

## EU Roaming Regulation Information

### 1. Fair Use of Roaming Services

Vodafone has enabled customers to use bill pay and pay as you go plan allowances when roaming in the EU. In accordance with EU regulation Vodafone may take action to prevent abusive or anomalous use of roaming services. In using Vodafone Ireland services you must be normally resident or have stable links entailing a frequent and substantial presence in the Republic of Ireland.

- **Confirmation of residence/stable links:** We may need request reasonable proof to determine your normal place of residence. The type of proof that we may request includes presentation of a valid document such as a utility bill or a property rental agreement along with proof of identification. We may request this information before connecting you to our services or if after a period of observation there are indications of possible abusive or anomalous use. We will only request information that is strictly necessary and proportionate to confirm that you are normally resident or have stable links to Ireland.
- **Objective Indicators of Anomalous use:** Vodafone will also monitor for other objective indicators of abusive or anomalous use such as establishing whether there is prevailing domestic consumption over roaming consumption or whether there is a prevailing domestic presence over a presence in another EU country. As a guide we will consider that your use or your presence is prevailing domestic if more than 50% of use or network connections are domestic within the period of measurement permitted under EU Regulation. We will also look at whether there is a long period of inactivity of a given SIM card associated with use mostly if not exclusively while roaming, or if there is sequential use of multiple SIM cards by the same customer when roaming. In addition if we identify organised resale we will take immediate steps to ensure compliance with our contractual requirements.
- **Open Data Bundles:** Unless otherwise specified Vodafone is providing full take your home tariff abroad on plans with calls texts and data plan. In the case of mobile broadband plans that permit roaming there is a specific fair use volume limit within the mobile broadband plan. The details of the fair use volume limit are specified in your tariff terms and conditions and we will advise in your roaming message when you arrive. Check your SMS application for details.

### 2. Information on Roaming

Under EU Roaming regulations we have put in place a number of measures to ensure you are kept adequately informed of roaming charges when using roaming services, in particular data roaming services, so that you can so that you are able to monitor and control how much you spend.

- **Roaming Message:** Each time you roam you shall receive an automatic message from Vodafone that you are roaming and this will include your basic tariff information. You may ask us to turn these messages off or on at any time free of charge.

- **Default Financial Limit ('Spend Cap'):** There is also a data roaming spend caps in place to ensure your roaming usage shall not exceed €50 per month ex VAT (€61.50 inc VAT). You have the option to continue roaming after the cap is applied by opting to remove the cap for that calendar month on pay as you go or for that monthly billing period on bill pay. Alternatively you can decide to remove the feature altogether however we recommend that you keep the data roaming spend cap on to assist you in managing roaming spend. If you remove the cap at any time on a temporary or permanent basis then you accept that you may incur significant additional roaming charges. The cap will apply to all roaming usage whether inside or outside the EU. When the cap is applied any data that is course of being downloaded may be lost.
- **Additional Data Limits:** Vodafone also provides an additional financial limit for data use of €360 inc VAT
- **Notifications:** We will let you know when your usage is approaching or when you have reached the financial limit. In general this will be by an SMS message. If your device has restricted SMS capability on the Vodafone network then you may need to contact Vodafone customer care to remove the cap. The message we send includes details on how you can continue using data roaming services. Instructions to opt in or out of the financial limits are also outlined [here](#)

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.