



UPGRADE PERSONAL CUSTOMER AGREEMENT

Reference 18328182

Agent Details: 47401

Customer details

Full Name: Gerard and Matthew Finn
Address: BRIERFIELD STEPHANS BALLINASLOE Galway IRL H53P788
Email Address: matt.finn@hotmail.com

Connection information

Agreement Date: 17/07/2025
Customer Account Number: 514732545

Customer Identification:

Your Vodafone Home Services

500Mb Full-Fibre Broadband & Talk	€45.00 a month for 12 month contract
6000 Minutes to Local Landlines	
Unlimited fibre broadband	
Super WiFi	€5.00 per month

UAN: 57381745

Landline number: 09371030

Home minimum contract term: 12 months
Total monthly plan(s) and add-on(s) price: €50.00

This is the price that you will pay per month excluding any watch monthly charges, discounts or offers that may be applied to your account.

Billing Information

Bill payment method: Direct Debit

You have opted to receive your bill by Online

My Vodafone is a secure area where you can view and print your bills in pdf file format. The last 12 months of bills will be available. To view your bills online, register for **My Vodafone** on vodafone.ie. The **My Vodafone** area is available to you whether you receive an electronic or paper bill. You can also view your bills on the go from your smartphone when you download the **My Vodafone app**. You will be notified clearly of the amount and date of payment of your monthly bill by Email or SMS notification. Your latest bill will be available for viewing in your **My Vodafone** online account. Payment will be taken approximately 14 days after your bill issues. Please note that your first bill will be pro-rated from date of connection. This will mean that your first bill may be higher than an average month. You can print your bill from your **My Vodafone** online account or request a paper bill by contacting **1907**.

Payment Information

SEPA Direct Debit Mandate Details

Your Vodafone Agent will use the details below to set up your account for your direct debit recurring payment. Upon setup of your SEPA direct debit, a confirmation letter will be sent to you confirming your account number and your Unique Mandate Reference (UMR).

Creditor name and address: Vodafone Ireland Limited, Mountain View, Leopardstown, Dublin 18

Creditor Identifier: IE57ZZZ301646.

Debtor name: gerard finn

Account Number (IBAN): **IE52 BOFI 9039 1288 9477 24**

Payment Type: Recurrent

Date: 17/07/2025

Signature1:

Signature2 (only for joint accounts):

SEPA Direct Debit Mandate

By signing this mandate form, you authorise

(a) Vodafone Ireland Ltd to send instructions to your bank to debit your account and

(b) your bank to debit your account in accordance with the instruction from Vodafone Ireland Ltd. As part of your rights, you are entitled to a refund from your bank under the terms and conditions of your agreement with your bank.

A refund must be claimed within 8 weeks starting from the date on which your account was debited. Your rights are explained in a statement you can obtain from your bank.

Debit/Credit Card Recurring Payment

You have set up a recurring monthly payment by credit/debit card. By completing this agreement you authorise Vodafone to send instruction for payment to the card provider on a recurring basis.

Customer Information

Please read the following important information and confirm your understanding prior to signing.

I understand that Vodafone will collect, use and store my personal information for the purpose of providing me with the service I have requested as described in Vodafone Ireland's Privacy Statement (www.vodafone.ie/aboutus/privacy) and in the Data Protection clause of the General Terms and Conditions. I have also indicated my preferences, where applicable, for how my information is used and understand that I can change my preferences at any time by logging in to www.vodafone.ie/myv/services/login/

Marketing Preferences and Contact Options

I understand that from time to time Vodafone and its agents may contact me in writing, by telephone, email or text message regarding specific offers or information on products or services or market research. I have indicated my preferences to Vodafone and these are indicated below.

Receive text: Yes Receive Call: Yes Receive email: Yes Receive Post: Yes Receive market research: Yes Agreement Date: 17/07/2025

I can amend my marketing communications preferences at any time by calling Vodafone on **1800 200 234** or logging on to **vodafone.ie**, and any change to my marketing preferences can take up to 7 working days to take effect. Vodafone can continue to contact me in relation to the correct functioning and servicing of my account and Vodafone services. I am contactable at the address/numbers indicated above (or another address/number notified to Vodafone).

Vodafone Home Agreement Terms & Conditions

Please read: I confirm that prior to signing this form I have read, understood and accept the General Terms and Conditions of the Vodafone Fixed Telecommunications, Broadband and TV Services; any service-specific terms and the terms of any add-ons which I have selected and accepted as part of this agreement (together, the "Terms"). A copy of the Terms have been made available to me prior to signing this agreement and I understand I will receive a **Welcome Letter** (by email or post) to the contact details listed above which will contain my agreement information. The Terms I have accepted and lots more information can also be found at www.vodafone.ie/terms.

I agree to be bound by and comply with the Terms and, in particular, by signing below, I acknowledge that:

1. If a Minimum Term applies to my Agreement, this will be outlined above. After my Minimum Term, this agreement will continue to roll on a monthly basis until I notify Vodafone that I wish to terminate with 30 days' notice. If I terminate the agreement during the Minimum Term, I will have to pay a Termination Charge which is equal to the charges for the balance of the remaining unexpired minimum term.
2. I am authorised to act on behalf of the above household and all information I have supplied on this application is true and complete. Acceptance of this application for service is subject to status and a satisfactory credit check which may involve third parties. This application may require a security payment.
3. If I am moving numbers I authorise Vodafone to cease service(s) from my current service provider and to disclose information as is necessary regarding these services. I also authorise my current service provider to activate these changes on my behalf. I accept that I am responsible for the discharge of any obligations to my current service provider. I accept that there may be some downtime in conducting this change. I understand that services provided by the previous service provider to me, including, unused call credit, tariffs and terms and conditions of use will not be transferred to my Vodafone services. I understand that for certain services (PSTN), my call management services (e.g. call waiting and call answering) shall be transferred over to my Vodafone Services and if I wish to change this, I can do so by calling 1907. I acknowledge in relation to the "Broadband and Home Phone" and "Broadband, Home Phone and TV" packages, that PSTN based services such as monitored alarm/ some TV services, may not be compatible with the Vodafone service. If I chose to revert from Broadband Voice to PSTN, I acknowledge my original telephone number may no longer be available due to local exchange capabilities.
4. I have been advised of the service speeds and the monthly charge payable in accordance with the package plan I have chosen, which I realise may change from time to time. Certain additional charges may be payable by me throughout the agreement period and if I exceed my package plan, additional charges will apply. If I downgrade my service during the minimum term a downgrade fee may apply, all charges can be viewed at www.vodafone.ie/rates. Vodafone may contact me in relation to overdue payments and can charge me for each occasion a direct debit payment failure (provided failure is not caused by Vodafone).**Annual Price Adjustment:** If I am a new, upgrading or recontracting customer on or after 11th February 2025, my agreement will be subject to an annual price adjustment in April of each year. This means my monthly Price Plan charge will increase by the following amount:
 - €3.50 per month for broadband only plans, broadband and voice plans, and voice only plans.
 - €4.50 per month for broadband and TV plans, and broadband, voice and TV plans.This adjustment will be applied from my April bill onwards. See www.vodafone.ie/annualpriceadjustment for more information.
5. Delivery of any necessary fixed services equipment will be free and Vodafone retains ownership of all fixed services equipment. On cancellation of my service with Vodafone or upon receiving replacement fixed services equipment, I must return the existing equipment within 14 days or be liable for a charge.
6. I can contact Vodafone on 1907 or by visiting www.vodafone.ie. Vodafone Ireland Limited is a company with registered address at MountainView, Central Park, Leopardstown, Dublin 18 and company number 326967. Our Customer Care Policy and Code of Practice are available through vodafone.ie, which includes comprehensive information on how to contact us and how we will deal with your enquiry. Our website has lots more information on out of bundle charges, other applicable codes of practice and information on how to contact relevant consumer protection bodies. All goods supplied will conform with this contract.
7. Where I am signing this contract using a one time verification code, I consent to the setup of a monthly recurring direct debit to pay for my Vodafone services. This will be set up via SEPA direct debit paperless mandate or credit card direct debit, as set out above. I confirm that my provided direct debit details are valid and correct.

Contract Holder Name (please print):

IF APPLICABLE* by their agent Authorised Contact Name (please print):

*If you are an Authorised Contact, please insert your name above to enter this contract on behalf of the contract holder.

Authorised Signature:

Date: