

Data Roaming Spend Caps and Notifications

1. Vodafone is required by Regulation to offer a Data Roaming Spend Caps and Notifications service to help its customers to control costs when accessing email or the internet while roaming. Throughout these terms and conditions, the 'Customer' relates to the individual subscriber to whom the SIM card is linked.
2. There are two data roaming spend caps for prepaid services and three data roaming spend caps for bill pay services.
Prepaid
 - The default spend caps are €50 and €100 excluding vat. The €50 (ex. VAT) default spend cap applies unless a customer opts out of it. If a customer opts out of the €50 (ex. VAT) default spend cap an additional spend cap of €100 (ex. VAT) will apply. If a customer opts out of the €100 (ex. VAT) spend cap, then no spend cap will apply.BillPay (Consumer and Business customers)
 - The default spend caps are €50, €100, and €300 excluding vat. The €50 (ex. VAT) default spend cap applies unless a customer opts out of it. If a customer opts out of the €50 ex vat default spend cap an additional spend cap of €100 (ex. VAT) will apply. If a customer opts out of the €100 ex vat default spend cap an additional spend cap of €300 (ex. VAT) will apply. If a customer opts out of the €300 (ex. VAT) default spend cap, then no spend cap will apply.
3. All spend cap calculations are based on roaming data usage in a single monthly billing period. At the start of the next billing period, accumulation towards the spend cap shall be reset to zero. For any customer on a data roaming price plan, the fixed cost of the data roaming price plan as well as any out-of-bundle or per MB costs (i.e., the total spend to date in the monthly billing period) will count towards the calculation of the spend cap for that month. Usage accumulated shall be reset to zero at the start of the next billing period. For Pay as you go Customers, the data roaming spend caps are reset on the 1st of the month.
4. When a customer accesses data abroad, they will receive a warning message when their data usage is near 80% of the applicable spend cap and again when they have reached the data roaming limit set by the applicable spend cap. The customer shall then be barred from data roaming for the rest of that billing period unless they choose to opt out of the applicable spend cap for that month. Both notifications will inform the customer how to opt out of the applicable spend cap to continue usage beyond the cap. Customers will receive a text message to the inbox of their mobile phone or to the SMS inbox of their mobile broadband software. Older mobile broadband devices may not have the software capability to be able to receive pop up SMS notifications. In these circumstances, customers must go into the SMS inbox of their mobile broadband device to view the notification. If an inbound text message bar is in place, then the end user will not receive notifications.
5. Upon reaching a spend cap the customer will be barred from data roaming for the remainder of the applicable monthly billing period unless they choose to extend usage beyond the spend cap. When this cap has been reached, data that is in the course of being downloaded will be lost.

6. Vodafone's data roaming spend cap and other notifications are reliant on a customer's ability to receive and send text messages from the device being used. Any customer who reaches the applicable data roaming spend cap via use of his/her iPad, can opt out of the applicable spend cap, or call Vodafone customer care to have the spend cap lifted.
7. When a customer reaches the applicable spend cap, the customer will receive a notification indicating the procedure to be followed if the customer wishes to continue provision of the data roaming services. Should a customer choose to exceed the applicable spend cap, that customer shall accept the risk that he/she may accumulate significant charges within their monthly billing period at the applicable out-of-bundle per MB rate.
8. Vodafone reserves the right to modify the data roaming service at any time for technical, operational, regulatory, or legal reasons. Vodafone may suspend or vary the data roaming service without prior notice for repair or maintenance, or for any other valid reason.
9. A customer can at any stage opt for or remove a data roaming spend cap in which case, the change will be made free of charge within one working day of receipt of the request. All other terms and conditions of the customer's data roaming plan will remain unaffected and there will be no penalty or restriction involved.
10. Instructions to opt in or out of the financial limits are outlined below. Notifications on how to exceed these spend caps are also sent to customers, provided they are opted in to receiving data spend caps and notifications.

10.1 - Prepaid: How to opt out temporarily – for the duration of the billing period

- To exceed the €50 (ex. VAT) spend cap: text **PASS CAP to 50193**.
- To exceed the €100 (ex. VAT) text **PASS UPPER LIMIT to 50193**.

10.2 - Prepaid: How to opt out permanently

- To opt out of the €50 (ex. VAT) spend cap: text **NO EU CAP to 50193**.
- To opt out of the €100 (ex. VAT) upper spend cap: text **NO UPPER LIMIT to 50193** and,
- To opt out of the spend cap notifications: text **NO NOTIFY to 50193**.

10.3 - Prepaid: How to opt back in permanently

- To opt back in to the €50 (ex. VAT) spend cap: text **YES EU CAP to 50193**.
- To opt back in to the €100 (ex. VAT) upper spend cap: text **YES UPPER LIMIT to 50193** and,
- To opt back in to the spend cap notifications: text **YES NOTIFY to 50193**.

- Please note: The YES UPPER LIMIT command must be entered before reaching the €100 (ex. VAT) upper limits within the current calendar month. If you have already passed the €100 (ex. VAT) limits, you will need to wait until the next month begins, before applying the YES UPPER LIMIT.

10.4 - Bill Pay: How to opt out temporarily – for the duration of the billing period

- To exceed the €50 (ex. VAT) spend cap: text **PASS CAP to 50193.**
- To exceed the €100 (ex. VAT) text **PASS UPPER LIMIT to 50193.**
- To exceed the €300 (ex. VAT) upper limits spend cap: text **PASS HIGH LIMIT + your PIN to 50193.**
- The PIN is the Chooser Pin or the last 4 digits of your Customer Number. If you extend the upper limit spend cap, we will continue to charge you according to your price plan for data usage beyond the cap

10.5 - Bill Pay: How to opt out permanently

- To opt out of the €50 (ex. VAT) spend cap: text **NO EU CAP to 50193.**
- To opt out of the €100 (ex. VAT) text **NO UPPER LIMIT to 50193.**
- To opt out of the €300 (ex. VAT) upper spend cap: text **NO HIGH LIMIT + your PIN to 50193.** The PIN is the Chooser Pin or the last 4 digits of your Customer Number.
- To opt out of the spend cap notifications: text **NO NOTIFY to 50193.**

10.6 - Bill Pay: How to opt back in permanently

- To opt back in to the €50 (ex. VAT) spend cap: text **YES EU CAP to 50193.**
- To opt back in to the €100 (ex. VAT) spend cap: text **YES UPPER LIMIT to 50193** before reaching the upper limit.
- To opt back in to the €300 (ex. VAT) upper spend cap text **YES HIGH LIMIT to 50193,** before reaching the high limit. If you have already passed the €300 (ex. VAT) limits, you will need to wait until the next billing period begins before submitting the opt in request.
- To opt back in to the spend cap notifications: text **YES NOTIFY to 50193.**