Vodafone 5G Broadband

Terms and Conditions

Consumers and Business Customers

Version: October 2026

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 be bound by these terms while you receive the Services and to read and comply at all times with this Agreement, which can also be found on our website.

You agree to the terms of this Agreement by purchasing the services. The date on which your contract starts will vary depending on how you have purchased services from us, as set out in the "Start date and duration section" below. The term of your contract ("**Minimum Period**") will start on your contract start date.

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

This Agreement covers your use of **our Vodafone 5G Broadband** if you are:

a consumer and a UK resident with a UK billing address and taking out a 5G Broadband plan for your own personal use ("**Consumer Customer**"); or a small business customer with fewer than ten (10) employees, that is resident in the UK with a UK billing address and taking out a 5G Broadband plan for use by your business ("**Small Business Customer**").

Download the My Vodafone app or log in online to manage your payments and your account, and there's 24/7 online support with TOBi and our webchat tool.

2. Our Agreement

Our Agreement together is made up of the following documents, available at **vodafone.co.uk/terms**:

a. These Terms and Conditions (this document)
Sets out terms that cover the (i) physical SIM, (ii) Equipment, & (iii) Service (5G data) used in your 5G Broadband, including any charges relating to 5G Broadband (if there is a conflict, these Terms and Conditions take precedence over documents listed below).

b. Your order form and or welcome letter/email
Sent to you on purchase if you are a Consumer Customer.

c. User Guide, including hardware safety information
Relates to the hardware and/or software used and/or licensed in connection with your 5G Hub and/or Outdoor Hub and is contained in your Equipment box.

d. Returns policy
Explains our policy & process for returns & cancellations: vodafone.co.uk/terms-and-conditions/consumer/buying-with-vodafone/buying-online/returns-policies/

e. Acceptable use policy
Explains what you can and can't do with our Services & Equipment:

- ✓ **For Consumer Customers:** vodafone.co.uk/terms-and-conditions/consumer/mobile/other/acceptable-use-policy/
- ✓ **For Small Business Customers:** vodafone.co.uk/terms-and-conditions-business/

f. Traffic management policy
Sets out fair access for all our customers vodafone.co.uk/terms-and-conditions/consumer/network-and-coverage/traffic-management/

Our Privacy Policy (**vodafone.co.uk/privacy**) explains how we & our group companies may collect, use, & share your personal information.

Vodafone TV: If you purchase or use Vodafone TV from us, that service is subject to separate Vodafone TV Terms and Conditions, set out at www.vodafone.co.uk/terms, which will apply to the Vodafone TV service and form part of your Agreement with us

B. Getting up and running

1. What is 5G Broadband?

5G Broadband is a broadband internet service that provides high-speed internet access to specific locations, such as homes or businesses, using wireless networks like 5G or 4G (subject to geographic coverage and network capacity). It utilises radio signals to connect to a base station, which transmits Wi-Fi. This technology is useful for areas where traditional wired connections are not available, offering a reliable alternative for internet connectivity ("the **Service**" and/or "**5G Broadband**").

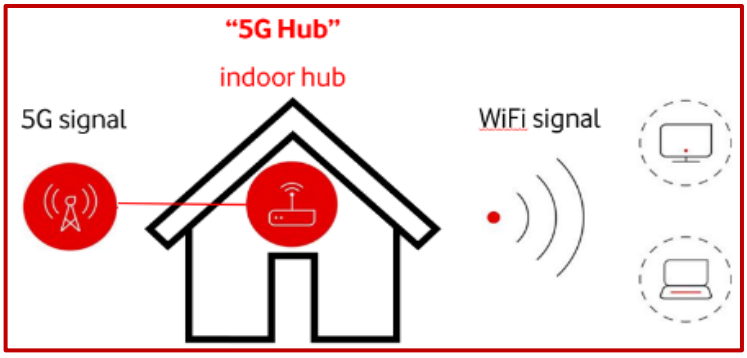
5G Broadband works through a hub you plug into the mains. It uses a SIM card to connect to our mobile network, with no engineer visit needed. The equipment supplied under this Agreement (collectively, "**Equipment**") includes:

<table>
<tr><td>1.</td><td>physical hub

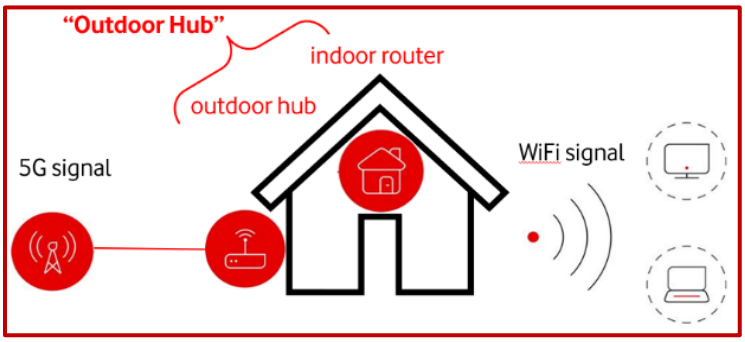
You will be sent either the:

a) 5G Hub or

b) Outdoor Hub,

based on which option offers the best coverage for your premises;</td><td>“5G Hub”:
set up internally only:


OR

“Outdoor Hub”:
installed externally and internally, made up of two parts:
a) outdoor hub; and
b) indoor router (Power Hub)

</td></tr>
<tr><td>2.</td><td colspan="2">physical SIM card (“SIM”);</td></tr>
<tr><td>3.</td><td colspan="2">cables; and</td></tr>
<tr><td>4.</td><td colspan="2">any additional devices required to access the Service.</td></tr>
</table>

The **5G Hub** is set up indoors on a flat surface within the Approved Address (see the ‘**Availability and eligibility**’ section below for the definition of ‘Approved Address’).

The **Outdoor Hub** is installed in one of four ways at the Approved Address, depending on property layout and where the signal is strongest:

(a) Indoors on a stand - suitable for renters;
(b) Indoors attached to a window using the double-sided adhesive pad provided – suitable in a block of flats;
(c) Mounted outdoors on a pole / drainpipe (screwdriver required - see installation warnings below);
(d) Fixed to a wall outdoors (Drill required – only recommended for those confident with DIY - see installation warnings below).

5G Broadband is made up of Equipment and a 5G Broadband plan ("**Plan**"), which is a 5G Broadband unlimited data plan with a Minimum Period of either a 30-day monthly rolling contract or 24-month contract as per your contract summary. For Small Business Customers, you can also opt for a contract with a Minimum Period of 36 months. You must purchase the Plan (with which we will provide the Equipment) for both the Equipment and the Plan to work correctly. The Plan uses the Vodafone mobile network ("**Vodafone Network**"), either 4G or 5G depending on network coverage, signal and location.

By plugging in your Equipment, you are expressly requesting that we provide you with our Services on these Terms.

2. Availability and eligibility

5G Broadband is only available to customers within the United Kingdom; the Equipment and Plan cannot be used for international roaming. The Service is for personal, non-commercial use only (unless you are a Small Business Customer) and must be used at an approved service address, being either your home if you are a Consumer Customer, or business premises, for Small Business Customers ("**Approved Address**"). Before you complete your purchase, we'll carry out a postcode check to confirm that we can provide the Service at your chosen address. The Equipment and Plan are only for use at your Approved Address and cannot be moved to another location. Please see the 'if you move home or business premises' section below if you plan to move home (or business premises, for Small Business Customers).

The Service is not for you if you plan to do any of the prohibited activities as set out in the relevant **Acceptable Usage Policy**; please refer to the Consumer or Business **Acceptable Use Policy** (as relevant) for further information. The 5G Hub and Outdoor Hub are only intended for use with the SIM supplied with them, please therefore do not insert other SIMs into the device. Please refer to your **User Guide** (which will be in the product box) to determine the product specifications and restrictions.

If you are a 5G Broadband customer and you move home (or premises, for a Small Business Customer) but we cannot transfer your 5G Broadband, we may end your Agreement, and no Early Termination Fees will be payable. At the end of the Minimum Period for your 5G Broadband, if you continue to pay for your 5G Broadband, you shall continue to be able to use 5G Broadband.

3. Start date and duration

When you join us, we'll 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 like:

- ✓ how long we'll provide our services to you and the Minimum Period you have agreed to stay with us, and the consequences for leaving the contract early (such as an Early Termination Fee),
- ✓ your chosen services and how much these will cost you every month;
- ✓ additional services you have chosen as part of your Plan (if applicable), when they start and end and when you'll be charged for these; and
- ✓ any upfront charges you've paid or may have to pay for your Equipment, if applicable.

If you are a new customer and you purchase 5G Broadband:

a. **from a retail store,** your Plan starts straight away (even if being delivered to your home);
b. online or over the phone and it's **sent by post**, your Plan starts the following day (which should be the day of delivery); or
c. by **click & collect**, your Plan starts the following day (which should be the day of delivery to your chosen store), regardless of whether you have collected.

For Consumer Customers, if you have purchased 5G Broadband within our retail stores via One Touch Switch, your Service will activate the next day.

For more information on One Touch Switch, see vodafone.co.uk/help-and-information/broadband-support

If you are an existing customer who has entered into a new Agreement, for a new Minimum Period, and your new Plan includes new Equipment, your Plan starts on the day your Equipment is delivered, unless you purchase or collect your Equipment from a retail store, in which case your Plan starts on the day of collection.

4. Our service quality and availability

We'll provide our services with **reasonable skill and care**. However, our Services are not fault-free and are not available everywhere in the UK. Service availability or quality may be affected by a number of things, including:

- moving home/business premises (if you are a Small Business Customer),
- work that we carry out to our network,
- weather conditions,
- damage to our network,
- the number of people using the network at the same time,
- legal or regulatory requirements,
- faults in other communication networks,
- radio interference caused by hills, tunnels or buildings, or
- where you are in areas not covered by the Vodafone Network and we rely on other operators' networks over which we have no control.

Please contact us if you experience an issue and we'll attempt to fix it. If we have to interrupt our services for maintenance or we cause a technical fault on our network, you may be entitled to a partial credit of your Plan charge based on the number of days you are without our services. We'll not be responsible for loss of Service due to something outside our reasonable control.

If you are experiencing a continuous materially degraded service for an unreasonable period, or regularly recurring disruption, please read our "**Pausing your plan or ending this Agreement**" section below. If this is the case:

a. We may offer you alternative equipment to address service quality.
b. You may be entitled to a price reduction based upon the period of the disruption. To receive a partial credit of your charges or terminate the Agreement, you must report to us a severe disruption which we will assess against your typical usage history.

This is without prejudice to any remedies which may be available to you under consumer law (if you are a Consumer Customer) or general contract law, including damages or early termination of this Agreement where the disruption is very serious. Please contact us as set out in the "**Solving Service and Equipment issues**" section and we'll work with you to find an appropriate resolution for your circumstances.

5. Equipment (including ownership, Non-Return Fee and responsibilities)

Ownership of the Equipment

We will provide you with the Equipment needed to use the Service, including all cables and SIM cards, as described in clause B.1 above.

We own:

- ✓ the indoor 5G Hub;
- ✓ the main router used for the Outdoor Hub and labelled as the "Outdoor Hub"; and
- ✓ any cables provided with the Equipment.

Where we have provided you with any of these, they remain our property, during and after the Minimum Period.

When you stop paying for our Services, you must return the above Equipment to us, or you may incur a Non-Return Fee (see below). You must remove the SIM card before returning the 5G Hub to us.

You own:

- ✓ the Power Hub, which is one of the two separate routers that make up the Outdoor Hub (clearly labelled);
- ✓ the SIM; and
- ✓ certain ancillary equipment (if applicable). Your contract summary will also specify ownership.

Please note: Ownership of Equipment (where we specify that you will own it above) will only transfer to you **14 days from the date you receive your Equipment**, known as the "**Cancellation Period**". After this date, you do not need to return items that you own, however we will provide you with the means to do so if you wish, to enable them to be recycled or disposed of safely.

Non-Return Fee for failure to return Equipment or returning damaged goods

If you do not return the following:

- ✗ Equipment specified above as being owned by us (see above), within **30 days** of termination of the Services;
- ✗ All Equipment (regardless of whether you or Vodafone own it) within the **Cancellation Period,** if you choose to cancel, or
- ✗ if Equipment owned by us is returned but does not meet conditions in our Returns Policy,

we will charge you a Non-Return Fee, as set out in Section D of these Terms and Conditions.

If we hold any money from you, we may use it to cover the Non-Return Fee. Payment of the Non-Return Fee does not transfer ownership of the 5G Hub or Outdoor Hub to you, and you are still required to return these to us. If you fail to do so, we may take legal action to recover it. For more information, please see our Returns Policy.

Your responsibilities for Equipment

You are responsible for ensuring the Equipment remains safe and is always used appropriately, and that you (and anyone who accesses the Service including those in your household, or those who visit or work in your business premises, if you are a Small Business Customer) only use the Services as permitted in accordance with this Agreement.

To support this, you agree to:

- ✓ follow the product guidelines and any reasonable instructions we provide;
- ✓ keep the Equipment under your control, for instance, you must not sell, lend, lease, or otherwise transfer it, nor use it as security or allow it to be seized under legal proceedings;
- ✓ insure the Equipment against loss, theft, or damage for its full replacement value;

- ✓ avoid tampering with, disassembling, misusing, neglecting, or damaging the Equipment;
- ✓ not remove, alter, or obscure any labels or markings on the Equipment; and
- ✓ take reasonable care to prevent the loss or theft of the Equipment at all times.

You agree to tell us as soon as you can about any loss or damage to any part of the Equipment, by contacting our customer services team. You agree that you are responsible for any loss of or damage to the Equipment, regardless of how it happens, unless it is our fault.

If your Equipment is lost, stolen or damaged, we reserve the right to charge you if you are responsible for such theft, loss or damage. If we suspect that loss of Equipment is due to an act of fraud, we can suspend your Services and charge you accordingly. If your Equipment is stolen for reasons outside of your control and you have evidence to support this (for example a police/insurance report), you may be entitled to a maximum of one free replacement. After this, you will be charged for any subsequent replacements (other than where your Equipment is faulty for reasons out of your control).

If the Equipment is faulty or not as described, or of satisfactory quality or fit for purpose, you can request repair or replacement. If your SIM is lost, stolen or broken, you can request a new one. There may be an upfront cost for Equipment.

6. Installing the Equipment

The 5G Hub and/or Outdoor Hub (as applicable) will be **installed by you** and does not require an engineer for installation.

- ✓ You must ensure that the installation is carried out safely and does not pose any risk to yourself or others.

- ✓ No installation should be performed in an unsafe location (including unsafe elevated positions), rooftops, or areas where Equipment could risk being submerged in liquid. You are responsible for ensuring that the designated installation site is suitable, safe, and compliant with any applicable regulations as per the **User Guide**. Vodafone will not be liable if this is not the case, as we do not inspect your property.

- ✓ The information provided in our **User Guide** is for general guidance only. You should wear protective clothing at all times, and if you cannot safely install the Equipment at any stage, you should seek professional assistance. Should the installation require any alteration to your property, we will not reimburse any expenses or restore the property to the same physical state as prior to installation.

- ✓ If you do not own the Approved Address, you must seek consent from the owner to install the Equipment if you make changes which require consent under any agreements (for example, if you are drilling a fixing to a wall). We are not responsible for you seeking such consent and take no responsibility if Equipment is installed without relevant consents being in place.

- ✓ You must always co-operate with us and follow our reasonable instructions to ensure the proper use and security of your account. This includes (but is not limited to) instructions from us to update settings on your Equipment and any instructions regarding the use of your Plan and Equipment, as set out in this Agreement and the User Guide.

We will not be liable for any:

- ✘ damage, malfunction, or loss arising from environmental conditions at the installation site (for example if you smash a window); or
- ✘ losses or injury resulting from the incorrect installation of the Outdoor Hub, except for personal injury caused by our negligence.

Software

You will have received certain software embedded within your Equipment at the point you plug it in, and we may deliver additional software updates from time to time, which the Equipment will automatically accept. 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. 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.

Equipment safety

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 keep you safe. If a recall or safety action is needed, we'll arrange a repair, replacement, or other remedy as required by law. We aren't responsible for issues not directly caused by us, unless the law requires otherwise. Please keep your contact details up to date so we can reach you quickly if needed.

C. Using our services

1. Coverage and Speed

5G Broadband is designed to operate on our 5G network where available. In areas where 5G is not available or during network fluctuations, the service may fall back to 4G. Performance may vary depending on coverage, capacity, and network conditions.

a. Your maximum speed will be up to either **50 Mbps or 150Mbps**, depending on your Plan. Throughout the day your speed may vary and at times be lower than the maximum speed.
b. We do not guarantee that the Services will achieve any specific speeds, which will depend on factors such as geographic location, type of walls and windows in your building, number of people using the network, external environment, network coverage, Equipment capabilities, de-prioritisation, and the correct setup of your Equipment. See '**Factors affecting speed'** below.

c. We may implement measures to manage the traffic across our network in exceptional circumstances to prevent impending network congestion and/or mitigate the effects of any exceptional or temporary network congestion. We may also implement traffic management measures to meet our legal obligations, preserve the integrity and security of our networks, services, or terminal equipment, or to provide you with any particular services you have requested.

   For more information on traffic management on our network, please visit our **Traffic Management Policy**. Please also see the **'Your acceptable use and heavy user policy'** below.

d. The variability of the download and upload speeds achieved, and the technology used to access 5G Broadband, may affect your experience of the Services and your ability to access and distribute information and content, and use applications and services.





Factors affecting speed

What's the difference between upload and download?

'**Upload**' refers to data sent from a device such as a mobile phone, tablet, computer, or communications network. This includes all types of outgoing data, such as sending emails, posting on social media, or uploading a file or picture. It may also include data sent over the network while playing an online game.

'**Download**' refers to data received by a device such as a mobile phone, tablet, computer, or a communications network. This includes receiving emails, downloading files, viewing social media content, or browsing web pages. Online games also generate download traffic.

The speeds achieved while using the 5G Broadband Service are subject to network coverage and capacity. Speeds may vary significantly. Your Plan may also be subject to data de-prioritisation.



'**Data de-prioritisation**' means that some data traffic will receive lower priority compared with other traffic on the Vodafone Network.

During peak periods or congestion, we may manage the Vodafone Network by de-prioritising the internet traffic of certain data users. This could mean that during periods of congestion, 5G Broadband speeds may be different to the speeds experienced using other services supplied over the Vodafone network. Speeds may vary based on location, network congestion, and signal quality.

How we calculate data usage

Your inclusive data allowance and additional data services will set out the amount of data you can use without an additional charge.

What is data usage?

'**Data**' usage is measured in **kilobyte** (KB), **megabyte** (MB) and **gigabyte** (GB):

1 megabyte (MB) = 1024 KB
1 gigabyte (GB) = 1024 MB

We calculate your data usage based on the amount of data that travels over our network (which may differ from the data your device consumes).

It doesn't matter if you are using 3G, 4G, 5G, GPRS, Edge or HSPA; we measure data in the same way over each of these networks.

We calculate your data usage based on the amount of data that travels over our network, which may differ from the data your device consumes. Your data usage may include data 'packages' that are re-sent over the network, for example if your connection drops off or if a webpage is refreshed.

2. Adult content controls

Access to age-restricted content (such as 18-rated films and games) over our network is only available if you can verify that you're over 18. You can do this by contacting Customer Services or using the My Vodafone app and providing the requested proof of age. Only the account owner can manage content filter settings for other users on the account. The account owner is responsible for ensuring that only users aged 18 or over access age-restricted content. Our content filter only applies to services accessed via our mobile network. We're unable to control access to age-restricted content when it's accessed over Wi-Fi, except where accessed through Vodafone-provided Equipment. We're not responsible for how your information is processed once it leaves our network or control.

3. Your responsibility for using the Services

You're responsible for other people that use your Equipment and Services, which, unless you are a Small Business Customer, are only for your personal, domestic, non-commercial use, in a non-commercial premises. The Services are for use in the UK only.

We own the Equipment where specified in these Terms and Conditions. We reserve the right to change the SIM at any time, if required. You may only use Equipment that is approved for use on our network.

You must not resell or commercially exploit the Services, or sell, lease, or otherwise dispose of the Equipment which is specified as being owned by us. This does not affect Small Business Customers' ability to use the Services in the ordinary course of business, in accordance with the Agreement. For more information on using our Services and restrictions please review our **Consumer** or **Business Acceptable Use Policy** (as relevant).

4. Your acceptable use and heavy user policy

For Consumer Customers: Where we notice a customer's data usage is not for personal use and/or exceeds 1TB per month, we may investigate whether that customer's use of the Service is inconsistent with the Acceptable Use Policy for Consumer Customers. Following such an investigation, if we determine or reasonably suspect that customer's usage is for purposes other than the permitted use then we reserve the right to transfer the customer to a more suitable plan or take other action in line with Acceptable Use Policy for Consumer Customers. Please refer to the **Acceptable Use Policy** for Consumer Customers for more details.

For Small Business Customers: Where we notice a customer's data usage exceeds 1TB per month, we may investigate whether that customer's use of the Service is inconsistent with our Acceptable Use Policy for Business Customers. Following such an investigation, if we determine or reasonably suspect that a customer's usage is for purposes other than the permitted use then we reserve the right to transfer the customer to a more suitable plan or take other action in line with our **Acceptable Use Policy** for Business Customers.

D. Payment and charges

This section may also be referred to in documentation as the 'Charges Guide'.

1. How do you pay for our Services?

You'll need to pay for all charges within **7 days** of the date of your bill, by direct debit. Where VAT applies, it will be included in the charges. If you pay late, we'll charge interest of 2% above the base rate of Barclays Bank each year and you'll also need to pay a reasonable charge to compensate us for the administration costs incurred. You must pay your monthly bill, whether the Services are used by you or another person, or used without your permission.

If your SIM and/or Equipment is lost or stolen, you remain responsible for all the charges to your account until you tell us what happened and your SIM has been deactivated. You are responsible for any loss of or damage to the Equipment, regardless of how it happens, unless it is our fault. We will charge you for any loss of or damage to any Equipment that you are responsible for.

2. What are the charges?

There may be out-of-plan charges, as well as charges for additional services which are not included in your monthly Plan charge (if applicable). All these charges will be added to your bill as and when you use the Services.

Right to Cancel / Cancellation Period

In accordance with these Terms and Conditions, the Cancellation Period for your 5G Broadband Agreement will commence when you receive the Equipment (see clause B.3) and will last for 14 days. During this period, you have the right to cancel for any reason, without incurring charges (e.g. Early Termination Fees). You are however liable for:

a) All product costs associated with the service up to the end of the point of termination – this includes all service fees, pro-rata package costs and usage charges.
b) You must return **all Equipment** (including SIMs and cables), or you will incur a Non-Return Fee (see below). We will disconnect your Service no later than 14 days after you have cancelled your Service.

Early Termination Fee

If you end the Service or your Agreement with us after the 14-day Cancellation Period but before the end of your Minimum Period, an Early Termination Fee will be payable by you to us in the circumstances described in these Terms and Conditions.

Your Early Termination Fee will be calculated based on what you have agreed to with us and how many months you have left in your Minimum Period at the time you terminate this Agreement, by using the following calculation:

Monthly Cost (incl. VAT) × remaining contract (Months) × 98%

Example: You have a 24-month 5G Broadband Plan and cancel with 4 months remaining in your Minimum Period, your Early Termination Fee is £25 (Monthly Cost) x 4 (months left) x 98% = **£98.**

Non-Return Fee

Please refer to section B.5 of these Terms and Conditions, and our Returns Policy, for further information on when the Non-Return Fee applies. We own the 5G Hub and/or Outdoor Hub (excluding Power Hub) and you **must** return these to us, or you will be charged the fees below. The fee will be calculated in accordance with the table below:

5G Broadband product	Non-Return Fee inc. VAT
5G Broadband 5G Hub (Indoor)	**£120 inc. VAT**
5G Broadband Outdoor Hub (excl. Power Hub)	**£130 inc. VAT**

Discounts on your Plan

During your Minimum Period, we may offer you an in-contract discount. Usually, this discount will be applied to your bill for the duration of your Minimum Period. However, we may also offer you a discount that expires before your Minimum Period ends. We'll let you know how long the discount will last when you take up an offer.

After your discount is removed at the end of your Minimum Period, your monthly price will increase. For example, your monthly price will rise by £5 from month 25 when your in-contract discount ends after the 24-month Minimum Period, or from month 37 if you're a Small Business Customer and you purchase a Plan with a 36-month Minimum Period.

You may also be eligible for Vodafone Together discounts with the correct pay monthly contract. Vodafone Together is our loyalty program offering discounts and perks when you combine Vodafone mobile and 5G Broadband plans.

If you are a Consumer Customer, see here for further details and terms on Vodafone Together for Consumer Customers: www.vodafone.co.uk/terms-and-conditions

If you are a Small Business Customer, see here for further details and terms on Vodafone Together for Business: http://www.vodafone.co.uk/terms-and-conditions-business/

You can only have one pricing discount on your monthly Plan. If your Plan already has a pricing discount included, then unfortunately you won't be able to add another one e.g. Vodafone Advantage for Consumer Customers. It may be possible to swap your discount, please contact us for more information.

If you take multiple services, then they may be eligible for further discounts. If you are receiving additional discounts for 5G Broadband by having multiple services and you choose to terminate one of these services, you will no longer be eligible to receive this discount. We will notify you in this

case.

Admin and other charges

Issue	Charge (inc. VAT)
Late payment fee	**£5**
Itemised paper bill	**£2.50 per month**
Additional bill copy	**£2.50**

Prices are correct at time of print and are inclusive of VAT if required and is applied at the UK standard rate in force unless otherwise stated.

Whilst we do everything we can to make sure that all our prices and charges are accurately reflected across all our documentation and other materials, including this section, occasionally inconsistencies may occur. If there is a conflict between the pricing information in this Agreement and the pricing information on our website, then the pricing and plan information on our website shall take priority. If you should need any further assistance then please see our online FAQs at www.vodafone.co.uk/help

E. Changes we can make

1. We may change our Agreement, charges or Services

a) We may change your Agreement, our services or charges at any time in order to:

i. Change the way in which we provide services to you (for example, by using a different technology to provide the service);
ii. Change the structure of our services, charges or equipment (for example, by changing the component parts of a service);
iii. Change the amount payable for part of the services, including without limitation additional services (for example, we may increase the amount payable for certain international calls if our international partners increase their costs);
iv. Remove and/or replace some or all of the equipment;
v. Place limits on the way you use our services (for example, if we suspect that you have committed an illegal act while using our services);
vi. Stop providing all or part of the service to you (for example, if we're no longer able to provide a part of the service at your address); or
vii. Optional additional service charges (e.g., an additional call or broadband package). We may increase the charges for optional additional services that do not form part of your main home broadband and phone service. For example, we may increase the price of a call package or additional broadband package that lasts for one month and can be terminated at any time.
viii. Out of bundle landline charges (i.e., additional calls which are not included in your package). We may increase our charges for out of bundle landline services at any time

b) We are also entitled to make the following changes to the Agreement, our services or charges (together, the "Permitted Changes"):

i. Annual Price Increase:

Your monthly plan charge will increase once each year on 1 April. The increase will be fixed monetary amount determined in advance. We will clearly set out this amount before you enter into the Agreement, as part of the key pricing information made available to you at point of sale, including your Contract Summary and Charges Guide.

Out of bundle charges and optional additional service charges will increase annually on 1st April by the CPI rate + an additional 3.9%. If the CPI rate is negative, this will be ignored but the additional 3.9% will still apply.

To check the exact price of your plan, including any applicable Annual Price Increases, please refer to your contract summary, service confirmation letter, or your Vodafone account. If you're unsure, feel free to contact us.

ii. We may remove any benefits, discounts or additional services that we told you would expire part way through you plan when you purchased, provided we remove them at or after the time we told you they would expire;

iii. We may make administrative or technical changes;

iv. We may make changes that have no negative effect on your use of the service;

v. We may make changes that are to your benefit;

vi. We may provide new features of the service to you;

vii. We may maintain or improve the services we provide;

viii. We may clarify the Agreement so it is easier to understand;

ix. We may make changes required by:
    i. applicable laws;
    ii. regulations;
    iii. codes of practice;
    iv. a regulator; or
    v. a court of competent jurisdiction;

x. We may replace some or all of the equipment with equipment of equivalent or better quality;

xi. We may reflect a change in the way we organise and/or operate our business; or

xii. We may reorganise where certain terms of the Agreement are set out.

xiii. We don't know what will happen in the future, so we may need to change your Agreement, our Services, or charges for a reason other than those specified in this section

F. Solving Service and Equipment issues

1. Reporting Service or Equipment issues

If you're having issues with your existing Service or Equipment and need our help, please contact us.

2. Returns and faulty Equipment

You must return any Equipment if your Services end with us, including in the following circumstances:

a. If you cancel the Service under the 14-day Cancellation Period ;
b. If you report the Equipment as faulty;
c. If we inform you that the Equipment is faulty or needs replacing for technical reasons;
d. when you terminate the Agreement or end the Services with us, or if we end the Agreement (if after the Cancellation Period, you only need to return Equipment owned by us);
e. If you upgrade your Equipment; or
f. If we request its return for any other reason.

We may send you replacement Equipment before receiving the original item back, but you are still required to return the original. You will receive an email with a QR code or link to start the returns process.

If you report Equipment as faulty, we may test it. If it is found to be working correctly, we may either return it to you or replace it (if not already done) and we may charge you for the cost of testing and postage. If the Equipment is faulty, not as described, or not of satisfactory quality or fit for purpose, you may request a repair or replacement.

Faulty Equipment:

a. If a fault occurs within the Cancellation Period, you may return or exchange the product in line with our 14-Day Cancellation Period within the Returns Policy. Faulty 5G Broadband Equipment may be exchanged through calling our customer services team to fully diagnose and organise the exchange of Equipment. Equipment can only be exchanged in store if originally bought in store.

b. If a fault occurs after the Cancellation Period, get in touch as we'll need to check and test the Equipment/Service for you. If this confirms a fault, we'll contact you to discuss your options. Depending on the Equipment/Service, you may have the Equipment/Service repaired or replaced. If the Equipment is faulty, we'll replace it.

Returned Equipment must be in reasonable condition, allowing for fair wear and tear, you will receive a QR code, and you must retain proof of postage. If you fail to return the Equipment owned by us within 30 days of receiving email instructions on how to return, a Non-Return Fee will apply.

3. You have a right to file a complaint

If you're having issues with your existing Service and need our help, you can:

a. contact us using the details on the front page of this Agreement;
b. visit vodafone.co.uk/contact-us/;
c. send your complaint to: 5G Broadband at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN (or, if it is privacy related, see vodafone.co.uk/privacy); or
d. email us on: customerdataquery@care.vodafone.co.uk.

If we can't 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

G. Pausing your plan or ending this Agreement

1. Cancelling, returns and faulty Equipment

Please read our Returns Policy for details on how to return the Equipment. It also sets out what to do if your Equipment is faulty and how you can return your Equipment or get your Equipment fixed or replaced.

If you wish to cancel your 5G Broadband without paying an Early Termination Fee, you must inform us within the 14-day Cancellation Period. If you cancel your order before the end of the Cancellation Period and we have already started providing you with any of our Services, you will need to pay for usage (including extras and/or add-on services if applicable) on a pro rata basis up to the date that you are disconnected. If you have ordered more than one item, the Cancellation Period starts from the date that you receive the last item delivered. If you cancel within the Cancellation Period, you must return all Equipment to us (undamaged and in its original packaging, including any supplied SIM Cards, cables or accessories), or we reserve the right to charge you a Non-Return Fee (see 'Section D: Payment and Charges' above).

If you terminate after the Cancellation Period, you'll need to pay an **Early Termination Fee**, per 'Section D: Payment and Charges'. You must return all Equipment that we own to us. See '5. Responsibilities for Equipment' above.

Once you have informed us of your intention to return the Equipment, and we have in turn sent instructions advising you how to do so, you will have 30 days from the date of our instructions to return. If you do not return the Equipment (or do not return the Equipment within the timeline specified above), we will charge you a Non-Return Fee (see the Section D of these Terms and Conditions for further details). If the Equipment is damaged upon return including but not limited to your use (and/ or misuse) of the Equipment, then we will charge you the replacement cost of the Equipment). If you are returning the Equipment because it is faulty, please see 'Returns and faulty Equipment' in section F above.

2. If you want to end the Agreement

Because you simply want to leave us

If you're outside of your Minimum Period, you can cancel at any time, but you'll need to give us 30 days' notice. If you are within your Minimum Period, you'll need to give us 30 days' notice and pay an **Early Termination Fee.** See 'Section D: Payment and Charges' for further information.

Because of the quality of our Services

If the Service is materially degraded for an unreasonable period of time, you may be able to leave the Agreement early without paying a termination charge (although you must return your Equipment, and

fees will be payable if you return damaged Equipment or fail to return Equipment within the time required). Contact us to discuss your options.

3. Your right to leave if we make a change

If we make a change to the Agreement, the Services, or the charges which:

a. is **not a Permitted Change**, as set out in section above, you will have a right to leave your Agreement without paying an Early Termination fee.

If that's the case, we'll usually give you at least **30 days' notice**, but sometimes it might be less than that if we are prevented from giving you notice for legal or regulatory reasons.

To exercise your right to leave without paying an Early Termination Fee, you'll need to tell us within that 30-day period. If you take no action within 30 days of us telling you about the changes, you'll be considered to have accepted those changes. Please note, you will not have a right to leave the Agreement early without paying an Early Termination Fee where we exercise our right to increase the charges you pay as set out in the "**Changes we can make**" section above ("**Yearly Price Increases**") once per year.

4. Our right to suspend services or end the agreement

We may suspend our Services (entirely or in part) or end the Agreement if:

a. you don't pay any charges on time;
b. you don't do something fundamental that you have to do under the Agreement;
c. we believe that you have provided us with false or misleading information about yourself;
d. you breach our Consumer or Business Acceptable Use Policy (as relevant), including but not limited to using the network excessively or for illegal or improper purposes;
e. we receive a serious complaint against you which we believe to be genuine (for example, if we receive a complaint that you're using Vodafone Services in any of the ways prohibited in accordance with this Agreement);
f. we believe your Equipment or SIM has been lost, stolen or is being used in a way not allowed by this Agreement;
g. we reasonably believe that you have abused or harassed our employees in contravention of our Consumer or Business Acceptable Use Policy (as relevant);
h. you use any of our services in a way that may damage or affect the operation of our network; or
i. you become bankrupt or make an arrangement with creditors.

Where we end the Agreement in this way, termination fees will apply.

We may need to suspend our Services if asked to do so by the emergency services, regulators or if required by law.

We may end the Agreement if we are permanently unable to provide our Services to you (for example if you move home or business premises to an area without 5G Broadband coverage (see below)). You won't have to pay an Early Termination Fee in this case although **you will need to return Equipment owned by us**, otherwise you'll be charged a Non-Return Fee.

5. If you move home (or business premises, for Small Business Customers) during your Agreement

You must contact us to update your account details. We will carry out a coverage check for your new address to confirm whether 5G Broadband is available. If coverage is available, we may be able to continue your existing Plan at your new address. Depending on availability and suitability, we may offer you an alternative broadband product.

Our agent will discuss the best available options for you. If we cannot provide 5G Broadband at your new address, you may cancel your plan without Early Termination Fees.

6. Transferring this Agreement to someone else

We may transfer the Agreement to anyone at any time provided doing so does not adversely impact your rights under the Agreement.

You'll need to get our permission before transferring the Agreement and the person (or Small Business Customer, if you are a Small Business Customer) you are transferring to will need to pass our credit check.

H. Privacy, liability and other general provisions

1. Our legal responsibility to you

a. Things for which we <u>are</u> responsible

- ✓ You have rights under the law. Nothing in this Agreement excludes or limits our liability for anything we can't exclude or limit by law, or affects your rights under applicable laws or regulations.
- ✓ **For Consumer Customers:** As a Consumer, you have important legal rights. Many of these come from the Consumer Rights Act 2015, which protects you if, for example, we don't provide our Services with reasonable care and skill, or where goods or digital content we supply are faulty or not as we described them to be.
- ✓ **For Consumer Customers:** Depending on the issue, you may be entitled to ask us to fix the problem, and we will provide a replacement. Legislation also gives you rights as a consumer if we give you misleading information, and you subsequently enter into this Agreement based on such information. If you'd like more information about your legal rights, you can contact your local authority Trading Standards Department or Citizen's Advice Bureau.

b. Things for which we <u>are not</u> responsible

- ✗ We'll 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 with you (for example, loss of income, business, profit, savings, time, and missed opportunities claims).

- We'll 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 Equipment due to postal delays or strikes.
- This Agreement doesn't confer any benefit on a third party under the Contracts (Rights of Third Parties) Act 1999.
- Except for fraud or where our negligence causes death or personal injury, we will not pay more than £3000 or 150% of the charges in the previous 12 months, whichever is higher, for each claim or a series of related claims.
- We're not liable for losses from misuse of your PINs/passwords or events beyond our control. You may access or share third-party content via our Services. We don't control or endorse this content, and we're not responsible for any goods, services, or information you obtain from third parties.
- We aim to provide accurate and timely Services, but we're not responsible for any delays, disruptions, or reliance on the Services, including alerts or virus detection services. Services are provided "as is" without guarantees on accuracy, completeness, or fitness for purpose.

2. Intellectual Property & Security

All rights in our Services and any associated content belong to us or our licensors, such as content providers. We reserve all rights in relation to the Services and content. The 'Vodafone' trademark, along with any related images, logos, and names, are proprietary marks used under licence. All rights in these marks are reserved. You must not remove or change any logos or labels on the Equipment, and you must not use the branding in a misleading or unauthorised way.

This Equipment may be covered by the Product Security and Telecommunications Infrastructure Act 2022. For more information, please head to www.vodafone.co.uk/Product-security, where you'll also be able to view the applicable Statement of Compliance and find out how to report a product vulnerability.

The software in the Equipment and all intellectual property rights in that software are owned by the Equipment manufacturer and you're being allowed to use the software on a limited licence from the manufacturer. You will be able to upload and send your own content using the Services. You grant us an irrevocable, royalty free, perpetual and worldwide licence to store, transmit or otherwise deal with any content you upload on our Services. You must not try to modify, tamper with, or reverse engineer the device software or security features.

You must keep all PINs and passwords secure and confidential. You should change your PIN or password immediately if you become aware of someone else using it without your permission. You're also responsible for the security of your Equipment and must make sure that you keep it secure.

3. What we do with your information

Our Privacy Policy and Cookies Policy set out how we and our group companies may collect, use and share your personal information. See vodafone.co.uk/privacy for more information.

For any queries, you can contact us at: data.protection@vodafone.co.uk.

4. Fraud prevention

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.

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, visit vodafone.co.uk/privacy.

5. Law and jurisdiction

The laws of England and Wales govern this Agreement, the Service you buy from us, and any dispute with us relating to them. We each submit to the non-exclusive jurisdiction of the courts of England and Wales.

6. Small Business Customers: Acknowledgement of order

If you are a Small Business Customer, you agree to waive any right you may have under regulation 11 of the Electronic Commerce (EC Directive) Regulations 2002 to receive from Vodafone an electronic acknowledgement of receipt of an order placed by electronic means (or otherwise). You acknowledge and agree that an order shall be deemed accepted when we commence performance (including but not limited to dispatching Equipment), issue an invoice or other written confirmation expressly stating acceptance, and that no acknowledgement is required.

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