

Safety Net - Terms & Conditions

1. These shall be considered On Demand Services. You are advised to check the most up to date prices and terms and conditions associated with these services before using such services.
2. Vodafone uses filter controls for internet access via Vodafone's network. Sites are filtered for both age-classified and inappropriate content. To filter sites Vodafone looks at the nature of the internet site, the age of the customer trying to access the site and the, external classification of the content on the site. We use all reasonable endeavours to control access as stipulated in this clause and should one of the filters fail to prevent access we will do our best to rectify this as soon as possible.
3. References in this document to "customers" or "account holders" are references either to the person having the contractual relationship with Vodafone for communications services or (in the case of business customers) their nominated account controller as notified to Vodafone from time to time.
4. References to "users" are to any person using a Vodafone Customer's mobile device (e.g. children may be users of phones provided to them by their parents where the parent is still the account holder), employees may be users of phones where their employer is the account holder).
5. Vodafone's age verification process is designed to prevent minors accessing inappropriate content. Vodafone will validate the age of its customers in all agent stores. To benefit from this process, Customers need to bring a valid passport, driving licence or National Identification card into a Vodafone Store. Vodafone will then verify their age using this identification and will register this age profile accordingly.
6. Vodafone's access filter works by applying commercially acquired third party lists of categorised URLs (web sites) to the network and restricting access to those sites based on predefined user profiles. Subject to section 8 below, the profile applied to an individual mobile number will be determined by the account holder.
7. Vodafone will not be liable to you for any errors or omission that may arise as a result of any incorrect setting of an age profile for an account, the making available of a handset/mobile device with a profile that is not suitable for the person to whom the device is given, or the inclusion or omission of particular URLs (web site addresses) from the third parties 'filter lists'.
8. Vodafone may amend the nature of the content categories or specific URLs that are available within particular profiles from time to time. Such changes to profiles' access rights will occur without notice to customers.
9. The "minor" profile will be applied to all Vodafone customers' accounts that are recorded as under eighteen (18) years of age on Vodafone's systems. The profile will automatically change to "adult" once the minor reaches the age of 18. It is the responsibility of the customer/account holder to alter this profile as and when required. Any user

who thinks that an incorrect profile has been applied to their account should contact Vodafone for further information. Changes will only be made upon the instructions of the account holder OR changes will be made upon user request unless the user is a minor. Changes from a "minor" profile to a less restrictive profile will require the Customer to visit a Vodafone store so that the age verification procedure can be followed.

10. Account holders may request that users of their account be provided with a minors profile if they so wish, whether or not the user is a minor.
11. It is the account holder's responsibility to ensure that a suitable profile has been selected for each of its users. It remains the responsibility of the account holder (whether as employer, parent, guardian or otherwise) to ensure that the profile applied to a user's phone account is correct and in keeping with the account holders wishes.
12. Vodafone may create new profiles or modify existing profiles from time to time. Vodafone will advise customers of new profiles that are available by posting the relevant information on its website www.vodafone.ie.
13. You are expressly advised that access to all content, whether Vodafone content or that of a third party, may be restricted based on the access profile selected.
14. Given the nature of the internet Vodafone cannot accept any liability for any content that may be accessed by users. Sites that have not been

categorised by Vodafone or its third party list suppliers will not be blocked until such time as they are classified. Ultimately proper control of the mobile device and internet access is the responsibility of parents, guardians and employers.

15. Vodafone will not be responsible for any site that is incorrectly or believed to be incorrectly categorised.
16. If you have any concerns regarding any content or the categorisation of any site (including any site that you operate) queries should, in the first instance be referred to www.vodafone.ie/reportasite/.
17. Please be aware that the following products/services are not currently filtered by Vodafone's access controls:
 - infrared, Bluetooth, MMS, SMS and Instant messenger content transfer from peer to peer
 - Office, ISP & HTTPS via Mobile Connect, Airpack and Blackberry)
 - Vodafone Email
18. Vodafone will only accept original and valid passports, driving licences or national age verification cards as proof of age for its age verification procedures.
19. The accounts of minors (including their profiles) may only be accessed or altered by those persons who have successfully registered as the parent or guardian of the minor in question in accordance with our Parental Access policy.

20. Please refer to the "Parents Safe Usage" and the "Secure & Safe Practice" Guides for more information on mobile phone procedures.