

Vodafone Red Business Unlimited Sim Only Price Plan

1. Introduction

This Price Plan, together with any applicable policies and guidelines referred to herein shall form part of your Agreement with Vodafone.

2. Product Details / Specification

What is Vodafone RED Business Unlimited?

Vodafone RED Business Unlimited Sim Only is a plan for small business Customers, comprising of RED Business Unlimited Sim Only tariff which offers - domestic calls, text and data allowances, EU Roaming policy and RED Roaming.

You have an obligation to mainly use our Service for legitimate business purposes in the Republic of Ireland only. Your use of our Service should not exceed that reasonably expected of a reasonable person using the Service for these purposes. Vodafone may suspend or terminate the Service if Vodafone determine, in our sole discretion, that the Service is not being used in a manner consistent with normal usage, or that you are otherwise in violation of this Agreement. Vodafone will make reasonable efforts to contact you before suspending or terminating the Service; Vodafone excludes all liability to you for any loss you may suffer arising from suspension pursuant to this condition.

2. Price Plan Particulars

Vodafone RED Business Unlimited Price Plan - from 14th June 2021

Price Plan	Price Plan Your Price Plan includes ("Inclusive Allowances")
RED Business Unlimited Sim Only €35 ex VAT per month	<ul style="list-style-type: none"> · Unlimited calls and texts including to UK and EU · Unlimited Data, fastest speed available · 250 international minutes and texts · Roaming across Europe included

Any unused portion of the monthly allocation associated with a Price Plan or add on (minutes/texts/data) cannot be carried over to the next month.

1. For Vodafone RED Business Unlimited Sim Only Price Plan, 'out of bundle international minutes will be charged on a rounded, per minute basis.
2. Call and text usage will be applied in the following manner:
 - a. Vodafone to Vodafone minutes and texts
 - b. Price plan inclusion minutes and texts
 - c. Purchased Add-ons
 - d. Out of bundle rates
 - e. Domestic and EU Data usage will be consumed using Price Plan inclusive data.
3. The Inclusive Allowances as referred to in the descriptions of the RED Business Unlimited Sim Only Price Plan above shall be interpreted as follows:

Inclusive Minutes	Inclusive Minutes will apply when on the Vodafone Ireland network for: <ul style="list-style-type: none"> • Calls to Vodafone Ireland mobile numbers (On-net) • Calls to other Irish mobile network or Irish fixed line numbers (Cross-net) • International mobiles or fixed lines where an international allowance is applicable (International)
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	Inclusive Roaming Minutes will apply when roaming on a RED Business network for calls to Home or Local: <ul style="list-style-type: none"> • Calls to Vodafone Ireland mobile numbers (On-net – Home) • Calls to other Irish mobile network or Irish fixed line numbers (Cross-net – Home) • Calls to mobile network or fixed line number in the country in which you are roaming in (Local) • International mobile or fixed line numbers where an international allowance is applicable (International) • Inclusive Minute allowances are consumed on a 'Per Minute' basis and Calls out of bundle
Inclusive Texts	Inclusive Texts will apply when on the Vodafone Ireland network for: <ul style="list-style-type: none"> • Texts to Vodafone Ireland mobile numbers (On-net) • Texts to other Irish mobile network numbers (Cross-net) • International mobile numbers where an international allowance is applicable (International) Inclusive Roaming Texts will apply when roaming on a RED Business network for texts to Home or Local: <ul style="list-style-type: none"> • Texts to Vodafone Ireland mobile numbers (On-net – Home) • Texts to other Irish mobile network numbers (Cross-net – Home) • Texts to mobile network numbers in the country in which you are roaming in (Local) • International mobile numbers where an international allowance is applicable (International) Inclusive Text allowances and Texts out of bundle are consumed and charged on a 'Per Message' consisting of 160 characters basis, unless stated otherwise.
Inclusive Data	Inclusive Data allowance will apply when on the Vodafone Ireland network (On-net) and when roaming in the EU. Customers have a RED Roaming on RED Business Unlimited data allowance as per RED Roaming on RED Business Unlimited terms.

Exclusions:

Inclusive minutes cannot be used for calls to Premium rate numbers, non-geographic numbers, and other 'special numbers' such as directory enquiries or numbers beginning with 0700.

Inclusive texts cannot be used for MMS (Multimedia Messaging Services) or messages to Landlines, Premium rate numbers, non-geographic numbers and other 'special numbers' such as directory enquiries or numbers beginning with 0700.

4. Roaming

RED Roaming

RED Roaming is activated in this Price Plan. To opt out of RED Roaming, text STOP RED to 50020. You can opt back in at any time.

Customers on Red Business Unlimited Sim Only can:

- While Roaming in applicable Red Zones - pay a daily fee to access their base plan allowance of domestic and international calls and texts; and 30GB of Data for the month. For a full list of Red Zones, see our business roaming page.

When you are on RED Roaming and are roaming in any of the eligible countries listed on our RED Roaming page, a daily access fee (as set out on a zoned basis in Table A below) will apply following the first roaming mobile event of the day; i.e. making or receiving a call, sending a text, using mobile data. The daily access fee period applies from 12am to 11.59pm, Irish time and you don't need to opt out when you get home.

The roaming charges as published on our Business Roaming page will apply to Customers who have not opted out of Red Roaming and use their phone when roaming on Vodafone or Vodafone approved networks in eligible countries. 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 travel.

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We may take measures to establish whether the Customer has prevailing domestic consumption or presence over roaming consumption or presence. We will observe this cumulatively, over a 4 month time period. We will consider prevailing domestic consumption to occur if more than 50% of the mobile services are consumed domestically within the observation window. The same holds for prevailing domestic presence.

In order to avail of the RED Business Unlimited EU Roaming policy a Customer must roam on the Vodafone Network or on a Vodafone approved Network.

Customers are responsible for the management of their device configurations and should be aware that updates and connections can incur data usage. As a result, Customers 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.

- Any additional data used beyond your roaming data allowance will be charged at the relevant rate for the country in which you are roaming as per the pricing published on the Vodafone Ireland website and will be charged in Kb increments.
- Any special domestic promotions or reduced rates for Bank /Public Holidays are not included.

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.

If you are roaming in a country that is not included in our Roaming Zones (full list of Zones provided In Table A below, you will pay default roaming rates which can be found on the roaming rates page.

TABLE A: RED Business daily access fees from 14th June 2021:

Tariff	Daily Fee in RED UK Zone	Daily Fee in RED European Zone	Daily Fee in RED Europe Countries and RED USA & Canada Zone	Daily Fee in RED Rest of World Zone
RED Business Unlimited SIM Only	Free	Free	€3.24 ex VAT	€4.06 ex VAT

EU Roaming

When roaming in the EU and the EEA, this Price Plan's allowances of voice, texts and data, and international add-ons may be used as if you were still at home.

Only calls and texts to standard mobiles and standard landlines to RoI or within the country you are roaming in (excluding premium rate and non-geographic numbers) are included.

Vodafone reserves the right to send you notifications regarding your usage of your EU Roaming allowance package and can notify you when you reach certain thresholds of your particular allowance and if/when you exceed your particular allowance.

Please note that RED Business Unlimited EU Roaming Policy is designed to be used by Customers normally domiciled in the Republic of Ireland (RoI) for casual and normal roaming usage. It is not designed to be used where the Customer has prevailing roaming consumption or presence over prevailing domestic consumption or presence.

We may take measures to establish whether the Customer has prevailing domestic consumption or presence over roaming consumption or presence. We will observe this cumulatively, over a 4 month time period. We will consider prevailing domestic consumption to occur if more than 50% of the mobile services are consumed domestically within the observation window. The same holds for prevailing domestic presence.

If we determine that there is prevailing roaming consumption or presence, we will alert you. Following this alert, if your usage pattern does not change to demonstrate prevailing domestic consumption or presence within a two week period from the date of the alert, we may then start to apply surcharges, which may apply from the date of the alert. Any applicable surcharge will be in line with regulated rates for roaming. Please refer to this page for details. Should a surcharge be applied under this clause, we will cease to apply a surcharge once the prevailing presence or consumption criteria are fulfilled.

If you wish to submit any complaints in relation to the application of this clause, please follow the process set out in our Code of Practice as detailed in the General Terms of service for Vodafone Business Customers

Customers opted in to RED Business Unlimited 'Take Your Home Plan Abroad' on this Price Plan can decide to connect to a network other than Vodafone's preferred network in the particular country, provided that Vodafone has a roaming agreement in place with the operator. If a Customer does not manually switch back to the Vodafone or Vodafone preferred network, they will not be able to avail of the RED Business 'Take Your Home Plan Abroad' service and related rates. In these circumstances, Customer will be charged at the default EU Regulated Roaming rates for calls and texts made on the alternative network. These prices are published on <http://www.vodafone.ie/roaming/rates>.

If you have already opted into Vodafone Passport Mobile Internet, this service will only apply when you roam in countries that are outside the

RED Business footprint but within the Passport footprint. If you opt out of RED Business 'Take Your Home Plan Abroad', you will remain on Vodafone Passport Mobile Internet. If you are not opted into either of these plans you will pay our default roaming plans.

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5. Additional Services (Add ons)

All add-ons are charged on a monthly basis and will apply from your next bill day. Add-ons specified as a onetime/instant add-on will be applied to your account within 24 hours and expire after 30 days. Available Add ons are set out in Table B below.

TABLE B

Recurring add-ons for RED Business Unlimited SIM Only Monthly Charge (Excludes VAT)

100 International Minutes	€4.07
200 International Minutes	€6.50
350 International Minutes	€9.76
100 International Texts	€2.44
Unlimited International Texts	€4.88

6. Migrating Plans

When migrating from one Price Plan to another Customer may not carry over any remaining balances or add-ons from their old Price Plan.

Migrating from another bill pay Price Plan to Red Business Unlimited Sim Only

In cases where you move from a legacy Price Plan to the Vodafone RED Business Unlimited suite of Price Plans, you will be unable to move back to the legacy Price Plan at any point in the future.

Migrating within Vodafone RED Business Unlimited Price Plans

Customers may migrate to another Vodafone RED Business Unlimited Price Plan (provided the new Price Plan is of equal or greater contract length and value) by giving prior notice to Vodafone. The change of Price Plan will be effective as of the Customer's next billing day, provided that notice is given at least three full working days in advance of the billing day.

Customers can migrate from their existing Vodafone RED Business Unlimited Sim Only Price Plan only once per month.

Unless Vodafone, in its sole discretion decides otherwise, Customer cannot migrate to another Vodafone Price Plan which is of a lesser value until their contract with Vodafone has exceeded the Minimum Term. If a Customer migrates to a Price Plan of a lesser value before their contract has ended, Vodafone reserves the right to implement a Termination Charge to the Customer for this migration.

7. Speeds

Mobile data speed limits apply to our Vodafone RED Business Unlimited plans. The maximum upload and download speeds you could experience on your device with these plans are as follows:

RED Business Unlimited Sim Only: fastest speed available

8. Sundry

a. From time to time Vodafone may modify the standard settings and/or features of the RED Business Unlimited Sim only proposition in order to offer additional value to the Service. The parties agree that such changes to the RED Business Unlimited Sim Only proposition or package do not constitute modification in the conditions of your Agreement.