

Vodafone Essentials Broadband

Terms and Conditions

Consumer Customers – Effective from 19th July 2023



Vodafone Essentials Broadband – Terms and Conditions

The following terms and conditions apply to the Vodafone Essentials Broadband offer (the “Offer”).

What is the Offer?

1. Eligible customers will be able purchase the following home broadband plans on a 12-month minimum term:

Vodafone Essentials Broadband plans	Pricing
Fibre 1 Essentials	See Your Price Plan
Fibre 2 Essentials	See Your Price Plan

Who can get Vodafone Essentials Broadband?

2. The Offer is open to new and existing Vodafone home broadband customers.
3. You will be eligible for Vodafone Essentials Broadband if you receive one or more of the following government benefits:
 - Universal Credit
 - Jobseeker’s Allowance
 - Pension Credit
 - Employment and support allowance
 - Income Support
 - Reduced Earnings Allowance
 - Personal Independence Payment
 - Disability allowance

How do I order?

4. To benefit from the Offer, eligible customers must complete the registration form at www.vodafone.co.uk/broadband/essentials-broadband. We’ll ask you to confirm some basic personal information and that you are eligible for the Offer.
5. After registering for the Offer, a member of our dedicated team will give you a call to process your order and complete any eligibility checks.
6. To check your eligibility, we may ask you to send to us proof that you are in receipt of at least one of the government benefits listed above – please make sure that you have this proof available.
7. Please note, the eligible customer will need to be the named account holder and will also be required to pass our credit checks.
8. Once we have completed the relevant checks and processed your order, we will send you confirmation of your order either by email or post. The confirmation email or letter is proof of a valid order.

I’m an existing Vodafone broadband customer – can I change my plan?

9. Existing Vodafone home broadband customers who are eligible for the Offer and want to change to Vodafone Essentials Broadband will be able to do so. However, early termination fees may apply if you change your plan during the minimum term. Please note, early termination fees will not apply to the following plans:
 - 9.1. Superfast 1
 - 9.2. Superfast 2

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- 9.3. Fibre 1
- 9.4. Fibre 2
- 9.5. Full Fibre 1
- 9.6. Full Fibre 2

What happens if I'm no longer eligible?

- 10. If you are no-longer eligible for the Offer you will still benefit from the Offer until; your 12-month minimum term expires, you change broadband plan, or end your agreement with us.

What happens after 12-months?

- 11. We don't have to offer you an upgrade, but if we do, we will agree a new plan, charges, minimum period, and any applicable equipment with you.
- 12. At the end of your first 12-month minimum term on a Vodafone Essential Broadband plan we may offer you the following options:
 - a. renew or upgrade to one of our Vodafone Essential Broadband plans for a further 12-month minimum term;
 - b. upgrade to one of our standard home broadband plans;
 - c. continue with your Vodafone Essentials Broadband plan at the out of contract price from month 13; or,
 - d. end your contract.

The above options (12. a.-d.) are subject to the availability of our plans, their pricing, and any restrictions in place at the time when you renew.

- 13. We will send you an email with your options when your minimum term is due to expire.

Other important information

- 14. The Offer is limited to one per person or per household.
- 15. You must be the current occupier and owner, or have permission of the owner, for us to install the broadband services at your address. You or another person authorised by you who is over 18 needs to be present during the installation.
- 16. Depending on the type of installation we may require you to sign a Wayleave Agreement. This grants our partners, CityFibre, Openreach or one of their trusted partners ("Installation Partner") permission to install equipment at your home, this may include running a cable from the street into your home. We can't provide our service if you haven't agreed to the Wayleave Agreement. If you are not the freeholder, you will need to gain the freeholder's written agreement before installation.
- 17. By accepting this Offer and purchasing Vodafone Essentials Broadband, you are also accepting our [Home Broadband and Phone Terms and Conditions](#) and [Your Price Plan](#).
- 18. The Vodafone Essentials Broadband plan monthly charge includes the standard monthly line rental charge (£0.00). This plan does not include any inclusive home phone calls. For a full list of charges please see [Your Price Plan](#).
- 19. We will process the personal information you provide in relation to this Offer to contact you, to check your eligibility, and as part of our credit and vetting process when you place your order with us. For more information on how Vodafone processes personal information, how long we keep it, who we share it with, your data subject rights and how to contact us, please see our [Privacy Portal](#).
- 20. Whilst we will try and fulfil our obligations to run this Offer smoothly, we'll not be responsible if something happens that is beyond our reasonable control.

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21. We reserve the right to verify the eligibility of customers registering for the Offer at any time and to disqualify customers without notice if you tamper with the entry process or do not comply with these terms.

General

22. All prices quoted are inclusive of VAT.
23. Clause 4.5 (b)(i) of the [Home Broadband and Phone Terms and Conditions](#) relating to the annual price adjustment shall not apply to Vodafone Essentials Broadband.
24. These terms are specific to the Offer and are in addition to your [Home Broadband and Phone Terms and Conditions, Your Price Plan](#) and any other agreement between you and Vodafone (the “**Agreements**”). Except for paragraph 23 above, if there's a conflict between what is said in these terms and what is said in the Agreements, then what is said in the Agreements will prevail.
25. These terms are governed under English law, unless:
- a. you live in Scotland, in which case they'll be governed by Scots law; or
 - b. you live in Northern Ireland, in which case they'll be governed by the law of Northern Ireland.
26. We reserve the right to withdraw, amend or cancel this Offer at any time.
27. Vodafone reserves the right to vary or amend these terms at any time but if it is to your detriment, we will notify you.

Who are we?

Vodafone Limited is authorised and regulated by the Financial Conduct Authority for consumer credit lending and insurance distribution activity (Financial Services Register No. 712210). Registered in England and Wales. Company No 01471587. Registered Office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN.