Vodafone Bill Pay Terms and Conditions from 10th April 2026

Vodafone Unlimited Terms and Conditions

These terms and conditions govern your use of the Vodafone Unlimited packages. These service specific terms and conditions apply in addition to and form part of the General Terms and Conditions of the Vodafone Mobile Telecommunication and Broadband Service and any additional service conditions you have signed up to. For the avoidance of doubt the below terms will form part of and apply in addition to each participating customer's terms and conditions of their Vodafone Service. If there is any conflict between the Terms then the order of precedence shall be as follows: the Service Specific Terms and Conditions of the Vodafone Unlimited proposition, followed by the Vodafone General Mobile Terms and Conditions.

What is Vodafone Unlimited?

Vodafone Unlimited is a Vodafone mobile proposition, comprising a variety of tariffs, which offers some or all of the following benefits – domestic calls, text and data allowances, Vodafone Unlimited Take Your Home Plan Abroad within the UK and Europe, RED Roaming, and other services provided to you by third party content providers. Vodafone Unlimited tariffs are available within applicable Price Plans which are det ailed below including details of what benefits are included in each tariff.

2. Mobile data speed limits

Access to 5G is strictly subject to a customer's handset 5G capability and 5G network coverage. Connection speeds can vary with local conditions and the actual speed you experience will depend on a number of factors, including location, network coverage, the number of users in your area, network signal, the device you are using, technical or operational reasons, and general internet traffic.

3. Expected upload and download speed

a. For full information on speed, including estimates of the maximum download and upload speeds that you may experience on our network please see detailed speed information here and coverage checker here.

b. Information on your rights, should you experience issues with your Service including significant deviations from estimated speeds is set out in our Code of Practice as detailed in Section 12.2 of the
General Terms and Conditions of the Vodafone Mobile Telecommunications Service.

4. All Unlimited plans are 5G enabled

For more information on the benefits of 5G, please see https://n.vodafone.ie/network/5g.html.

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5. Cost of Service

1. By agreeing to these Terms and Conditions, you confirm that you wish to receive an electronic monthly e-bill in respect of your price plan contract and you confirm that you have access to internet services to review that bill.

2. If you wish to get a hardcopy of your bill in the post we can send it to the current billing or home address that we hold on file for you. You can request a subsequent paper copy of your bill, and a fee of €6 will be charged for this and every paper copy thereafter. This will be applied to your next bill. This fee covers our printing, administration costs and postal charges.

3. These terms and conditions of the specific Vodafone Unlimited price plans are in addition to and form part of the General Terms and Condition of the Vodafone Mobile Telecommunication and Broadband Service.

4. The Vodafone Unlimited suite of price plans inclusion are set out in the table below depending on the price plan chose. Standard out of bundle rates will be charged once Tariff Plan Allowances are exceeded. See www.vodafone.ie/terms

5. Towards the end of your contract term, Vodafone may contact you regarding recommitting to your Vodafone contract for a further contract term and may contact you in relation to alternative and / or additional Vodafone packages which may be appropriate to your recommitment to your Vodafone contract.

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Tariff Group	Tariff Plan	Tariff Plan Allowances	Monthly Charge inc. VAT & contract length
Unlimited Plan	Classic	Unlimited data, fastest speed available Unlimited Vodafone to Vodafone minutes 200 any network minutes Unlimited any network texts Calls & texts home allowance, plus 95GB roaming data in Europe	From €50* per month 24 month contract
Unlimited Plan	Unlimited	Unlimited data, fastest speed available Unlimited Vodafone to Vodafone minutes Unlimited any network minutes Unlimited any network texts Unlimited calls & texts to Europe, plus 100 minutes & texts to other international countries Calls & texts home allowance, plus 120GB roaming data in Europe 12 Months Extended Device Warranty	From €65* per month 24 month contract

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Unlimited Plan	Ultra	Unlimited data, fastest speed available Unlimited Vodafone to Vodafone minutes Unlimited any network minutes Unlimited any network texts Unlimited calls & texts to Europe, Australia, US, Canada, New Zealand and Mexico minutes & texts to other international countries Calls & texts home allowance, plus 135GB roaming data in Europe Months Extended Device Warranty	From €75* per month 24 month contract
*Each April, the monthly price of your plan will increase by €4.00 per month. For more info see vodafone.ie/annual-price-adjustment.			

6. Access to the Service

1. If you exceed any Tariff Plan allowance, you will incur additional charges.

2. The Service is subject to network coverage, mobile equipment capability and the operating system installed on your mobile equipment.

Access to the Vodafone Unlimited Packages:

3. Use of, and access to, the Vodafone Unlimited Packages is subject to the below obligations when using our services:

You have an obligation to mainly use our Services for private, personal, and legitimate consumer purposes only. If Vodafone is of the opinion that your usage is contrary to these principles; for example if your usage is excessive to the extent that it is negatively impacting the Vodafone Network, or if your usage constitutes commercial or fraudulent use or is in breach of the law; Vodafone reserves the right to suspend, at its absolute discretion, modify or restrict use of the service or to disconnect you from the Vodafone network. Vodafone will make reasonable efforts to contact you before suspending or terminating the Services but Vodafone are not liable for any loss you may suffer through any suspension covered by this condition.

4. Vodafone reserves the right to send you notifications regarding your usage of limited allowances, such as EU data roaming, when you exceed your particular allowance and also to notify you if you are reaching any spend limits.

Vodafone may send you notifications regarding your usage of your voice & data allowances as part of your Tariff and can notify you when you reach certain thresholds and if/when you exceed your particular allowance. As a Customer, you may opt out at any time, from receiving such notifications by contacting Vodafone Customer Care on 1907 or freetexting NO NOTIFY DOMESTIC to 50226. You

can opt back in at any time by freetexting NOTIFY DOMESTIC to 50226. As a Customer, you may proactively request from Vodafone to place a barring facility on your Vodafone Tariff. The obligation is on you, the Customer, to cap your usage so you do not go out of bundle, You can freetext DATA BAR to

50226 or contact Vodafone Customer Care on 1907.

You can opt back in at any time by freetexting NO DATA BAR to 50226. Any additional data used beyond your Tariff 's data allowance will be charged at the relevant rate for the country in which you are roaming as per the pricing published on https://www.vodafone.ie and will be charged in Kb increments.

5. Customers can change to a Vodafone Unlimited

plan subject to the following rules:

· In contract customers may only migrate to a plan of equal or greater value to the plan they are currently on · In contract customers on a 24 month contract plan cannot move to a 12 month contract plan

6. If you migrate to a Vodafone Unlimited plan, these terms and conditions will supersede your previous terms and conditions.

7. Introductory Discounts: From time to time, Vodafone may make an introductory discount available to selected customers only. Vodafone reserves the right to determine the group of eligible customers and the group of selected customers may be varied or amended by Vodafone for any valid commercial, technical or operational reason.

If you change plan during your introductory discount period, the discount will cease and you will not be eligible to avail of the remainder discount. For full introductory discount terms and conditions, see https://n. vodafone.ie/terms/offers.html. **7. Signing up and Ending the Service**

1. The Vodafone Unlimited proposition is made available at the discretion of Vodafone and Vodafone reserves the right to vary, amend, alter or withdraw this proposition and/or its terms for commercial, legal and/or regulatory reasons.

2. Where applicable, you can find full information on, and our cancellation form for, cooling off rights under the Consumer Information Regulations 2013
in respect of the Offer here:
https://n.vodafone.ie/support/orders.html.

8. Vodafone Unlimited Take Your Home Plan Abroad and RED Roaming on Vodafone Unlimited

1. Vodafone reserves the right to withdraw or amend the Vodafone Unlimited Take Your Home Plan Abroad and RED Roaming service at any time. In this event you accept that Vodafone will continue to provide you with the tariff price plan that you have contracted for without Vodafone Unlimited Take Your Home Plan Abroad and RED Roaming.

RED Roaming

2. In order to avail of the RED Roaming service, a customer must roam in a RED Roaming country; for a full list of Zones, see Appendix A at the end of these Terms.

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3. The charges as published on https://n.vodafone.ie/support/mobile/travellingabroad.html (RED Roaming Section) will apply to customers opted into RED Roaming who use their phone when roaming in eligible countries as published on https://n.vodafone.ie/support/mobile/travellingabroad.html. Vodafone reserves the right to change the countries and/or networks from time to time for commercial or geopolitical reasons; such changes will happen without notice and it is the customer's responsibility to check prior to travelling.

4. Customers are responsible for the management of their device configurations and should be aware that updates and connections can incur data usage and so are wholly responsible for any associated costs while roaming. Where a customer device is setup for automatic data updates, connections on the customers mobile are considered to be with the consent of the customer and so data roaming
charges will apply.

5. To avoid unexpected data usage while roaming due to automatic updates and connections it is recommended that these be disabled whilst travelling and manual connections be made when needed. Please refer to handset manual or application settings for detailed instructions.

6. Any additional data used beyond your tariff plan's daily data allowance will be charged at the relevant rate for the country in which you are roaming as per the pricing published on https://n.vodafone.ie/roaming/rates.htmland will be charged at 6c per MB.

7. Any special domestic promotions or reduced rates for Bank / Public Holidays are not included.

8. Vodafone may change its Service delivery methods or platforms from time to time, or certain services could be introduced, which may require the Customer to change Equipment and/ or Equipment settings to continue to avail of the Services. The parties agree that such changes to the Service do not constitute modification in the conditions of the contract for that Service or package, and the Customer confirms that it does not require individual notification regarding any such modification.

9. Vodafone will endeavour to ensure all roaming records are captured at time of billing however, please note that there is a dependency on third parties to provide roaming usage details in a timely manner.

10. If you are roaming in a country that is not included in our RED Roaming Zones (full list of Zones provided in Appendix A at the end of these Terms), you will pay default roaming rates which can be found on https://n.vodafone.ie/roaming/rates.html

Vodafone Unlimited Take Your Home Plan Abroad

Vodafone Unlimited Take Your Home Plan Abroad refers to roaming in the 'Roaming in Europe' Zone https://n.vodafone.ie/support/mobile/travellingabroad.html#eu-roaming.

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11. Vodafone Unlimited Take Your Home Plan Abroad is available to all Mobile Bill Pay customers who are on a Vodafone Unlimited mobile tariff plan.

Under EU roaming regulations, Vodafone customers are entitled to bring their home tariff abroad when roaming as if you were still at home in the 'Roaming in Europe' Zone, for no additional charge. You can use your plans domestic minutes and texts while roaming in the EEA in the same way you use the allowances domestically. Your data allowance while roaming in the EEA will be subject to a fair usage policy as outlined in your plan allowances and thereafter you will be charged at a rate of €0.0012011 per MB. Use of the allowance when roaming in the EEA is intended for periodic travel only, it is not meant for users roaming on a semipermanent or permanent basis. For any other destination the monthly allocations cannot be used while roaming outside of the EEA. See our general terms and roaming terms on https://www.vodafone.ie/terms and our roaming page for more information.

The roaming data Fair usage allowance included in your plan may increase or decrease in the future in line with changes to EU Regulation. For a full list of Zones, see Appendix A at the end of these Terms.

12. Please note that Vodafone Unlimited Take Your Home Plan Abroad is designed to be used by customers normally domiciled in the Republic of Ireland (RoI) for casual and normal roaming usage. It is not designed to be used where the customer has prevailing roaming consumption or presence over prevailing domestic consumption or presence.

a. We may take measures to establish whether the customer has prevailing domestic consumption or presence over roaming consumption or presence. We will observe this cumulatively, over a 4 month time period. We will consider prevailing domestic consumption to occur if more than 50% of the mobile services are consumed domestically within the observation window. The same holds for prevailing domestic presence.

b. If we determine that there is prevailing roaming consumption or presence, we will alert you. Following this alert, if your usage pattern does not change to demonstrate prevailing domestic consumption or presence within a two week period from the date of the alert, we may then start to apply surcharges, which may apply from the date of the alert. Any applicable surcharge will be in line with regulated rates for roaming. Please refer to https://www.vodafone.ie/termsfor details. Should a surcharge be applied under this clause, we will cease to apply a surcharge once the prevailing presence or consumption criteria are fulfilled.

c. If you wish to submit any complaints in relation to the application of this clause, please follow the process set out in our Code of Practice as detailed in Section 12.2 of the General Terms and Conditions of the Vodafone Mobile Telecommunications Service.

d. Additional obligations when using our services are defined in 5.4.

RED Roaming on Vodafone Unlimited RED Roaming

on Vodafone Unlimited refers to roaming in the following zones: RED Roaming Europe Countries, RED Roaming US and Canada Countries, RED

Roaming Rest of World Countries. For a full list of Zones, see Appendix A at the end of these Terms. Full Terms and Conditions relating to RED Roaming can be found here https://www.vodafone.ie/terms.

13. In RED Roaming countries you will pay €3.99 or €4.99 per day depending on where you travel to and you'll get unlimited calls and texts back to Ireland as well as to numbers within the country you're visiting and a daily data allowance of 500MB. You can also use your tariffs international allowance if applicable. You will only be charged on the days you use RED Roaming abroad and there's no need to opt out when you come home.

14. As a Vodafone Unlimited customer, you will be automatically opted into the RED Roaming offer as part of your package plan and can opt out of the service at any time by freetexting STOP RED to 50020. You can opt back in at any time by freetexting RED to 50020. If you opt out, it may take up to 24 hours for the changes to be applied to your account. Alternatively, you can opt-out through My Vodafone or by contacting Vodafone Customer Care on 1907. Please note, that if you choose to opt out of the said tariff offer, you will not be able to use your roaming tariff when roaming in the Red Roaming Europe, Red Roaming US and Canada and Red Roaming rest of world zones. You will be charged standard regulated roaming rates instead (https://n.vodafone.ie/roaming/rates.html). For a full list of Zones, see Appendix A at the end of these Terms.

9. Descriptions of Specific Vodafone Unlimited Price Plans:

1. These terms and conditions of the specific Vodafone Unlimited price plans are in addition to and form part of the General Terms and Condition of the Vodafone Mobile Telecommunication Service and cover how the inclusive allowances and add-ons will be consumed with your Tariff plan.

2. The customer can choose to add more minutes or texts to the above price plans however these addons will be at an additional cost. These add-ons are subject to change, can be updated from month to month, with no restriction. The customer will be presented with add-ons which allow usage within the Republic of Ireland, when roaming and worldwide usage as per applicable Add On terms. Text add-ons cannot be used to text a landline.

3. Any unused portion of the monthly allocation associated with a price plan or add on (minutes/texts/data) cannot be carried over to the next month.

4. All Vodafone Unlimited bill pay price plans are subject to a minimum contract term of 12 or 24 months for Unlimited tariff plans. If a customer receives an early upgrade while on a Vodafone Unlimited price plan they will be required to enter a new 24 month contract, the effective date of which will commence on the date of the upgrade. Early upgrades are only available to customers upgrading to a price plan with a handset.

5. On Vodafone Unlimited price plans out of bundle worldwide minutes will be charged for the first minute and then in 30 second increments.

6. Call and text usage will be applied in the following manner: 1. Vodafone to Vodafone minutes and texts

2. Price plan inclusion minutes and texts 3.

Purchased Add-ons 4. Out of bundle rates

7. Domestic and Europe Data usage will be consumed using price plan inclusive data. Europe Data out of bundle usage is charged on a 'Per Megabyte' basis, unless stated otherwise.

8. The Inclusive Allowances as referred-to in the Descriptions of the Vodafone Unlimited Price Plans above shall be interpreted as follows:

Inclusive Minutes

Inclusive Minutes will apply when on the Vodafone Ireland network for:

· Calls to Vodafone Ireland mobile numbers (On-net)

· Calls to other Irish mobile network or Irish fixed line numbers (Cross-net)

· International mobiles or fixed lines where an international allowance is applicable (International)

Inclusive Roaming Minutes will apply when roaming within Europe for calls:

· Calls to Vodafone Ireland mobile numbers (On-net – Home)

· Calls to other Irish mobile network or Irish fixed line numbers where a calls to other networks allowance is applicable (Cross-net – Home)

· Calls to International mobile network or fixed line numbers including the country in which you are roaming where an international allowance is applicable (International)

Inclusive Minute allowances are consumed on a 'Per Minute' basis and Calls out of bundle are charged on a 'Per Second' basis, unless stated otherwise.

Inclusive Texts

Inclusive Texts will apply when on the Vodafone Ireland network for:

· Texts to Vodafone Ireland mobile numbers (On-net)

· Texts to other Irish mobile network numbers (Cross-net)

· International mobile numbers where an international allowance is applicable (International)

Inclusive Roaming Texts will apply when roaming in Europe for texts:

· Texts to Vodafone Ireland mobile numbers (On-net – Home)

· Texts to other Irish mobile network numbers (Cross-net – Home)

· Texts to International mobile network numbers including the country in which you are roaming where an international allowance is applicable (International)

Inclusive Text allowances and out of bundle Texts are consumed and charged on a 'Per Message' basis consisting of 160 characters respectively, unless stated otherwise.

Inclusive Data

Inclusive Data allowance will apply when on the

Vodafone Ireland network (On-net). EU Roaming Allowance Data will apply when roaming in Europe as per Take Your Home Plan Abroad on Vodafone Unlimited terms. An EU data fair usage allowance applies within our Bill Pay Tariffs, as per the table above.

Outside of Europe, customers have a RED Roaming daily data allowance of 500Mb as per RED Roaming on Vodafone Unlimited terms. Obligations when using our services are defined in 5.4.

Exclusions:

Inclusive minutes cannot be used for calls to Premium rate numbers, non-geographic numbers (with the exception of calls to 1850, 1890, 0818 and 076) and other 'special numbers' such as directory enquiries or numbers beginning with 0700. Calls to 1850, 1890, 0818, or 076 non-geographical numbers will cost no more than a call to an Irish landline number and will be included in call bundles (If applicable). Calls to 1800 will remain free.

Inclusive texts cannot be used for MMS (Multimedia Messaging Services) or messages to Landlines, Premium rate numbers, nongeographic numbers and other 'special numbers' such as directory enquiries or numbers beginning with 0700.

APPENDIX A:

Zones: Vodafone Unlimited Take Your Home Plan Abroad:

Roaming in Europe:

Austria, Albania, Azores, Belgium, Bonaire, Bulgaria, Ceuta, Croatia, Curacao, Cyprus, Czech Republic, Denmark, Desirade, Estonia, Finland, Finland (Alands Island Only), France, French Guiana (French Guyana), French West Indies, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle Of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Kosova, Madeira, Malta, Martinique, Mayotte, Melilla, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, La Reunion, Romania, Saba, Saint Barthelemy, Saint Eustatius / Statia, Saint Kitts And Nevis, Saint Martin, San Marino, Sint Maarten, Slovakia, Slovenia, Spain, Suriname, Sweden, Switzerland, United Kingdom, Ukraine and Vatican State,

RED Roaming on Vodafone Unlimited:

RED Roaming Europe Countries:

Turkey

RED Roaming US and Canada Countries:

Canada and United States

RED Roaming Rest of World Countries:

Anguilla, Antigua and Barbuda, Argentina, Aruba, Australia, Barbados, Bermuda, Brazil, Cayman Islands, Chile, China, Colombia, Congo (Democratic Republic Of), Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Ghana,

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Grenada, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Lesotho, Macedonia, Mexico, Montserrat, Morocco, Mozambique, Nauru, New Zealand, Nicaragua, Panama, Papua New Guinea, Paraguay, Peru, Puerto Rico, Qatar, Russia, Saint Lucia, Saint Vincent and The Grenadines, Samoa, Serbia, Singapore, South Africa, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turks and Caicos Islands, United Arab Emirates, Uruguay, Vanuatu, Virgin Islands (British) and Virgin Islands (Us).