



Vodafone TV

Terms and Conditions

Consumer customers

Version: October 2026

About these terms

These terms and conditions form part of the Agreement between **you** (the person purchasing services and products from us) and **us** (Vodafone Limited, also referenced as 'we' or 'our').

You agree to this Agreement when you purchase Vodafone TV. Your order documents and Contract Summary will explain when your Vodafone TV Service and Minimum Term start.

Vodafone TV is not available on its own. You can only purchase Vodafone TV with an eligible Vodafone Pay Monthly, Home Broadband or, where applicable, 5G Broadband Plan (each an **"Underlying Plan"**). The Vodafone TV Service forms part of your Underlying Plan and cannot be cancelled separately. These Vodafone TV terms and conditions supplement the terms of your Underlying Plan and together form part of your Agreement with us.



Our contact details

This is how you can get in touch with us:

General enquiries:



Phone

191 (free from a Vodafone SIM)
08080 057 444 (free from any UK mobile or landline)



Post

Vodafone House, The
Connection, Newbury, Berkshire
RG14 2FN



Chat

www.vodafone.co.uk/contact-us



Website

www.vodafone.co.uk

Service and equipment issues:



Phone

191 (free from a Vodafone SIM)
03333 040 191 from any UK landline or mobile



Post

Vodafone House, The Connection,
Newbury, Berkshire RG14 2FN

If we need to get in touch with you or send notices, we'll send these by post, voicemail, text or email.

Need this document in a different format?

For a large print, braille, dyslexia-friendly, or audio CD version of this document:

Phone **03333 043 222**

Email disability.access@help.vodafone.co.uk

Vodafone Limited, registered in England & Wales under number 1471587 at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN



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A. Our Services and Agreement

1. Our Services

- 1.1 This Agreement covers your use of the **Vodafone TV Service** if you are:
- (a) a consumer, which means an individual person acting for purposes that are mainly outside that person's business/profession;
 - (b) a UK resident with a UK billing address;
 - (c) aged 18 or over; and
 - (d) purchasing a Vodafone TV Plan for your own personal use and meeting the eligibility requirements for your Underlying Plan.
- 1.2 You can download the My Vodafone app or log in online to manage your payments, account details, and receive 24/7 online support with TOBI and our webchat tool.

2. Our Agreement

- 2.1 Where we refer to this “**Agreement**”, we mean the contractual documents that apply to your bundled plan, available at <https://www.vodafone.co.uk/terms-and-conditions>. These include:
- (a) the terms and conditions applying to your Underlying Plan;
 - (b) these Vodafone TV terms and conditions;
 - (c) the Vodafone TV Box Terms, which you accept when setting up the Vodafone TV Box;
 - (d) the Vodafone TV App Terms, if you download, access or use the Vodafone TV App;
 - (e) the Vodafone Entertainment Terms and Conditions, where you select, activate or access an Entertainment Subscription;
 - (f) the Anti-Piracy Policy;
 - (g) the Consumer Acceptable Use Policy, via <https://www.vodafone.co.uk/terms-and-conditions/consumer/mobile/other/acceptable-use-policy/>;
 - (h) the Traffic Management Policy, via <https://www.vodafone.co.uk/terms-and-conditions/consumer/network-and-coverage/traffic-management/>;
 - (i) the Privacy Policy, including the Vodafone TV and Vodafone TV App privacy supplement via <https://www.vodafone.co.uk/privacy>; and
 - (j) any Partner Terms that apply to third-party Content, apps, subscriptions or services.
- 2.2 If these documents conflict, they apply in the order of precedence listed above.

3. What is a Vodafone TV Plan?

- 3.1 A Vodafone TV Plan is the Vodafone TV package, including the services set out in your Contract Summary, that forms part of your Underlying Plan.
- 3.2 Depending on availability and your chosen plan, the Vodafone TV Service may include:
- (a) the Vodafone TV Box and its menus and features;
 - (b) live and on-demand channels and Content;
 - (c) games;
 - (d) search, recommendations and programme information;
 - (e) the Vodafone TV App, including direct streaming on compatible mobile and tablet devices;
 - (f) access to apps available through the Google Play Store;
 - (g) an Included Entertainment Subscription, where selected and available; and

- (h) other Content, apps, subscriptions and features made available through Vodafone TV.
- 3.3 We call these services together the **“Vodafone TV Service”**. Not all Content, apps, games, subscriptions or features will be available on every device, through the Vodafone TV App or at all times. We will tell you what is included in your chosen plan before you purchase it.
- 3.4 To receive and use the Vodafone TV Service, you must:
- (a) have access to a suitable broadband, Wi-Fi or data connection;
 - (b) have a minimum download speed of 20 Mbps or, where the Freely Terms and Conditions apply, meet the requirements set out at <https://www.freely.co.uk/legal-policies/freely-ui-terms-conditions>; and
 - (c) have a valid TV licence, where required by law.
- 3.5 The quality and availability of the Vodafone TV Service may be affected by your internet connection, network conditions, device compatibility and other factors outside our reasonable control.
- 3.6 Cloud gaming experience depends on your internet connection and compatible hardware. We do not guarantee uninterrupted or latency-free gameplay. Third-Party Providers may change or remove games at any time. We accept no liability for lost game progress or service dropouts caused by network instability.
- 3.7 You are responsible for meeting these requirements. If you do not, some or all of the Vodafone TV Service may not work as intended.
- 3.8 We will provide the Vodafone TV Service with reasonable care and skill. However, we cannot guarantee that it will always be available, uninterrupted, secure or free from faults or errors.

4. Entertainment

- 4.1 Eligible customers may add Entertainment Subscriptions from Third-Party Providers to their Vodafone TV Service. Where available, an Included Entertainment Subscription (such as Netflix or HBO Max) will form part of your Vodafone TV Plan and will not appear as a separate charge.
- 4.2 If you upgrade an Included Entertainment Subscription, any additional charge will be shown separately on your Vodafone bill. Vodafone acts as billing agent for Entertainment Subscriptions billed through your Vodafone account. The relevant Third-Party Provider remains responsible for its Content, app, account and service.
- 4.3 An upgrade made to an Included Entertainment Subscription will run on a monthly rolling basis. An upgrade will take effect immediately. A downgrade or cancellation of the upgraded tier will take effect at the end of the applicable billing period, after which you will revert to the Included Entertainment Subscription available with your Vodafone TV Service.
- 4.4 The Included Entertainment Subscription forms part of your Vodafone TV Service and cannot be cancelled separately. You can stop using the Included Entertainment Subscription at any time, but your package price will not reduce, and it will continue until it ends or you otherwise terminate this Agreement, which may be subject to an Early Termination Fee.
- 4.5 Availability, Content and charges may change from time to time. Third-Party Providers are responsible for their own Content, apps, accounts, charges, privacy notices and services. This does not affect any responsibility Vodafone has to you for the Vodafone TV Service under this Agreement or the law.
- 4.6 If you already have an account with a Third-Party Provider, you may be able to link it to your Vodafone TV Service. When you access third-party services through the Vodafone TV Box or Vodafone TV App, their terms and conditions will apply in addition to these terms. The Vodafone TV Service will apply to billing and any charges applied through your Vodafone bill.
- 4.7 If you select, activate or access an Entertainment Subscription through the Vodafone TV Service, the Vodafone Entertainment Terms and Conditions and applicable Partner Terms will also apply.
- 4.8 **HBO:**
- (a) HBO Max is provided under its own terms and conditions available at <https://www.hbomax.com/terms-of-use>. This will be made available to you during activation or account linking.
 - (b) If you access HBO Max through Vodafone TV, HBO Max terms and conditions will apply in addition to this Agreement.

4.9 Netflix:

- (a) The Netflix service is provided to you by Netflix under the Netflix Terms of Use <https://help.netflix.com/legal/termsofuse>.
- (b) To enjoy the Netflix service as part of your Vodafone TV Service, you will need to complete the Netflix activation process. You will receive instructions from us by SMS or email to guide you through the activation journey.
- (c) If you have an existing Netflix service account, you can link it to your Vodafone TV Service when you complete the Netflix activation process. **You will continue to be charged separately for any existing Netflix service account until you link that account to your Vodafone TV Service.** For any queries regarding your billing with Netflix for your existing Netflix service account please contact Netflix directly.
- (d) Cancellation of Netflix as part of your Vodafone TV Service will not automatically cancel any pre-existing linked Netflix service account and Netflix will automatically resume charging any existing method of payment of yours that they have on file. If you wish to review the details of your Netflix membership, please visit the 'Account' pages on the Netflix website.
- (e) Vodafone will share the email address and/or phone number registered to your Vodafone account with Netflix to facilitate your activation of the Netflix service included in your Vodafone TV Service.
- (f) You can also view Netflix's Privacy Statement on the Netflix website here: <https://help.netflix.com/legal/privacy>.

4.10 Freely:

- (a) Freely is a service from Everyone TV Platforms Limited under the Freely Terms and Conditions, available within the Freely App, together with its Privacy Policy <https://www.freely.co.uk/legal-policies/privacy-policy>.
- (b) There is no payment or subscription required to use the Freely Service.
- (c) You are responsible for any charges or costs associated with you using the Freely Service, including but not limited to television licence and internet network charges.
- (d) The terms and the pricing (if any) which apply to any content services accessible through the Freely Service are determined by the Content provider and are not part of this Agreement.
- (e) Content services made available in or from the United Kingdom may only be available outside the United Kingdom to the extent permitted by the content provider, and pursuant to the laws of England.
- (f) You may terminate your use of the Freely Service at any time by deleting the Freely App. Upon termination, you will not have access to the Freely Service.
- (g) Freely's Terms of Use apply to Freely services. For further information, please see <https://www.freely.co.uk/legal-policies/freely-ui-terms-conditions>.
- (h) Freely is built-in to the Vodafone TV Service and powered by Netgem PLEIO.

4.11 Netgem PLEIO:

- (a) Freely, Cloud Gaming, More Channels and Box Office (TVOD) services are licensed and powered by Netgem PLEIO as part of your Vodafone TV Service.

4.12 For further information about how Vodafone handles your personal data, please visit our Privacy Policy available on <https://www.vodafone.co.uk/privacy>.

5. Adult content controls

- 5.1 The Vodafone TV Box and Vodafone TV App include PIN parental control features designed to help you manage access to age-restricted Content, purchases and other features.
- 5.2 You are responsible for keeping your PIN secure, configuring the controls available through the Vodafone TV Service and deciding whether Content is suitable for children or other users.
- 5.3 Parental controls and age restrictions operated by third-party apps and services may work differently. You are responsible for setting and managing any separate controls made available by those third parties.

- 5.4 The availability and operation of parental controls may depend on the relevant Content, feature, device or third-party service.
- 5.5 Search results, recommendations, programme information and other information shown through the Vodafone TV Service may be provided by Vodafone, or Third-Party Providers. We will take reasonable care, but this information may not always be complete, accurate or available.

B. Getting up and running

6. Start date and duration

- 6.1 When you join us, we will agree certain things with you and set them out in your order form, welcome letter, email (as applicable) and/or contract summary. These documents will include important information such as:
 - (a) how long we will provide the Vodafone TV Service to you and how long you have agreed to stay with us (the “**Minimum Term**”);
 - (b) the financial consequences for leaving the contract early (known as the “**Early Termination Fee**”);
 - (c) your chosen services and how much these will cost you every month;
 - (d) additional services you have chosen as part of your Vodafone TV Service (if applicable), when they start and end and when you will be charged for these; and
 - (e) any upfront charges you have paid or may have to pay for your Equipment, if applicable.
- 6.2 If you are a new or existing Vodafone customer and purchase the Vodafone TV Service online or over the phone for delivery by post, your Vodafone TV Service will become available at Activation. The start date and Minimum Term applying to your bundled plan will be the date set out in your Contract Summary and order documents.
- 6.3 If you want to add the Vodafone TV Service to your existing Vodafone account, the impact on your existing arrangement will depend on your Underlying Plan. We have set out the position below and will confirm this with you before you purchase the Vodafone TV Service.
- 6.4 **Home Broadband and, where applicable, 5G Broadband customers:**
 - (a) If you are an existing Home Broadband or, where applicable, 5G Broadband customer, you may be able to add the Vodafone TV Service to your existing Underlying Plan at any time. This will be treated as an upgrade and will not usually result in an Early Termination Fee, but you may need to agree to a new Minimum Term for your Underlying Plan. We will confirm the impact on your Underlying Plan before you purchase.
 - (b) You cannot downgrade or remove the Vodafone TV Service separately from your qualifying Underlying Plan during the Minimum Term. If you want to remove the Vodafone TV Service or otherwise downgrade your services, you will need to cancel or change your Underlying Plan, which may result in an Early Termination Fee. If your Underlying Plan ends, your Vodafone TV Service and any Included Entertainment Subscription will also end.
- 6.5 **Pay Monthly Airtime customers:**
 - (a) Your Vodafone TV Service forms part of your Underlying Plan and cannot be cancelled separately.
 - (b) If you are an existing Pay Monthly Airtime customer, you can usually only add the Vodafone TV Service, without paying an Early Termination Fee, during your upgrade window. If you add the Vodafone TV Service before then, you may need to change or end your existing Underlying Plan, and this may result in an Early Termination Fee.
 - (c) Alternatively, you may be able to take a new additional line and add the Vodafone TV Service to that plan.
 - (d) You cannot downgrade or remove the Vodafone TV Service separately from your qualifying Underlying Plan during the Minimum Term. If you want to remove the Vodafone TV Service or otherwise downgrade your services, you will need to change or end your Underlying Plan, which may result in an Early Termination Fee unless you are within your upgrade window.

- (e) If your Underlying Plan ends, your Vodafone TV Service and any Included Entertainment Subscription will also end.
- 6.6 Your Vodafone TV Service is provided on a 24-month plan. After the Minimum Term, your Vodafone TV Service will continue on a monthly rolling contract basis unless you cancel it or change your plan.
- 6.7 If you move home, please contact us before you move. The Vodafone TV Service may not be available at your new address or may depend on the services and plans available there. If we cannot provide the Vodafone TV Service at your new address, we will explain your options.

7. Equipment

- 7.1 We provide you with a Vodafone TV Box, power supply equipment, remote control and cables so that you can receive the Vodafone TV Service. Together, these items are called the **"Equipment"**.
- 7.2 You will own the Equipment once you receive it.
- 7.3 To use the Vodafone TV App, you are responsible for ensuring that your mobile or tablet device and operating systems are compatible with the Vodafone TV App and any casting functionality you choose to use. Only a Vodafone TV Box supplied or approved by Vodafone may be used to access the Vodafone TV Service. This does not prevent you from using the Vodafone TV App on a compatible personal device in accordance with the Vodafone TV App Terms.
- 7.4 You must take reasonable care of the Equipment and use it in accordance with our instructions. We will repair or replace the Vodafone TV Box during the Minimum Term if it becomes faulty or stops working, unless this is due to damage caused by you, misuse or your failure to take reasonable care of the Equipment.
 - (a) You must connect and use the Vodafone TV Box in accordance with the set-up instructions and any reasonable instructions we give you. You must not connect any device, equipment or software to the Vodafone TV Box if doing so may damage it or interfere with its operation, security or the Vodafone TV Service.
 - (b) You are responsible for keeping the Equipment safe and using it properly. You agree that:
 - (i) if the Vodafone TV Box is not connected to electricity or is not switched on, in standby or in rest mode, some updates or features may not work;
 - (ii) you must not sell, hire out, transfer or otherwise make the Equipment available to another person for use with the Vodafone TV Service; and
 - (iii) we cannot guarantee that the Vodafone TV Box will operate without interruption or error.
- 7.5 If we confirm that your Vodafone TV Box is faulty, we may provide a new or refurbished replacement. This does not affect your legal rights.
- 7.6 From time to time, we may need to modify or replace the Equipment, for example, to enhance security or improve performance. If we send you replacement Equipment, you must follow our reasonable instructions to ensure a smooth transition.
- 7.7 **Reporting Service or Equipment issue:**
 - (a) If we discover a safety issue with your device, we may contact you and give you instructions such as stopping use, returning the device, or installing a required update. You must follow these instructions so we can help to keep you safe. If a recall or safety action is needed, we will arrange a repair, replacement, or other remedy as required by law. We are not responsible for issues not directly caused by us, unless the law requires otherwise.
 - (b) The Equipment may be covered by the Product Security and Telecommunications Infrastructure Act 2022. You can find the applicable Statement of Compliance and information on how to report a product vulnerability at www.vodafone.co.uk/Product-security.
 - (c) If you are having issues with your existing Vodafone TV Service or Equipment and need our help, please contact us using our details on page 1. Please keep your contact details up to date so that we can reach you quickly if needed.

7.8 Returns and Faulty Equipment:

- (a) You own the Equipment once you receive it. You only need to return Equipment where:
 - (i) you cancel your Underlying Plan during the Cancellation Period;
 - (ii) we provide replacement Equipment and ask you to return the original Equipment;
 - (iii) we reasonably ask you to return Equipment for safety, fault, recall or technical reasons; or
 - (iv) we tell you that a return is required as part of an Equipment upgrade or exchange.
- (b) We may send you replacement Equipment before receiving the original item back, but you will still be required to return the original item.
- (c) If you report Equipment as faulty, we may test it. If we reasonably believe that the Equipment is working correctly and we have told you in advance that a diagnostic or return charge may apply, we may return it to you and charge a reasonable amount to cover our direct costs. We will tell you the amount of any charge before you become liable for it.
- (d) If the Equipment is faulty, not as described, not of satisfactory quality or not fit for purpose, you will have the remedies available to you under consumer law. Depending on the circumstances, these may include repair or replacement, a price reduction, a refund or the right to reject the faulty Equipment.
- (e) If a fault in the Equipment occurs in the Cancellation Period, you may return or exchange it in line with the 14-Day Cancellation Period and our Returns Policy available at <https://www.vodafone.co.uk/terms-and-conditions>. Faulty Equipment may be exchanged through calling our customer services team to fully diagnose and organise the exchange of Equipment. Equipment may not be exchanged in the store unless it was bought in the store.
- (f) Returned Equipment must be in reasonable condition, allowing for fair wear and tear. You will receive a QR code or link to start the returns process, and you must retain proof of postage.

7.9 Software:

- (a) The Equipment includes software that helps provide the Vodafone TV Service. The Equipment may receive software updates automatically, including updates for security, performance or continued service access.
- (b) You must not use any unauthorised software on the Equipment. We, along with our suppliers, retain ownership of such software, including all associated intellectual property rights.
- (c) You must not interfere with, disable or try to bypass any software, security or content protection features on the Equipment or Vodafone TV Service.

C. Payment and charges

8. Payment and charges

- 8.1 We will provide you with a Contract Summary before you enter into this Agreement. Your Contract Summary will set out the key pricing information and other details that apply to the Vodafone TV Service and your Underlying Plan, including any additional services selected, your monthly price, any upfront charges and any other charges that may apply. Your Contract Summary forms part of this Agreement.
- 8.2 You are responsible for charges incurred through your Vodafone TV Service at your address by you or by anyone else using the Vodafone TV Service with your permission.
- 8.3 You must keep your account details, PINs and passwords secure and tell us as soon as reasonably possible if you become aware of any unauthorised use of your Vodafone TV Service. If you delay telling us, you may be responsible for charges incurred after you became aware of the unauthorised use, except where the law says otherwise.
- 8.4 From time to time, we may offer temporary promotions, discounts or access to services at no additional charge. These are provided on a limited-time basis and do not create any ongoing entitlement to continued free or discounted access beyond the stated promotional period.

9. Annual price increases

9.1 **Each 1st April**, the monthly price of your Vodafone TV Service will increase by:

- (a) £4 (inc. VAT) each year for a qualifying Pay Monthly Airtime Plan that includes the Vodafone TV Service; or
- (b) £5 (inc. VAT) each year for a qualifying Home Broadband Plan or, where applicable, 5G Broadband Plan that includes the Vodafone TV Service.
- (c) These total increases are £1.50 more than the annual increase applying to a sole Underlying Plan without the Vodafone TV Service. From time to time, we may offer plans that are exempt from this annual price increase. Where applicable, we will clearly indicate whether a plan includes annual price increases (this change will be applied from your March bill).

9.2 **Out of bundle charges** and optional additional service charges (if applicable) will increase by:

- (a) the **Consumer Price Index** rate published by the Office for National Statistics in January (CPI rate); plus
- (b) an additional **3.9%** (which will apply even if the CPI rate is negative).
 - (i) (this charge will be applied from your April bill).

9.3 To check the exact price of your Underlying Plan, including any applicable annual price increases, please refer to your Contract Summary, welcome letter, email (as applicable), or your Vodafone account. If unsure, feel free to contact us.

10. End of Minimum Term price increases

10.1 If you purchase a 24-month Underlying Plan that includes the Vodafone TV Service, your monthly price may increase after your Minimum Term ends when any in-contract discount expires.

D. Using our Services

11. Your responsibilities for use

11.1 **You are responsible for:**

- (a) the cost of the Vodafone TV Service, including the Charges for your Underlying Plan;
- (b) the cost of your internet connection which allows you to use the Vodafone TV Service;
- (c) the operation of any devices that you use to access the Vodafone TV Service (for example your mobile phone);
- (d) all end users, which means anyone who uses the Vodafone TV Service with your permission;
- (e) the security of your account, by ensuring that:
 - (i) only those authorised have access to the Vodafone TV Service and the Vodafone TV App; and
 - (ii) **whoever** uses this Vodafone TV Service **complies** with this Agreement and does not use it in any illegal or improper way, or in a way that may damage our reputation or that of a third party.
- (f) notifying us as soon as possible of any breach or suspected breach of security or unauthorised use of your account; and
- (g) using the Vodafone TV Service only for your personal, domestic and non-commercial use in the United Kingdom, and not broadcasting Content to the public or using the Vodafone TV Service for any business or commercial purpose.

11.2 The Vodafone TV Box is intended for use in your residential home. The Vodafone TV App may also allow you to access selected Content and features on compatible mobile and tablet devices at home or on the go in the United Kingdom, in accordance with the Vodafone TV App Terms.

11.3 **You must not use the Vodafone TV Service:**

- (a) to copy, redistribute, rebroadcast, record, capture or stream Content to another person or service, except where the Vodafone TV Service expressly allows you to stream, cast or access Content through the Vodafone TV App or another supported feature;
 - (b) to charge viewers a fee for viewing any channels, supplementary or additional services made available through the Vodafone TV Service;
 - (c) as a way to monitor activities of someone without their express consent or authorisation or to harvest personal information about others for any reason;
 - (d) to victimise, harass, degrade, threaten or intimidate an individual or group of individuals for any reason;
 - (e) in a way that allows you to circumvent or disable features or technology used in the Vodafone TV Service;
 - (f) to decompile, disassemble, reverse engineer, or otherwise attempt to derive the source code for any part of the Vodafone TV Service;
 - (g) to engage in any activity, outside of what is permitted by the Vodafone TV Service, that otherwise interferes with the use and enjoyment of this Service by others; or
 - (h) to infringe Vodafone's or any other person's or entity's rights (including intellectual property rights and other proprietary rights).
- 11.4** If we reasonably believe that you have breached this section, we may take action in accordance with our Anti-Piracy Policy. Serious or repeated misuse may result in the bundled plan being terminated where the applicable terms and law allow this.
- 11.5** Vodafone reserves the right to bring civil action against you where you are in breach of this clause.
- 11.6 You agree that:**
- (a) not all Content, apps, games, subscriptions or features are available on every device, through the Vodafone TV App, or at all times;
 - (b) we may change the way the Vodafone TV Service is delivered, and the format, features and Content that form part of the Vodafone TV Service, from time to time. Where a change gives you a right to leave under applicable law or regulation, we will tell you and explain your options;
 - (c) watershed rules may apply to the Vodafone TV Service where these are made available by the relevant Content provider or streaming service provider;
 - (d) where Content includes a minimum age rating or recommendation, you are responsible for ensuring that it is only viewed by people for whom it is appropriate;
 - (e) if you are a parent or guardian, you are responsible for using appropriate parental controls and deciding whether Content watched by children is suitable; and
 - (f) we do not guarantee that the electronic programme guide will be accurate, complete or available at all times.

12. Third-Party Providers

- 12.1** Content made available through third-party apps or Entertainment Subscriptions is provided by the relevant Third-Party Providers. Your use of that Content is subject to the relevant provider's terms and conditions, as notified to you when you select, activate or access that Content. This includes, where applicable, the terms and conditions for:
- (a) Netflix - <https://help.netflix.com/legal/termsofuse>;
 - (b) HBO Max - <https://www.hbomax.com/terms-of-use>; and
 - (c) Freely - <https://www.freely.co.uk/legal-policies/freely-ui-terms-conditions> (broadband required).
- 12.2** You should read the relevant Partner Terms carefully, as they may include important information about Content availability, activation, compatible devices, cancellation, charges, refunds and any restrictions that apply to that third-party service.
- 12.3** Third-Party Providers are responsible for their own Content, apps, accounts, charges, privacy notices and services. This does not affect any responsibility Vodafone has to you for the Vodafone TV Service under this

Agreement or the law. Where Vodafone acts as billing agent for a third-party Content provider, Vodafone is responsible for billing through your Vodafone account, unless we tell you otherwise.

- 12.4 Channels, games, apps and other Content made available through the Vodafone TV Service may be supplied by Third-Party Providers rather than Vodafone. The selection and availability of that Content, including free ad-supported channels and games, may change from time to time. Individual channels, games or other Content may be added, replaced or removed as part of the changing catalogue, following decisions made by Third-Party Providers or for other reasons outside our reasonable control.
- 12.5 Some third-party Content, apps or subscriptions may require you to accept additional terms or pay extra charges. We will inform you about any Vodafone bill charges before you buy or activate them.

13. Fraud and Anti-Piracy

- 13.1 As set out in our Privacy Policy, we may share your personal information with fraud prevention agencies, who may use it to prevent fraud and money laundering, and to verify your identity.
- 13.2 If we detect fraud, we can refuse you certain services without notice. For further details explaining how the information held by fraud prevention agencies may be used, please see our Privacy Policy.
- 13.3 You must not sell, advertise or use any device, software or method to avoid paying for the Vodafone TV Service or to access channels or Content you have not paid for.
- 13.4 We may investigate and take proportionate action where we reasonably believe that the Vodafone TV Service, an account, a device or Content is being used for fraud, piracy, unlawful use or serious misuse. Any action will be taken in accordance with the Anti-Piracy Policy.
- 13.5 As the Vodafone TV Service forms part of your Underlying Plan, we will not terminate the Vodafone TV Service as a standalone service. Where termination is justified, it will also apply to your Underlying Plan in accordance with the terms of this Agreement.
- 13.6 For further information, please see our Anti-Piracy Policy. If you suspect TV fraud or piracy, please contact us.

14. Intellectual Property and Security

- 14.1 All intellectual property rights in the Vodafone TV Service, Equipment, software, Content, branding, logos and trademarks belong to us, our licensors, rights-holders, the relevant Content provider or manufacturer. You must not copy, modify, remove, misuse or use any of these rights without permission.
- 14.2 The software in the Equipment is licensed to you only so that you can use the Vodafone TV Service in line with this Agreement. You must not copy, adapt, reverse engineer, distribute or use it for any purpose not allowed by this Agreement.

E. Service and Equipment issues

15. Problems with our services

- 15.1 We will provide the Vodafone TV Service with reasonable care and skill. The availability and quality of the Vodafone TV Service may be affected by maintenance, faults, your internet connection, network conditions, compatible devices, Content availability and third-party services.
- 15.2 If the Vodafone TV Service is unavailable, interrupted or materially reduced in quality, please contact us. We will investigate the issue and provide any support, remedy, credit, refund or right to leave that applies under the terms of your Underlying Plan and applicable law or regulation.
- 15.3 If a service issue gives you a right to end your Underlying Plan without charge, the Vodafone TV Service and any other services of that plan will end with it.

16. How to make a complaint

- 16.1 If you are having issues with the Vodafone TV Service or want to make a complaint, you can:
- (a) contact us using the details on the front page of this Agreement;
 - (b) visit <https://www.vodafone.co.uk/contact-us/>;
 - (c) send your complaint to Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN; or
 - (d) if your complaint is privacy related, see <http://www.vodafone.co.uk/privacy>.
- 16.2 If we cannot fix your issue, you may ask that the matter is referred to an independent ombudsman under our Customer Complaints Code <https://www.vodafone.co.uk/help-and-information/complaints/code-of-practice>

F. Changes we can make

17. Changes we can make

- 17.1 We may make changes to this Agreement, the Vodafone TV Service, Equipment, Content, features or Charges for legal, regulatory, security, technical, operational or commercial reasons, including to improve, maintain or develop the Vodafone TV Service.
- 17.2 These changes may include changes to the availability of Content, channels, apps, features, Equipment, technology, user interfaces or the way we provide the Vodafone TV Service. They may also include changes required by a regulator, court, Content provider or third party.
- 17.3 Where a change gives you a right to end the Vodafone TV Service under applicable law or regulation, we will provide any required notice and explain your options.

18. Your right to leave if we make a change

- 18.1 If we make a change to this Agreement, the Vodafone TV Service or your Charges, and that change gives you a right to leave under applicable law or regulation, we will give you notice and explain how you can exercise that right, including how to end the Vodafone TV Service without paying an Early Termination Fee.

G. Ending or transferring this Agreement

19. Ending your Vodafone TV Plan or this Agreement

- 19.1 Your cancellation rights, the Cancellation Period and the date on which the Vodafone TV Service starts depend on your Underlying Plan, the Equipment supplied and how you purchased the bundled plan. We will give you the required cancellation information before you enter into the Agreement and in your Contract Summary or order documents.
- 19.2 The Vodafone TV Service cannot be cancelled separately. If you cancel your Underlying Plan, the Vodafone TV Service and any Included Entertainment Subscription will also end.
- 19.3 If you ask us to begin providing a service during the Cancellation Period, you may have to pay for the service supplied before you cancel, where the law allows this and we have provided you with the required information.
- 19.4 If Equipment must be returned, the applicable Vodafone Returns Policy and the terms applying to your Underlying Plan will explain the return method, deadline, return costs, condition requirements, effect of non-return or damage and when any refund will be made.
- 19.5 After the Cancellation Period, any right to change or end your Underlying Plan, any notice period and any Early Termination Fee will be dealt with under the terms applying to your Underlying Plan and applicable law or regulation.

- 19.6 Unless we ask you to return Equipment, you do not need to return your Vodafone TV Box or remote control.

20. Our right to suspend or end this Agreement

- 20.1 The Vodafone TV Service forms part of your Underlying Plan. We will not suspend or end the Vodafone TV Service separately while leaving the rest of your Underlying Plan unchanged.
- 20.2 We may suspend, restrict or end your Underlying Plan where this is reasonably necessary and permitted under the terms applying to that plan, including for non-payment, fraud, piracy, unlawful use, serious or repeated breach, security or network protection, legal or regulatory requirements, or where we are permanently unable to provide the bundled service.
- 20.3 Where the concern relates to a particular third-party app, account, subscription or item of Content, the relevant Third-Party Providers may restrict its service under its own terms. This does not mean that the Vodafone TV Service has been separately suspended or ended by Vodafone.
- 20.4 We will take proportionate action and give any notice required by the terms applying to your Underlying Plan, applicable law or regulation, unless we are prevented from doing so for legal, regulatory, security or fraud-prevention reasons.
- 20.5 The effect of suspension or termination on Charges, credits, refunds, Equipment, any Included Entertainment Subscription and any right to leave without paying an Early Termination Fee will be governed by the terms applying to your Underlying Plan and applicable law or regulation.

21. Transferring the Agreement to someone else

- 21.1 We may transfer the Agreement to anyone at any time provided doing so does not adversely impact your rights under the Agreement.
- 21.2 You cannot transfer this Agreement to someone else unless we agree. Any transfer will depend on our standard processes, including eligibility and credit checks, and may not be available in all circumstances.

H. Privacy, liability and other general provisions

22. Our legal responsibility to you

22.1 Things for which we are responsible:

- (a) You have rights under the law. Nothing in this Agreement excludes or limits our liability for anything we cannot exclude or limit by law or affects your rights under applicable laws or regulations.
- (b) **For Consumer Customers:** As a consumer, you have statutory rights in relation to goods, digital content and services. Depending on the nature of the issue and the law that applies, your remedies may include repair or replacement, repeat performance, a price reduction, a refund or the right to reject faulty goods. We will provide the remedy required by law. Nothing in this Agreement affects those rights. If you would like more information about your legal rights, you can contact Citizens Advice or your local authority Trading Standards service.

22.2 Things for which we are not responsible:

- (a) Except for the commitments expressly set out in this Agreement, we do not give any additional promises about the Vodafone TV Service, Equipment or Content. This does not exclude or limit any term, right or remedy that applies under consumer law or any liability that cannot lawfully be excluded or limited.
- (b) We will not be legally responsible to you for any loss or damage that is not directly caused by us or which we could not reasonably expect at the time we started the Agreement.
- (c) We will also not be legally liable for events that are out of our reasonable control ('force majeure'); for example, if there is a delay in receiving your Vodafone TV Service due to postal delays or strikes.

- (d) This Agreement doesn't confer any benefit on a third party under the Contracts (Rights of Third Parties) Act 1999.
- (e) Where the law allows our liability to be limited, the liability provisions in the terms applying to your Underlying Plan will apply to this Agreement. Nothing in this Agreement excludes or limits liability that cannot lawfully be excluded or limited.
- (f) We aim to provide the Vodafone TV Service with reasonable care and skill, but we are not responsible for delays, interruptions or disruptions caused by matters outside our reasonable control.

23. Personal Data

- 23.1 We collect, use and share personal information in accordance with our Privacy Policy, including the Vodafone TV and Vodafone TV App privacy supplement, both available at <http://www.vodafone.co.uk/privacy>. This explains how we use your personal information, for example, to set up and manage your account, prevent fraud, provide and personalise the Vodafone TV Service, and work with relevant partners where necessary to provide the Vodafone TV Service.
- 23.2 If you choose to use third-party services through the Vodafone TV Service, those providers may process your personal information under their own terms and privacy notices. This may include Google when you use the Google Play Store, and Content or streaming providers. Please read the relevant third-party terms and privacy policies for more information on how your personal information is used by those services.

24. Governing law and jurisdiction

- 24.1 This Agreement is governed by the laws of England and Wales. The courts of England and Wales will have non-exclusive jurisdiction.

25. Entire Agreement

- 25.1 The documents listed in clause 2.1 make up the entire Agreement between you and us for the Vodafone TV Service. This does not exclude any term implied by law or your statutory rights.

I. Definitions

Some words in this Agreement have specific meanings. We use these meanings unless the context requires otherwise.

Activation	when the Vodafone TV Service is made available for you to use.
Agreement	the bundled agreement between you and Vodafone made up of the documents listed in clause 2.1.
App or Vodafone TV App	the Vodafone TV mobile or tablet application through which eligible users can access selected Content and Vodafone TV features on compatible devices.
Box or Vodafone TV Box	the set-top box supplied by Vodafone for access to the Vodafone TV Service.
Cancellation Period	the period during which you may cancel your Underlying Plan, as explained in clause 19 and the terms applying to your Underlying Plan.
Consumer Acceptable Use Policy	Vodafone's policy explaining permitted and prohibited use of Vodafone services.
Content	audio, video, live and on-demand channels, apps, streaming services, games, programme information and other material made available through the Vodafone TV Service.
Entertainment Subscription	a third-party subscription made available through Vodafone, including an Included Entertainment Subscription or an additional subscription billed through Vodafone.
Equipment	the Vodafone TV Box, power supply, remote control, cables and any replacement items supplied by Vodafone as part of the Vodafone TV Service.
Included Entertainment Subscription	an Entertainment Subscription included as part of your chosen Vodafone TV Plan.
Minimum Term	the minimum contractual period applying to your bundled plan, as set out in your Contract Summary and order documents.
Partner Terms	terms and conditions of a third-party provider applying to its Content, app, account, subscription, rental, purchase or service.
Third-Party Provider(s)	a provider other than Vodafone that supplies Content, an app, an account, a subscription, a rental, a purchase or another service.
Underlying Plan	your eligible Vodafone Pay Monthly Airtime Plan, Home Broadband Plan or, where applicable, 5G Broadband Plan, which includes the Vodafone TV Service.
Vodafone TV Plan	the Vodafone TV package, including the services stated in your Contract Summary, that forms part of your Underlying Plan.
Vodafone TV Service or Service	the bundled TV service made available under your Vodafone TV Plan, including the Vodafone TV Box and its software and features, the Vodafone TV App, included channels, Freely, games, Content and any Included Entertainment Subscription.