supplied, then the requestor will be personally liable for all or any loss or damage arising from the unauthorised transfer of the number.
 - Vodafone may refuse to process your instructions if:
 1. information provided by you is incorrect or misleading;
 2. The information provided in relation to the number is not compatible with information held by the previous service provider;
 - Vodafone shall endeavour to comply with criteria established by ComReg in respect of number porting but does not warrant or represent that the number port will be completed within a particular timeframe. There may be a period where no services are available, from either the previous service provider or from Vodafone.
 - In respect of a 'port out' request where you wish to move your number from Vodafone to another provider, you are required to ensure that there are no payments outstanding on our account before you or your new provider arrange for a port out request to be submitted in respect of any number
6. A landline terminal is not required or provided as part of this Service
 7. In order to avail of the Service the customer must not change the Landline Number call forwarding functionality to an alternative mobile number on another mobile network or on a non-relevant RED Business plan as outlined in clause (2) above.
 8. Your Landline Number is linked at all times to the mobile number it was set up on as part of the Service. Vodafone cannot transfer the Landline Number to divert calls to another mobile number. Where a customer wishes to transfer ownership of a Landline Number created by the Service that is linked to a Vodafone mobile number, the customer must complete a Transfer of Ownership form to transfer ownership of that mobile number and the associated Landline Number.
 9. Customers may terminate this Service at any time by notifying Vodafone.
 10. If a customer terminates their RED Business plan, moves to a Vodafone mobile tariff plan outside of

those listed in clause (2) above or moves their mobile service to another network provider the Service will be terminated and no longer function.

11. The Landline Number or mobile number do not belong to the customer and will remain property of Vodafone until the mobile number is transferred to another network provider. Where a customer ports their mobile number to another mobile operator, the associated Landline Number will be disconnected unless the customer notifies Vodafone in advance that they wish to retain the Landline Number allocated to them. In this scenario, Vodafone will, where possible, facilitate the transfer of the telephone number to the new network operator in accordance with agreed industry processes.
12. If you change your address at any time you will need to inform Vodafone so we can supply you with a new landline number based on your new billing address as defined by ComReg. Please note that any changes to your address may impact the Service.
13. Vodafone does not represent or warrant that the operation of the Service or related Vodafone products and services will be uninterrupted, timely, secure or error-free or that it will meet any Customers specific requirements.
14. We shall provide the Service with reasonable skill and care but we exclude all liability for breach of warranties, conditions, terms, undertakings, and obligations implied by statute, common law, custom, trade usage, course of dealing or otherwise, all of which are excluded to the fullest extent permitted by law.
15. Any liability of Vodafone pursuant to the provision of the Service shall not exceed the sum of €500 per claim.
16. Vodafone reserves the right to withdraw the Service generally or from any particular customer at any time and to vary or amend any element of this Service at any time without further notice.

These terms and conditions may be varied or amended by Vodafone in accordance with our statutory obligations for any valid commercial technical or operational reason and will be binding on the customer forthwith upon reasonable notification of same being given to customer.