

Always Connected

Reviewed: 010321

Always Connected is only available to customers who have their home broadband with Vodafone and also have an eligible consumer Vodafone bill pay or pay as you go mobile plan. The Always Connected data is applied to the mobile account of the Vodafone Home account holder.

- The Always Connected data allowance includes 20GB of data.
 - Always Connected will be available to eligible customers if they contact the Vodafone Care team when they experience a broadband issue, and the Vodafone Care team is unable to resolve the broadband issue. The broadband issue must be related to a fault on the line, and the exclusions listed in these terms must not apply.
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 - The Always Connected data allowance is in addition to existing data allowance and will be used before your plan's data allowance.
 - The Always Connected data allowance is only available for thirty days from the date it is applied. It will expire either once you have used up the Always Connected data allowance, or at the end of the thirty days.
 - The Always Connected data allowance is for use in Republic of Ireland only. Only your plan's base data can be used for roaming, and normal roaming data charges will apply.
 - If you move to a different plan or resign your plan during the 30 day period, the Always Connected data allowance will not transfer to your new plan.
 - The type of scenarios where the Always Connected data can be provided are:
 - Fixed connection fault
 - When your service is disconnected in error
 - Circumstances where Always Connected data won't be provided:
 - If there is a general service outage. A general service outage is when there is a service or network issue and multiple customers will be affected at the same time.
 - For compensation if your plans standard mobile data or broadband data allowance has already been used for the billing month.
- If there are billing issues and therefore your broadband service has been suspended.
 - For a low broadband connection speed.
 - When there is a hardware failure.
 - When changing to another provider and the new connection is delayed.
 - In a broadband 'port waiting' situation.
 - On a mobile connection that is currently on hold or barred due to credit reasons or has been reported lost or stolen.
 - If there is a general service outage.
 - When moving house and haven't given Vodafone the required 10 working days' notice, you are waiting for your broadband consent/installation or broadband access.
- In certain circumstances (i.e. if you are experiencing intermittent broadband connection issues) you may be asked to keep using your broadband connection to enable Vodafone to diagnose and resolve the broadband issues
 - The always connected data is subject to availability of mobile bill pay or pay as you go services connections
 - The always connected data can be applied a maximum of 4 times and this service can be removed at the discretion of the service provider.
 - Vodafone Consumer Terms, Mobile Terms, Mobile Plan Terms and Conditions and Residential Broadband Terms apply.