



by  **vodafone**

VOXI by Vodafone

VOXI: Acceptable Use Policy

Date:

06 / 04 / 2023

Version 1.17

Call 03333 043 222 or email disability.access@vodafone.co.uk for a large print or braille version of this document.

This Acceptable Use Policy covers your usage obligations for your VOXI services and forms part of your agreement with us, along with your VOXI Terms and Conditions. This policy sets out your usage obligations, what you can do to avoid breaching the policy and what happens if your usage is deemed to breach of the policy.

Roaming Fair Use Policy

All VOXI 30-day rolling plans include unlimited standard calls, unlimited standard texts, unlimited picture messages & an allowance of data for use in the UK. SIMs must be activated in the UK or roaming will not be enabled.

From 27 May 2022 inclusive, you must purchase a European Roaming Pass to use your plan's inclusive allowance in our Europe Zone. Your inclusive allowance excludes all Unlimited Passes & is subject to a 20GB fair use limit per 30-day plan. European Roaming Passes are available to purchase in 1, 2, 8 & 15-day variants. If you exceed your plan's allowance of data or the 20GB per 30-day plan fair use limit (whichever is less) whilst in our Europe Zone, you can either connect to Wi-Fi or buy one of our Data Extras through your online account. Please see vox.co.uk to find out more.

Please note that you do not need to purchase a European Roaming Pass to use your plan's inclusive allowance if you are roaming in the Republic of Ireland, Isle of Man, Norway or Iceland.

Use of our services

You have an obligation to use our services for private, personal, and legitimate consumer purposes only. You must not use our services for business purposes. Failure to adhere to the policy may mean a loss of or restriction to your service. Below is a non-exhaustive list of your obligations and the types of activity which you should avoid. To carry out the activities would be a breach of this policy.

You must not:

- make calls, send texts, or send picture messages in relation to the marketing, promotion or administration of a business, group or organisation; or any non-private/non-personal purpose. For example, sending bulk texts or picture messages to a customer base, or a non-private/non-personal group distribution list; or making an excessive number of calls to an unusually large number of recipients, with the intention of promoting a business or service, or non-personal purpose would constitute use of our service for non-personal

consumer use and would be in breach of this policy.

- use our services to generate artificially inflated traffic or to send automated or unsolicited texts and/or picture messages.
- send abnormally high volumes of texts and/or picture messages, or sending text and/or picture messages to an unusually large number of recipients.
- Sending large volumes of texts and/or picture messages in a short space of time or sending SPAM texts and/or picture messages.
- Use, or allow anyone else to use, our services for call forwarding services, concurrent calling, paging services, onward calling services or to contact numbers that pay a revenue share and you can't resell our services.
- Make unusually high volumes of calls; or making calls to earn financial revenue or other reward.
- Establish, install or use a gateway device, application or SIM box (including devices tethered via cable, Bluetooth or wifi, to a computer or the internet, when used for making large volumes of calls or sending large volumes of texts and/or picture messages).
- Use gateway devices, applications, or SIM boxes to send automated text and/or picture messages or make automated calls.
- Use our services for fraudulent or criminal purposes or in breach of law including making calls, sending messages which include or posting or downloading content which is offensive, defamatory, indecent or a nuisance.
- Use services to make nuisance calls, illegal file sharing or downloads or viewing illegal content.
- Use your SIM outside of the UK for prolonged periods of time which don't resemble reasonably usual consumer holiday patterns or travel behaviour. Further details on what we consider to be a 'Permanent Roamer' can be found [here](#).
- Use our roaming services outside of the UK (with one of our European Roaming Passes) more than would be reasonably expected. Use of our roaming services while in our Europe Zone destinations (excluding the UK) is intended for temporary, periodic travel such as holidays and short breaks. We will monitor and check your roaming use. If, during any 4 month period, you roam in our Europe Zone for 62 days or more and your roaming usage exceeds your usage within the UK, we may deem you to be a 'Permanent Roamer'. If we decide that you are a 'Permanent Roamer', we will disable any active European Roaming Passes on your account and you will be charged on a per-usage basis (as set out below). We will send you a notification two weeks prior to charging you any additional per-use roaming charges, to allow you time to adjust your usage accordingly. These additional per-use roaming charges will be:
 - £0.03 per minute for calls
 - £0.01p per SMS
 - £3.58 per 1GB of data.

If we consider you to be a 'Permanent Roamer' due to your use of our roaming services in our Zone A destinations (Isle of Man, Republic of Ireland, Norway and Iceland), you will be charged on a per-usage basis (as set out above). We will send you a notification two weeks prior to charging you any additional per-use roaming charges, to allow you time to adjust your usage accordingly. You will still be able to receive texts from friends and relatives at no extra cost.

What happens if your usage falls outside this Acceptable Usage policy?

If we suspect you're not behaving within our Acceptable Use policy, we reserve the right to impose

further charges on you or disconnect your SIM card at any time.

We may also restrict access to just one part of your service (for instance, restrict your use of our text and/or picture message service if we believe you have sent texts and/or picture messages in breach of this policy).

We will contact you if we are required to disconnect your service.

Data: If you are using the service in a way which we believe is harmful to our network we may introduce certain traffic management measures which might reduce your speed, reduce access to your Plan, impose further charges on your account or we may disconnect your SIM. We will attempt to notify you before any disconnection takes place.

For more information on our traffic management process please see the Traffic Management Policy.

Connect with us:



www.twitter.com/voxi_uk



www.instagram.com/voxi_uk/



www.snapchat.com/add/voxi_uk



www.facebook.com/voxiuk/