

Vodafone TV Box

Terms of Use

Consumers Customers

Version: October 2026

About these Box 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').

These Vodafone TV Box Terms (the **"Box Terms"**) supplement the Vodafone TV terms and conditions and apply specifically to the Vodafone TV Box (the **"Box"**), its software, menus and features.

If these terms conflict, they apply in the order of precedence set out in the Vodafone TV terms and conditions. Capitalised words used but not defined in the Box Terms have the same meaning given in the Vodafone TV terms and conditions.

By selecting **"Accept"** during Box set-up, you agree to the Box Terms. If you do not accept them, you will not be able to complete set-up or use the Box.

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.

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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

1. Setting up and using the Box

- 1.1. You are responsible for connecting the Box to a compatible television, a power supply and a suitable internet connection. Your broadband or Wi-Fi connection, network conditions, television and Third-Party Provider services may affect how well Box features work.
- 1.2. Only a Box supplied and approved by Vodafone may be used for access to the Vodafone TV Service. This does not restrict authorised use of the Vodafone TV App on a compatible personal device used in accordance with the Vodafone TV App Terms.
- 1.3. You must not connect equipment, devices or software to the Box if doing so may damage the Box or interfere with its operation, security or the Vodafone TV Service.
- 1.4. You must have a valid Google Account to download apps from the Google Play Store. Google's terms, privacy notices and age requirements will apply to your Google Account and your use of the Google Play Store.
- 1.5. Some Box features, apps, Content or services may require you to create or sign in to a separate third-party account and accept that Third-Party Provider's terms.
- 1.6. The Box and the Vodafone TV Service are for your personal, domestic, and non-commercial use in the UK only.

2. Software, updates and safety

- 2.1. The Box includes software owned by, or licensed to, Vodafone and our partners. You may use that software only as necessary to use the Box in accordance with these Box Terms.
- 2.2. The Box may install updates automatically to keep it secure and working properly, comply with legal or regulatory requirements, or update its features.
- 2.3. By accepting these Box Terms, you agree that required updates may be installed automatically. We may install a critical security, legal or operational update even if your settings would normally prevent this.
- 2.4. An update may temporarily interrupt or restart the Box. It may also change the menus, settings or features, or mean that unsupported software or equipment no longer works with the Box.
- 2.5. You should keep the Box connected to electricity and the internet, including in standby or rest mode where appropriate, so that updates can be installed. Some features may not work if the Box has not received a required update.
- 2.6. If we identify a safety or security issue, we may instruct you to stop using the Box, install an update, disconnect it or return it. You must follow those instructions. Where required by law, we will arrange an appropriate repair, replacement, recall or other remedy.

3. Apps and third-party services

- 3.1. The Box allows you to access selected channels, apps, games, Content, app stores and other services provided by Vodafone or a Third-Party Provider.
- 3.2. Search results, recommendations and programme information shown through the Box may be provided by Vodafone or our Third-Party Providers. We will take reasonable care, but this information may not always be complete, accurate or available.
- 3.3. The Box and Vodafone TV App use PIN and parental-control functionality. You are responsible for deciding whether Content is suitable for children and other users, and for using the available controls. Third-party apps and services may operate separate controls.
- 3.4. Freely, cloud gaming, more channels and Box office services available through the Box are licensed and powered by Netgem PLEIO as part of the Vodafone TV Service.
- 3.5. Cloud gaming through the Box requires compatible equipment and a suitable internet connection. The games, features and way you play may differ from those available through the Vodafone TV App and may change from time to time. We cannot guarantee that gameplay will always be uninterrupted or free from delays.

- 3.6. Vodafone and Third-Party Providers are not responsible for lost game progress or interruptions caused by network problems or other circumstances outside their reasonable control. This does not exclude responsibility where a problem with Vodafone's or the relevant Third-Party Provider's own service prevents or materially affects access to cloud gaming.

4. Personal Data

- 4.1. 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 <https://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 Vodafone TV Service, and work with relevant technology partners where necessary to provide the Vodafone TV Service.
- 4.2. 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 Google Play, 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.

5. Your account, security and parental controls

- 5.1. You are responsible for keeping your Vodafone, Google and third-party account credentials, PINs, passwords and payment information secure.
- 5.2. Please tell us or the relevant Third-Party Provider as soon as possible if:
- (a) someone uses the Box or an account without your permission;
 - (b) a PIN, password or login detail is lost or shared; or
 - (c) you notice a suspicious or fraudulent purchase.
- 5.3. If you think the security of the Box has been compromised, please tell us as soon as possible.
- 5.4. You must not sell, hire out, pledge, transfer or otherwise make the Box or other Equipment available to another person for use with the Vodafone TV Service. Where necessary, before returning the Box, sign out of your accounts and remove personal information.
- 5.5. You are responsible for supervising children who use the Box and for ensuring that available parental and purchase controls are configured appropriately.
- 5.6. A person under 18 may use the Box only with your permission and supervision or the permission and supervision of another responsible adult. Separate age requirements may apply to Google Accounts, apps, games, Content, purchases and third-party services.

6. Acceptable use and anti-piracy

- 6.1. You must use the Box lawfully, responsibly and in accordance with the Box Terms, the Vodafone TV terms and conditions, the Consumer Acceptable Use Policy, the Anti-Piracy Policy and any applicable Partner Terms.
- 6.2. You must not use the Box to:
- (a) copy, record, download, share or show Content in public;
 - (b) sell, hire out, sublicense or use the Box, its software, the Vodafone TV Service or Content for commercial purposes;
 - (c) access illegal streaming or pirate services;
 - (d) bypass security, Content protection, location or payment controls;
 - (e) hide your location to avoid a restriction;

- (f) tamper with, take apart or reverse engineer the Box or its software, except where the law allows this;
- (g) install unauthorised software or equipment;
- (h) introduce viruses or other harmful code; or
- (i) help another person to do any of these things.

7. Care, replacement and exceptional returns

- 7.1. You must take reasonable care of the Box, keep it safe and follow our instructions. The Vodafone TV terms and conditions explain when you own the Box, your rights if it is faulty and when we may repair or replace it.
- 7.2. You will not normally need to return the Box when your Vodafone TV Service ends. However, we may ask you to return it if you cancel during the Cancellation Period and a return is required under the Vodafone TV terms and conditions. If we replace the Box, identify a safety issue, fault, recall, upgrade or exchange, we will tell you if a return is required and what you need to do.
- 7.3. If we ask you to return the Box, please follow our return instructions, which will be made available to you, keep proof of postage and sign out of your accounts before sending it back.

8. Restricting access to the Box

- 8.1. The Vodafone TV Service forms part of your Underlying Plan. Vodafone will not suspend or end it separately while the rest of the Underlying Plan continues. Any suspension or termination by Vodafone will be dealt with under the terms applying to the Underlying Plan and the Vodafone TV terms and conditions.
- 8.2. We may temporarily restrict access to or operation of the Box, without separately suspending the Vodafone TV Service, where reasonably necessary and proportionate because:
 - (a) of the need to carry out maintenance or deal with a technical or operational issue;
 - (b) there is a security, fraud or piracy concern;
 - (c) the law, a regulator, court, Content provider or other rights-holder requires us to act;
 - (d) you seriously or repeatedly breach these Box Terms; or
 - (e) we need to protect the Box, the Vodafone TV Service, our systems, our customers or another person.
- 8.3. Where we reasonably believe there has been serious or repeated misuse, fraud, piracy or unlawful use, we may take action that is reasonably necessary and proportionate under our Anti-Piracy Policy and the terms applying to your Underlying Plan. We will give any required notice unless prevented by law, regulation, security or fraud-prevention requirements. A Third-Party Provider may restrict only its own affected app, account, subscription or Content under its terms.

9. Support

- 9.1. For help with the Box, features or the Vodafone TV Service, please contact us using the contact details set out on the first page of these Box Terms.
- 9.2. If an issue relates to a third-party account, app, rental, purchase or service, you may need to contact the relevant Third-Party Provider. We will explain where the issue should be directed, where reasonably possible.

10. Governing Law and Jurisdiction

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