

## **Red Roaming Terms & Conditions (effective from 30th April 2014)**

### **Last Reviewed 210325**

1. RED Roaming is available to all PAYG customers and all Bill-Pay customers that are on a Roaming compatible plan.
2. Customers on all plans can opt in or opt out of the service at any time in the following ways: In store, through Customer Care (see the various ways to contact Care in our Code of Practice here <https://n.vodafone.ie/aboutus/code.html> ), Text (opt-in text 'RED' to 50020, opt-out text 'Stop Red' to 50020) Online, and at MyVodafone
3. When you opt in, RED Roaming it may take up to 24 hours to be applied to your account.
4. The daily fee period applies from 00.00 hours to 23.59 hours Irish Time.
5. The charges as published on <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming> will apply to customers who have opted in to RED Roaming and use their phone when roaming in eligible RED Roaming countries. 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 travel.

### **Pay as You Go customers**

**6. From July 2017, customers joining the Vodafone Pay as you go service will have Red Roaming applied as their default roaming option when travelling to over 70 countries outside the EU. Customers can opt out at any time by texting STOP RED to 50020. If customers choose to opt out they will not be automatically opted back in again. For existing customers who joined before July 2017, they need to opt-in by texting RED to 50020.**

7. When you are on RED Roaming and are roaming in any of the eligible countries listed on <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming>, a daily access fee will apply following the first roaming mobile event of the day; i.e. making or receiving a call, sending a text, or using mobile data.

- 8. PAYG customers must have sufficient credit to pay the full relevant RED Roaming daily access fee at the point of their first roaming mobile event of each day in order to avail of RED Roaming pricing. See <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming> for standard per call, per text and data charges that apply for RED Roaming – Pay as you go. If a PAYG customer does not have sufficient balance to cover the daily fee, then RED Roaming will not be activated. Vodafone World default roaming rates will then apply until the customer balance hits zero. RED Roaming will be available again once the customer tops up with sufficient credit and provided that they have not opted out of RED Roaming.

9. On Red Roaming, Pay as You Go customers receive unlimited calls and texts. They also receive 500MB of data each day, with additional usage charge of 6c per MB in USA, Canada and 5 other countries, and 12c per MB in all other RED Roaming countries.

### **Bill Pay and Business customers**

10. Once you've opted in to RED Roaming and are roaming in any of the eligible countries listed on <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming>, the daily access fee will

be charged following the first roaming mobile event of the day i.e. making or receiving a call, sending a text or using mobile data on the live APN.

11. Customers on Vodafone Unlimited plans will be automatically opted into the RED Roaming offer as part of their package plan, effective May 4<sup>th</sup>2020. Please note that there are separate terms and conditions relating to “RED Roaming on Vodafone Unlimited” (see [Vodafone.ie/terms](https://www.vodafone.ie/terms)).

12. For Customers on the Red Unlimited plans and older bill pay plans, once the daily access fee has been applied you can access unlimited voice and text and receive 500MB of data each day. Please note that unlimited calls only apply to calls from the visited country back to Ireland, and to calls within the visited country. Customers roaming in a RED Roaming country and on a RED Connect plan receive unlimited calls and texts as mentioned above and use their home allowance for data. Customers roaming in a RED Roaming country and on a RED Complete plan use their home allowance for calls to Ireland, their plans international allowance for calls to the visited country, and their home allowance for texts and data ,

## **All customers**

13. For information on the relevant daily access fees for each country please see <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming>, under “RED Roaming in USA, Canada and select countries” and “RED Roaming in Australia, China and 60+ other countries”

14. You will only be charged on those days that you use your phone while you are abroad.

15. Any additional data usage will be charged at 6 cent per MB on all plans in USA, Canada and 5 other countries and 12c per MB in Australia, China and more than 60 other countries. For information on additional usage charges per country see <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming>.

16. When on RED Roaming and using data you will receive a text notification telling you when you have used 80% and 100% of your daily data allowance.

17. Only calls and texts to standard mobiles and standard landlines (excluding premium rate and non-geographic numbers) are included. Please note that Customers on RED Complete plans use their home allowance for calls and texts.

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

19. EU Regulated Data Roaming spend caps and notifications apply to data used within RED Roaming. For the purpose of calculating the EU regulated Data Roaming spend caps and notifications 33% (€1.35) of the highest possible RED Roaming daily rate, will be considered as daily data roaming spend on the days you use RED Roaming. This means that €1.35 will contribute towards the data roaming spendcap on the days that you use RED Roaming, in addition to the spend on additional usage over the RED Roaming daily data allowance

20. When you opt in to RED Roaming and travel to eligible countries as published on <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming> , RED Roaming rates will apply. If you are not opted into RED Roaming, you will pay our default roaming (Vodafone World

Roaming Data – Global Explorer) rates. Please see <https://n.vodafone.ie/roaming/rates.html> for more information on Vodafone World Roaming Data – Global Explorer)

21 Unused data cannot be carried over to the next day.

22. 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.

23. 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 are made when needed. Please refer to <https://n.vodafone.ie/support/mobile/travelling-abroad.html#redroaming> “tips for using mobile data when abroad”, and “tips for controlling mobile data usage”.

24. RED Roaming is designed to be used by customers normally domiciled in the Republic of Ireland. Customers who do not have ongoing usage on the Vodafone Ireland network will be deemed to be in breach of these terms and will result in removal of RED Roaming from their account and/or termination of service at Vodafone’s discretion. Please see our Roaming terms website for more information on excessive roaming usage: <https://n.vodafone.ie/terms/roaming.html>

25. Vodafone reserves the right to withdraw the RED Roaming offer at any time.

26. From time-to-time Vodafone may modify the standard settings and/or features of this Service in order to offer additional value to the Service. Such changes might include measures such as increasing your data allowance size. Vodafone may change its Service delivery methods or platforms from time to time which may require the Customer to change Equipment and/or Equipment settings to continue to avail of the Services.