

Fair use policy of international roaming services for prepaid and postpaid Vodafone Ukraine services

«Fair use policy of international roaming services» (further – the «Policy») is introduced in order to prevent fraud and irregularities from the point of particular subscribers regarding the usage of mobile services in Vodafone Ukraine network or roaming partners' network which can complicate or make impossible the usage of mobile services for other subscribers.

Statute for subscribers of prepaid and postpaid Vodafone Ukraine services:

1. For usage «Roaming like home», «GigaRoaming», «GigaRoaming MAX», «GigaRoaming Maldives», «GigaRoaming Ultra», «Available roaming», «Communications week» services (further – the Services), necessary to make first registration in «Vodafone UA» network on the territory of Ukraine, and to use any mobile service within the tariff on the territory of Ukraine.
2. When roaming more than 30 days from the moment of first registration in roaming partners' networks starting from 31-st day basic roaming tariffs will be applied for the subscriber. In case the day of the end of the connected Service falls on 31-st day basic roaming tariffs will be applied for the subscriber from the moment the Service expires. For further order the Services necessary to make first registration in «Vodafone UA» network on the territory of Ukraine, and to use any mobile service within the tariff on the territory of Ukraine.
3. In case ordering the Services by subscriber more than once for 30 days from the moment of first registration in roaming partners' networks the consumption profile of communication services of this subscriber will be exceeded (used data services volume – Megabytes) on the territory of Ukraine or average profile of Vodafone Ukraine subscribers for previous calendar month in Ukraine from the moment of such excess the usage of the Services in roaming carried out on basic tariffs.
4. Within the Services subscribers are provided with packages of minutes for outgoing and incoming calls based the consumption profile of communication services of this subscriber (used volume of voice services) on the territory of Ukraine or average profile of Vodafone Ukraine subscribers for previous calendar month in Ukraine. In case as a result of using the Services the actual volume of consumption of the Services exceeds the largest of the above consumption profiles from the moment of such excess the usage of the Services in roaming carried out on basic tariffs.
5. In case outgoing call/outgoing calls in roaming of PoP Private Vodafone subscribers to other countries (except Ukraine, Zone 1 and Zone 2 countries of basic tariffs in roaming) are longer than 200 minutes and/or more minutes within one call or within 12 hours in roaming, from the moment of identifying such a fact the operator reserves the right to limit subscriber's number.
6. The provision of mobile services occur in roaming partners' networks, therefore if the network is under heavy load the internet access speed may be limited.

7. The Services can't be ordered by subscriber within following 30 days, if due to previous use of the Services, the actual volume of consumption of the Services exceeds the largest of the consumption profiles specified in clauses 3 (three) and 4 (four) of the Policy.

8. The Services aren't provided in case subscribers used 3 (three) or more sim - cards Vodafone Ukraine in their terminal equipment within 30 days of stay in roaming

9. In case subscribers used 3 (three) or more sim - cards Vodafone Ukraine in their terminal equipment within 30 days of stay in roaming, from the moment of identifying such a fact the operator reserves the right to limit the speed of mobile internet.

Date of publication: December 24, 2021