

## Free Top up on us when you switch to Vodafone's Pay as you go

These terms and conditions apply to the Vodafone promotional offer pursuant to which Eligible Customers will get a free top up on us when they switch to Vodafone Pay As You Go (the "Offer"). These terms will apply in addition to the General Terms and Conditions under which you enjoy access to Vodafone's Mobile Telecommunications Services and any applicable service-specific terms. These terms form part of your agreement with us. By availing of the Offer, you are agreeing with the following terms:

1. This Offer is available to "Eligible Customers" only. Eligible Customers are new to Vodafone customers who (i) port their mobile number to the Vodafone Pay as you go network from another network provider during the Offer Period and, (ii) satisfy the Offer criteria at Clause 3. Eligibility is determined in accordance with these terms and conditions. Vodafone's determination in respect of eligibility shall be final.
2. The Offer is available from the 1st August 2025 until the 30th of September 2025 inclusive (the "Offer Period"):
3. Offer criteria: To avail of this Offer, all Eligible Customers must port to the Vodafone Pay as you go network and opt into a Vodafone Pay as you go top up offer plan during the Offer Period. In addition, customers who wish to avail of the Offer must also:
  - a. Top up by €20, €30 or more in one go within 28 days of opting-in to the plan in order to activate the plan; AND,
  - b. Use their phone in one of the following ways; make an outgoing phone call, send a text message or avail of data services, within 14 days of topping up.
4. The Offer is available in Vodafone Retail, Franchise Stores and online at [vodafone.ie](https://vodafone.ie).
5. Eligible Customers will receive a unique €20 or €30 top up voucher code (depending on the recurring cost of their selected top up offer) by SMS from Vodafone within 28 days of satisfying the Offer criteria at section 3.
6. Eligible Customers who believe they satisfy the Offer criteria but who have not received a code via SMS within 28 days of topping up by €20 or more, must contact Vodafone customer care by 31st October 2025 to investigate or they will be deemed to have forfeited any and all entitlements pursuant to this Offer. Vodafone's determination in respect thereof shall be final.
7. Strictly one Offer redemption per customer/account/IP address.
8. The €20 or €30 top up voucher cannot be exchanged for cash and must be redeemed on the My Vodafone app, by calling 1741 or in any Vodafone store. Top up vouchers must be redeemed to the customer's account before 31<sup>st</sup> October 2025.
9. By deciding to avail of the Offer, you agree that we will provide you with service before the expiry of your 14-day cancellation period and you acknowledge that you may be liable for any service charges incurred during the cancellation period even if you cancel the contract.
10. The Offer is in addition to any promotional pricing on a handset.
11. The Offer is strictly subject to availability and pricing is subject to change.
12. Vodafone reserves the right to withdraw the Offer at any time and/or to vary or amend any element of any of the Offer at any time without prior or further notice.
13. Vodafone further reserves the right to vary or amend these terms and conditions for valid commercial, technical, or operational reasons.

14. In the event of abuse or fraud affecting the proper operation of the Offer, Vodafone reserves the right, in its sole discretion, to refuse participation in the Offer and/or to cancel any voucher codes issued pursuant to the Offer.
15. Except as expressly provided in these terms and conditions, all conditions, terms, warranties and representations whether express or implied by law in relation to the provision of the Offer are excluded to the fullest extent permitted by law.
16. If you have any questions, you can contact us on Live Chat on our Support page, [www.vodafone.ie/support](http://www.vodafone.ie/support)