

The 'Only Vodafone' claim is made and is accurate as of 8th June 2017 and applied to Vodafone mobile customers only using bill pay and pay as you go plans with calls, texts and data

### **Vodafone Data Roaming terms and conditions**

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. The following terms and conditions of the Vodafone Data Roaming tariffs are in addition to and form part of the general terms and conditions of the Vodafone Ireland Limited ("Vodafone") mobile telecommunications service and of the Vodafone Mobile Connect Card/Data Services. In the event of any conflict the terms and conditions below shall prevail. Vodafone Data Roaming tariffs are available to mobile data customers of Vodafone ("Customers") and allow customers to download/upload data while roaming (subject to these terms and conditions via their mobile phone account.

1. Use of VoIP (Voice over Internet Protocol) is not permitted within any of the Vodafone Data Roaming tariffs and Vodafone reserves the right to impose technological or other constraints on this or related types of application.
2. Vodafone reserves the right to withdraw any of the Vodafone Data Roaming tariffs generally or from any particular Customer at any time and to vary or amend any element of these tariffs without further notice. These terms and conditions may be varied or amended by Vodafone for a valid commercial, technical or operational reason.

### **Connect Abroad Daily**

1. The Vodafone Connect Abroad Daily Tariff is the default tariff for customers who have not used data when abroad on the APN's listed in paragraph 10 below, before 21st July 2007 or choose to pay for a time based session. The tariff is valid on all networks in the zones detailed in paragraph 8.
2. Vodafone Connect Abroad Daily Tariff is divided between 2 zones, Europe and Rest of World, as further described in paragraph 8 below. Data roaming in countries outside of these footprints will incur a data roaming charge which is specific to each network – see [www.vodafone.ie](http://www.vodafone.ie) for details. Different tariffs are applicable to each of the zones. Once you commence data roaming in either of the zones, the appropriate daily tariff for that zone will automatically apply. These tariffs are outlined in paragraphs 5 and 6 below.
3. Zone 1: Europe (list of applicable countries is set out in paragraph 8): For €8 ex VAT the Vodafone Connect Abroad Daily tariff consists of a data allowance of 500 megabytes (MB) which can be used for 24 hours from the first time you log on, subject to paragraph 7 below. Usage in excess of the 500MB within the 24 hours will be charged at €1 ex VAT per MB. The tariff is valid on all networks in the Europe zone where data roaming is possible.
4. Zone 2: Rest of World (list of applicable countries is set out in paragraph 8): For €15 ex VAT the Vodafone Connect Abroad Daily tariff consists of a data allowance of 100MB which can be used for 24 hours from the first time you log on, subject to paragraph 7 below. Usage in

excess of the 100MB within the 24 hours will be charged at €5 ex VAT per MB. The tariff is valid on all networks in the Rest of World zone where data roaming is possible.

5. Important: Spanning between two sessions - Where a single session continues beyond the end of a 24 hour period and continues into a second 24 hour period, the customer will be charged a further daily rate, depending on their zone, for a second 24 hour period. However any data used within the session spanning between the first and second 24 hour period will be apportioned to the first 24 hour period's data allowance. This means that if usage during this spanning session brings you above the 50MB data allowance, you will be charged for additional usage at the per MB rate appropriate to the zone you are roaming in, e.g in Europe, €1 per MB (ex VAT). Once the spanning session ends any further data usage will be deducted from MB assigned to the second 24 hour period. Eg:
  - Start Vodafone Connect Abroad Daily at 3pm on Tuesday and log off early the following morning;
  - Log on again at 2.30pm on Wednesday and end at 3.45pm. In doing this you have commenced a second Vodafone; Connect Abroad Daily period which is charged to your account and is available until 3pm on Thursday;
  - Usage within the session from 2.30pm to 3.45pm is applied to the data allowance in the first 24 hour period. If usage is over 50MB a per MB charge appropriate to the zone you are roaming in is also applied.
  - Once the session is over at 3.45pm and you then log on again within the 24 hours, usage will be applied to the second Vodafone Connect Abroad Daily allowance of 50MB.
6. The Vodafone Connect Abroad Daily Tariff applies to data usage on all networks where data roaming, using a Vodafone Ireland SIM card. is available in countries outlined below:
  - **Europe:** Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.
  - **Rest of the World:** Albania, Argentina, Australia, Bahrain, Bermuda, Brazil, Canada, China, Columbia, Egypt, Guadeloupe, Hong Kong, Iceland, India, Indonesia, Israel, Jamaica, Japan, Kenya, Kuwait, Malaysia, Mexico, New Zealand, Norway, Pakistan, Philippines, Russian Federation, Saudi Arabia, Serbia, Singapore, South Africa, Sri Lanka, Thailand, Turkey, Ukraine, United Arab Emirates and USA.
1. Data roaming in countries outside of these footprints will incur a data roaming charge which is specific to each network – see [www.vodafone.ie](http://www.vodafone.ie) for details
2. The Vodafone Connect Abroad Daily Tariff applies to usage on the following apns:

- Vodafone.office.apn
- Vodafone.isp
- Hs.vodafone.ie
- Private/Corporate APNs

### **Vodafone Connect Abroad Monthly Add On Bundles**

1. Customers who subscribe to the Vodafone Connect Abroad Monthly Add On Bundle's can avail of a choice of 2 bundle options, either a Europe Add On or a Worldwide Add On (including Europe), as further described in paragraph 8 above. Data roaming in countries outside of these footprints will incur a data roaming charge which is specific to each network – see [www.vodafone.ie](http://www.vodafone.ie) for details.
2. The Vodafone Connect Abroad Monthly Europe Add On Bundle applies to data usage in all countries within the Europe Zone, as outlined in paragraph 8 above. For €45 ex VAT the Vodafone Connect Abroad Monthly Europe Add On Bundle consists of a monthly allowance of 500MB. Usage in excess of the 500MB allowance, before the start of the next billing month, will be charged on a per MB basis of €1 ex VAT per MB. The tariff is valid on all networks in Europe where data roaming is available.
3. Any data roaming usage outside of the Europe footprint will not be consumed from the bundle allowance and will be charged on a per MB basis of €5 ex VAT per MB.
4. Data downloaded / uploaded while on the Vodafone Ireland network is excluded from the Vodafone Connect Abroad Monthly Add On Bundle.
5. Once the Bundle is activated, the charge will recur monthly unless Vodafone is instructed to cancel the Bundle by the customer.
6. The Vodafone Connect Abroad Monthly Worldwide Add On Bundle applies to data usage on networks in all countries within both the Europe & Rest of World Zones, as outlined in paragraph 8 above. For €70 ex VAT Vodafone Connect Abroad Monthly Worldwide Add On Bundle consists of a monthly allowance of 500MB. Usage in excess of the 500MB allowance, before the start of the next billing month, will be charged on a per MB basis appropriate to the zone you are roaming in. In the Europe Zone a charge of €1 ex VAT per MB will apply for any consumption in excess of the 500MB allowance. In the Rest of World Zone a charge of €5 ex VAT per MB will apply for any consumption in excess of the 500MB allowance. The tariff is valid on all networks Worldwide where data roaming is available.
7. Customers cannot carry over any remaining usage allowance to the following month.
8. The Vodafone Connect Abroad Monthly Add On Bundles applies to usage on the following apns:
  - Vodafone.office.apn
  - Vodafone.isp

- Hs.vodafone.ie
- Private/Corporate APNs

### **Vodafone Connect Abroad Monthly Legacy Add On Bundle**

1. Customers who are currently opted into the Vodafone Connect Abroad Monthly Legacy Add On Bundle will remain on that Add On Bundle until the month has expired, or the Customer requests their subscription to be cancelled.
2. If a Customer cancels their subscription to the Vodafone Connect Abroad Monthly Legacy Add On Bundle after 8th November 2008, they will not be able to sign up to the Bundle at any other date in the future.
3. For €60 ex VAT the Vodafone Connect Abroad Monthly Legacy Add On Bundle provides a monthly allowance of 200MB. Usage in excess of 200MB per month will be charged as the Standard Data Roaming tariff below in paragraph 27.
4. Data downloaded / uploaded while on the Vodafone Ireland network is excluded from the Vodafone Connect Abroad Monthly Add On Bundle. The Add On Bundle can be purchased on a once off or monthly basis.
5. The Vodafone Connect Abroad Monthly Legacy Add On Bundle applies to data usage on the following networks: Vodafone Operator networks in the following countries – Australia, Czech Republic, Egypt, Germany, Greece, Hungary, Iceland, Italy, Malta, Netherlands, New Zealand, Portugal, Romania, Spain, Sweden, UK and Mobikom in Austria, Proximus in Belgium, VIPnet in Croatia, CYTA in Cyprus, Elisa (Radiolinja) in Finland, SFR in France, Softbank in Japan (3G only), SmarTone in Hong Kong, BITE in Lithuania, LUXGSM in Luxembourg, Celcom in Malaysia, MobileOne in Singapore, SiMobil in Slovenia, Vodacom in South Africa, Swisscom in Switzerland For the avoidance of doubt, Vodafone reserves the right to amend the list of networks to which the tariff applies, whether by addition, deletion, or otherwise, at any time without further notice.
6. Data roaming on all other networks will incur a data roaming charge which is specific to each network – see [www.vodafone.ie](http://www.vodafone.ie) for details.
7. Customers cannot carry over any remaining usage allowance to the following month.
8. The Vodafone Connect Abroad Monthly Legacy Add On applies to usage on the following apns:
  - BlackBerry.net
  - Vodafone.office.apn
  - Vodafone.isp
  - Hs.vodafone.ie
  - Private / Corporate APN's

## BlackBerry Roaming Add On

1. The BlackBerry Roaming Add On is only available to Customers who are already availing of a domestic BlackBerry service with Vodafone, either Internet or Enterprise based.
2. For €10 ex VAT per month, Customers can use up to 5MB of data usage on a Worldwide footprint as outlined in point 29 below.
3. The BlackBerry Roaming Add On applies to data usage on all networks where data roaming using a Vodafone Ireland SIM card is available in the countries outlined below (The Worldwide zone is made up of the countries in the following two zones):
  - **Europe:** Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland and United Kingdom.
  - **Rest of the World:** Albania, Argentina, Australia, Bahrain, Bermuda, Brazil, Canada, China, Columbia, Egypt, Guadeloupe, Hong Kong, Iceland, India, Indonesia, Israel, Jamaica, Japan, Kenya, Kuwait, Malaysia, Mexico, New Zealand, Norway, Pakistan, Philippines, Russian Federation, Saudi Arabia, Serbia, Singapore, South Africa, Sri Lanka, Thailand, Turkey, Ukraine, United Arab Emirates and USA.
1. Usage outside of the 5MB allowance will be charged at a per MB rate specific to the zone the Customer is roaming in as outlined below:
  - Usage in **Zone 1: Europe** will be charged at a rate of €1 ex VAT per MB.
  - Usage in **Zone 2: Rest of World** will be charged at a rate of €5 ex VAT per MB.
2. Customers cannot carry over any remaining usage allowance to the following month.
3. Data downloaded / uploaded while on the Vodafone Ireland network cannot be consumed from the BlackBerry Roaming Add On.
4. The BlackBerry Roaming Add On only applies to usage on the BlackBerry.net APN

## Standard Data Roaming Tariff

1. The Standard Data Roaming Tariff is the default tariff setting for Customers who have not opted into one of the bundles / tariffs described above. The tariff will apply automatically to their data usage when roaming on any network in the countries outlined in Paragraph 8.
2. The Standard Data Roaming Tariff is divided between 2 zones of Europe and Rest of World, as outlined in Paragraph 8 above. Data Usage will be charged at a rate appropriate to the zone you are roaming in, as outlined in Paragraphs 29 and 30 below. Data roaming in countries outside of these footprints will incur a data roaming charge which is specific to each network – see [www.vodafone.ie](http://www.vodafone.ie) for details.
3. Usage in Zone 1: Europe will be charged at a rate of 20c ex VAT per MB.

4. Usage in Zone 2: Rest of World will be charged at a rate of €5 ex VAT per MB.
5. The Standard Data Roaming Tariff applies to usage on the following applications:
  - BlackBerry.net
  - Vodafone.office.apn
  - Vodafone.isp
  - Push.ie
  - Hs.vodafone.ie
  - Private / Corporate APNs
  - Live.apn
  - Wap.apn

#### **Mobile internet data roaming for pay as you go and bill pay customers**

1. Roaming is an optional Service which allows you to use your Device on operators' networks, in foreign countries. Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about Roaming services. Coverage areas and technologies vary between select markets, actual download speeds depend upon device characteristics, network, network availability and coverage levels, tasks, file characteristics, applications and other factors. Performance may be impacted by transmission limitations, terrain, in-building/in-vehicle use and capacity constraints.
2. If you use Services from a country outside the Republic of Ireland, your use of the Services may be subject to different laws and regulations that apply in that other country. Vodafone is not liable for your failure to comply with those laws or regulations.
3. Services originated or received while outside your domestic (Republic of Ireland) coverage area are subject to roaming charges. Mobile internet data roaming charges automatically apply to all customers who access the internet on their phone while abroad, using the Live access point (live.vodafone.com). Vodafone reserves the right to make changes to access points without change to the terms of customer service.

#### **Vodafone Passport Mobile Internet**

4. Data roaming in **Europe** zone will cost €2 inc VAT per day plus the domestic daily service charge for the mobile internet service. Customers who have a domestic data bundle that includes usage on the live.vodafone.apn will pay just €2 inc VAT. Customers on Perfect Choice Access Plus 700 and MyWay Complete Plus will not incur the €2 daily charge when roaming and data (up to 50MB) will deplete from their domestic bundle. Customers who sign up to MyWay Complete Plus after 26.07.12 must opt in to Vodafone Passport Mobile

Internet to order to avail of this. Daily roaming allowance is 50MB per day. Additional usage over this limit will be charged at €1 inc VAT per MB.

5. Data roaming in **Rest of World** zone will cost €4.99 inc VAT per day for a 10MB data bundle. Additional usage outside of the daily bundle will be charged at a promotional rate of €3.63 inc VAT per MB.
6. The charges will apply to customers who have opted in to Vodafone Passport Mobile Internet and have data usage when roaming on any network in the following zones: Vodafone reserves the right to change the countries within zones from time to time for commercial or geopolitical reasons; such changes will happen without notice and it is the customers responsibility to check prior to travel.

### **Pay as you go customers**

**Europe:** Austria, Belgium, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, France, Germany, Greece, Hungary, Iceland, Italy, Malta, Netherlands, Norway, Poland, Portugal, Slovakia, Slovenia, Spain, Sweden, Switzerland, UK (Incl. Northern Ireland)

**Rest of World:** Australia, Canada, Egypt, South Africa, Thailand, Turkey, UAE, USA

### **Bill pay customers**

**Vodafone Countries:** Albania, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, UK (Incl. Northern Ireland)

**Rest of World:** Antigua, Argentina, Australia, Bahrain, Barbados, Belarus, Bermuda, Bosnia Herzegovina, Brazil, Cameroon, Canada, Cayman Islands, Chile, China, Columbia, La Désirade, Dominica, Egypt, French Guiana, Ghana, Grenada, Guadeloupe, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Lebanon, Macedonia, Malaysia, Martinique, Mauritius, Mexico, New Zealand, Nigeria, Pakistan, Peru, Philippines, Russian Federation, Saudi Arabia, Serbia & Montenegro, Singapore, South Korea, South Africa, Sri Lanka, St. Barthelemy, St. Kitts & Nevis, St. Lucia, St Martin, St. Vincent, Tanzania, Thailand, Tunisia, Turkey, Turks & Caicos, UAE, Ukraine, US, Yemen

7. Daily charging timeframe is defined as starting at 00:00 to 23.59.59 Irish time.
8. These charges are designed for and apply to data roaming on your phone using the live.vodafone.com apn and WAP apn only.
9. Unused data cannot be carried over to the next day.
10. Where the domestic charge has been charged already domestically and the customer roams to a Vodafone country the service fee will not be charged again. Only the €2 roaming premium will be charged
11. PAYG customers must have sufficient credit to pay the roaming premium and if applicable the service fee

12. While roaming, the domestic service charge and roaming surcharge will be charged individually as single once off payments each day. Out of bundle usage will be charged per kb for usage beyond the daily allowance in the applicable roaming zone.
13. When a customer travels from the Europe zone to Rest of World zone in the same day then a new daily roaming charge and new allowance will apply for the applicable zone. Any additional usage will be charged at the rate of the active zone.
14. Customers are responsible for the management of their device configurations and should be aware that updates and connections 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.
15. 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
16. If your use of the Data Services on other carriers' wireless networks ("offnet data usage") during any month exceeds your offnet data usage allowance, Vodafone may at its option terminate your access to the service, deny your continued use of other carriers' coverage, or change your plan to one imposing usage charges for offnet data usage. Your offnet data usage allowance is equal 20% of the kilobytes included with your plan.
17. Service charges while roaming do not include event charges such as charges for download of ringtones or games, and do not include the use of any data services for which a special charge is made.