



Vodafone TV App

Terms and Conditions

Consumer customers

Version: October 2026

About these terms

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

The Vodafone TV App Terms (the "**Terms**") apply when you download, access or use the Vodafone TV App on a compatible device (the "**App**").

The App is not available on its own. It forms part of the Vodafone TV Service available with an eligible Underlying Plan. These Terms supplement the Vodafone TV terms and conditions) and apply specifically to your use of the App. If there is a conflict with these Terms, they apply in the order listed in the Vodafone TV terms and conditions.

By using the App, you agree to these Terms. If you do not agree, you must not use the App and should delete it from your device.

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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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

1. Our Agreement

- 1.1 The Vodafone account holder must have an eligible Underlying Plan and an active Vodafone TV Service.
- 1.2 The account holder may allow another person to use the App. Each permitted App user must be aged 13 or over. A user under 18 may use the App only with the Vodafone account holder's permission and supervision.
- 1.3 The App is for personal, domestic and non-commercial use in the United Kingdom.

2. The Vodafone TV App

- 2.1 The App is a companion application to the Vodafone TV Service and Vodafone TV Box. On compatible mobile and tablet devices, it allows eligible users to stream selected Content, channels and games directly through the App and to access other available Vodafone TV features.
- 2.2 Features available through the App differ from those available through the Vodafone TV Box and may change from time to time. Not all channels, apps, games, subscriptions, Content or features available through the Vodafone TV Box will be available through the App or on every device.
- 2.3 **Depending on availability, the App may allow you to:**
 - (a) stream selected Content, channels and games;
 - (b) cast eligible Content and games to a compatible television or on the Vodafone TV Box;
 - (c) select third-party Content and, where available, open the relevant third-party app or service. Third-party Content is not held in the App;
 - (d) access cloud gaming features, where available;
 - (e) use profiles, parental controls and PIN settings synchronised with your Vodafone TV Box;
 - (f) search for Content available through the Vodafone TV Service, where available; and
 - (g) watch Video on Demand Content purchased through the Vodafone TV Box office.
- 2.4 **The App does not currently support:**
 - (a) downloading content for offline viewing;
 - (b) viewing content without an internet connection;
 - (c) purchasing, renting or subscribing to content directly through the App; or
 - (d) watching UK public service broadcaster (PSB) channels directly through the App.
- 2.5 A mobile data connection or Wi-Fi connection is required to access and stream Content through the App. Data charges may apply depending on your mobile or broadband provider.
- 2.6 Unless we tell you otherwise, third-party providers are responsible for their own Content, apps, accounts and customer support.
- 2.7 Some Content, channels, games and features available through the App may be subject to separate terms, age restrictions, availability restrictions, or content rights restrictions and may not be available on all devices.
- 2.8 Cloud gaming, Freely and box office Transactional Video on Demand (TVOD) Content or services accessed through the App are licensed and operated by Netgem PLEIO, as set out in your Vodafone TV terms and conditions.
- 2.9 The cloud gaming experience may differ depending on whether you use the App or the Vodafone TV Box, including the games and features available and how you play. You will need a compatible device and suitable internet connection to use cloud gaming. We cannot guarantee that gameplay will always be uninterrupted or free from delays. Third-Party Providers may change or remove games at any time.

- 2.10 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. However, this does not exclude responsibility where a problem with Vodafone's or a Third-Party Provider's own service prevents or materially affects your access to cloud gaming. Any rights or remedies you may have will be dealt with under the terms applying to the relevant service and applicable law.
- 2.11 You can download the App from the Apple App Store or Google Play Store on a compatible iOS or Android device. App store terms may apply to your download, installation and use of the App. Standard data charges may apply.

3. Your responsibilities

- 3.1 If the App lets you sign in to, link to, pair with, or otherwise interact with the Vodafone TV Box, you must be the account holder or have the account holder's permission.
- 3.2 **You are responsible for:**
- (a) making sure your device, internet connection, mobile data connection and Wi-Fi connection are suitable for accessing and using the App;
 - (b) the Charges associated with the Vodafone TV Service;
 - (c) the operation of any device that you use to access the App;
 - (d) anyone who accesses or uses the App with your permission or through your account, device, PIN, password or login details; and
 - (e) keeping your account, PINs, passwords and login details secure.
- 3.3 You must make sure that only authorised users access the App and that anyone using the App complies with these Terms, the Vodafone TV terms and conditions and any applicable third-party terms.
- 3.4 **Your obligations:**
- (a) you may not resell (or charge others for access to), copy, distribute, modify or reverse engineer any App features;
 - (b) you may not broadcast the App or Content available through the App in public, including by streaming on social media;
 - (c) you must not interfere with, disable, avoid or attempt to bypass any security, Content protection or technical measures used by the App;
 - (d) you must use the App only for your own personal, domestic and non-commercial use in the United Kingdom. You must not use any technology or service to hide your location or avoid geographical, Content protection or rights-holder restrictions;
 - (e) you must notify us as soon as reasonably practicable if you become aware of any breach or suspected breach of security or any unauthorised use of your account;
 - (f) you must check that your device and operating system are compatible before installing the App;
 - (g) you must keep the App and your device operating system up to date. To continue using the App, you may need to install software, security or compatibility updates;
 - (h) you must keep your App login details, security credentials and device secure and confidential. You are responsible for any activity that takes place if you share your login details or leave your device unsecured; and
- 3.5 you are responsible for using the PIN and parental-control functionality available through the Vodafone TV Box and App, which is aligned across those services, and for deciding whether Content is suitable for children or other users. Third-party apps and services may operate separate parental controls.

4. Charges and billing

- 4.1 The App does not currently support the direct purchase, rental or subscription of Content. Where available, you may select TVOD Content through the Vodafone TV Box and complete payment through a separate secure mobile-web journey. That Content may then be available to view through the App, subject to the relevant provider's terms, Content-rights restrictions and availability.
- 4.2 Eligible customers may also buy subscriptions through Subscription+ and have the charge added to their Vodafone bill under the applicable Subscription+ terms. Purchases through the Google Play Store, and purchases made directly from a third-party provider, are separate transactions with that provider.
- 4.3 Content may not be refundable once it has been accessed or viewing has started, where permitted by applicable consumer laws. The relevant provider's payment, cancellation, refund and Content-use terms apply. We will tell you about any Vodafone Charges before you buy or activate them. We do not handle cancellation or refunds for TVOD or other third-party transactions unless we expressly tell you otherwise.

5. Vodafone TV App availability

- 5.1 The App is only available on supported devices and operating systems. If you change your device or update its software, the App may no longer work or be available, and you may be unable to continue using it. You are responsible for making sure your device continues to meet the compatibility requirements.
- 5.2 The App may be subject to device-registration and simultaneous streaming limits. Unless we tell you otherwise, you can register up to five devices and stream Content on up to three devices at the same time. Different limits may apply to particular Content, channels, games or third-party services where required by a provider or Content rights holder.
- 5.3 We regularly review device support and may stop supporting older devices or operating systems. To keep using the App, you may need to install updates from time to time. These may include security, compatibility, performance, content-rights or service-continuity updates.
- 5.4 The App and some Content available through it may only be used in the United Kingdom because of rights-holder, licensing, legal or technical restrictions. We or our partners may use reasonable location, account or device checks to confirm that the App is being used in the UK. You may need to enable relevant permissions for some features to work.
- 5.5 Search results, recommendations, programme information and other information shown in the App may be provided by Vodafone, our technology partners or third-party providers. We'll take reasonable care, but this information may not always be complete, accurate or available.
- 5.6 The App is delivered over your internet connection and/or mobile network and may also depend on platform services, hosting, Content delivery networks, app stores, content providers and other technical services. Vodafone is not responsible for interruptions, delays or unavailability caused by network issues, third-party services or events outside our reasonable control, unless you have separate rights under your Underlying Plan, as applicable.
- 5.7 We will take reasonable care to provide the App, but we cannot guarantee that it will always be available, uninterrupted, secure, error-free or compatible with every device or operating system. This does not affect your legal rights.
- 5.8 We may change, update, replace, withdraw or stop supporting all or part of the App for legal, regulatory, security, technical, operational or commercial reasons. Any notice, impact on the Vodafone TV Service and any right to end the Underlying Plan without paying an Early Termination Fee will be dealt with under the terms applying to the Underlying Plan and applicable law or regulation. This does not affect your legal rights.

6. Third-party services, the Vodafone TV Service and Content

- 6.1 The App may support third-party login services or provide access to third-party apps, streaming services, Content or websites, where available. These third-party services are not owned or controlled by Vodafone.
- 6.2 The relevant third-party terms include:
 - (a) Netflix – <https://help.netflix.com/legal/termsofuse>;
 - (b) HBO Max – <https://www.hbomax.com/terms-of-use>; and
 - (c) Freely – freely.co.uk (broadband required).
- 6.3 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 App or Vodafone TV Service under these Terms or the law.
- 6.4 We do not endorse third-party advertising, products or services made available by third parties through the App or Vodafone TV Service, except where we tell you otherwise. This does not affect your legal rights.
- 6.5 Any dealings you have with third-party advertisers, sellers, app stores or Content providers, including payment for services or Content through the Vodafone TV Box, are between you and the relevant third party unless we tell you otherwise. We are not responsible for any loss or damage arising from those dealings, except where the law says otherwise.

7. What we do with your personal information

- 7.1 The App is subject to Vodafone's Privacy and Cookie Policies. We collect, use and share personal information in accordance with our Privacy Policy, including the Vodafone TV and App privacy supplement, both available at 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 App, Vodafone TV Service, and work with relevant technology partners where necessary to provide the service.
- 7.2 If you choose to use third-party services launched via the App, those providers will 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.

8. Suspension and ending your use of the Vodafone TV App

- 8.1 These Terms apply from when you download, access or use the App and continue while you are entitled to use the App as part of an active Vodafone TV Service.
- 8.2 Vodafone TV forms part of the Underlying Plan. We will not suspend or end the App or Vodafone TV Service separately while the rest of the Underlying Plan continues. Where suspension or termination is reasonably necessary and permitted, we will act proportionately and deal with it under the terms applying to the Underlying Plan.
- 8.3 This may apply where we reasonably believe there is fraud, piracy, unlawful use, serious misuse, a material security risk or a serious or repeated breach of these Terms, the Vodafone TV terms and conditions, the Anti-Piracy Policy or the Acceptable Use Policy. We will give any notice required under the Underlying Plan unless prevented by law, regulation, security or fraud-prevention requirements.
- 8.4 A third-party provider may suspend, restrict or end only its own affected app, account, subscription or Content under its terms, including for non-payment to that provider. This does not by itself allow Vodafone to suspend or end the Underlying Plan.

- 8.5 Your access to the App will end if the Underlying Plan or Vodafone TV Service ends, or if we withdraw the App in accordance with these Terms, the terms applying to the Underlying Plan and applicable law or regulation.

9. Changes to these Terms or the App

- 9.1 We may change these Terms, the App, Content, features or charges from time to time for legal, regulatory, security, technical, operational or commercial reasons. This may include improving or developing the App, introducing new features, responding to changes in technology, infrastructure, security or operating systems, complying with law or regulatory requirements, responding to third-party or rights-holder requirements, or making these Terms clearer or easier to understand.
- 9.2 Where required by law or regulation, we will give you notice of a change or withdrawal by email, text, App notification, push notification, app-store update page, website notice or another reasonable method. Any right to stop using the App or end the Underlying Plan without charge will be dealt with under the terms applying to the Underlying Plan, Vodafone TV terms and conditions, and applicable law or regulation.

10. Our legal responsibility to you

10.1 Things for which we are responsible:

- (a) You have rights under the law. Nothing in the agreement excludes or limits our liability for anything we can't exclude or limit by law or affects your rights under applicable law or regulation.
- (b) We will be fully legally responsible for death or personal injury caused by our negligence (or the negligence of our employees, agents or subcontractors), for fraud or fraudulent misrepresentation, and for breach of your consumer statutory rights.
- (c) Except for fraud, fraudulent misrepresentation, death or personal injury caused by our negligence, or anything else we cannot limit or exclude by law, we will not be legally responsible for any loss or damage that is not directly caused by us or that we could not reasonably expect when these Terms started. Where the law allows us to limit our liability, our liability will be dealt with in line with the liability provisions in your Vodafone TV Service terms and conditions.

10.2 Things for which we are not responsible:

- (a) We will not be legally responsible for loss or damage caused by your unauthorised use of the App, your failure to follow our reasonable instructions, third-party apps or services, app-store services, internet connection issues, incompatible devices or operating systems, or events outside our reasonable control, except where the law says otherwise.

11. Rights of third parties and app-store terms

- 11.1 This agreement doesn't confer any benefit on a third party under the Contracts (Rights of Third Parties) Act 1999.
- 11.2 Where you download the App from the Apple App Store or Google Play Store, these Terms are between you and Vodafone, not Apple or Google. The relevant app-store terms also apply to downloading, installing and updating the App. Apple and Google are responsible only for matters allocated to them under their own app-store terms.

12. Transferring this agreement to someone else

- 12.1 You cannot rent, lease, transfer, assign or otherwise make available your right to use the App to anyone else. Before transferring ownership of a device, you should sign out of the App, remove the device registration where that function is available, delete the App and remove your personal information.
- 12.2 We may transfer this Agreement to anyone at any time if this would not adversely impact your rights under this Agreement.

13. General

- 13.1 If any provision within these Terms is found to be invalid or unenforceable, the remaining provisions will continue in full force.
- 13.2 These Terms, together with the Vodafone TV terms and conditions and the other documents forming part of the Agreement, set out the terms relating to your use of the App. Nothing in this clause limits any statement or representation that forms part of the Agreement or any right you have under applicable law.
- 13.3 Defined terms used in these Terms have the same meaning as in the Vodafone TV terms and conditions unless we define them differently or the context requires otherwise.

14. Governing law and jurisdiction

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