

Fair use policy of international roaming service

Fair use policy of international roaming service (hereinafter — Policy) is introduced in order to prevent abuse, fraud and violations from the point of particular subscribers and regarding the usage of mobile communication services within Vodafone Ukraine network and roaming partners networks which can complicate or make impossible the usage of communication services by other subscribers.

Statute for subscribers of prepaid Vodafone Ukraine service:

1. For usage of “Roam like home” service, it is required to make the first sign up to Vodafone UA network on the territory of Ukraine and use any communication service under the tariff on the territory of Ukraine.
2. When using roaming for more than 28 days since the moment of first sign up in the networks of roaming partners, starting from day 29, the subscriber will have basic tariffs coming in action in roaming. For further order of “Roam like home” service, one has to sign up to Vodafone UA network and use any communication service under the tariff on the territory of Ukraine.
3. Under the “Roam like home” service, subscribers are offered a package of minutes for incoming and outgoing calls, depending on the profile of communication services usage of this subscriber (the volume of voice services used) on the territory of Ukraine or the average profile of Vodafone Ukraine subscribers during the previous calendar period in Ukraine. In case when the factual volume of services used under “Roam like home” service exceeds the biggest of the consumption profiles mentioned, from that moment the over-usage of services in roaming is falling under basic tariffs.
4. In case a subscriber orders “Roam like home” service more than once during 28 days since the moment of first sign up to networks of roaming partners, the volume of services used will be exceeded for this subscriber (the used volume of data transfer — Megabytes) on the territory of Ukraine or the average profile of Vodafone Ukraine users for the previous calendar month in Ukraine, since the moment of exceeding as such, the usage of roaming services falls under basic tariffs.
5. The “Roam like home” service can't be ordered by a subscriber during the next 28 days in case that in consequence of the previous “Roam like home” usage when the factual volume of services exceeds the biggest consumption profile mentioned in paragraphs 3 and 4 of the Policy.
6. “Roam like home” service is not offered if subscribers use mobile internet on its end device for offering access to other end devices in roaming.
7. “Roam like home” service is not offered if subscribers have used 3 or more Vodafone Ukraine SIM cards in their end device during 28 days of staying in roaming zone.