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“4G Home Hero Broadband – with effect from May 2017”

Terms & Conditions

The “4G Home Hero Broadband Plan” Terms and Conditions should be read in conjunction with the Airtel-Vodafone Pay Monthly Service Terms and Conditions as highlighted under the terms and conditions links on www.airtel-vodafone.com.

Where there is conflict between the “4G Home Hero Broadband Plan” Terms and Conditions and the Airtel-Vodafone Pay Monthly Service Terms and Conditions, the specific Terms and Conditions from the “4G Home Hero Broadband Plan” shall apply, but all other provisions within the Airtel-Vodafone Pay Monthly Service Terms and Conditions shall remain in full force and effect.

To apply for the “4G Home Hero Broadband Plan” customers will need to visit our store to complete an application form and direct debit mandate and provide proof of identification and address. For existing Airtel-Vodafone contract customers, the sign-up process can be completed via the Airtel-Vodafone Call Centre. Call 121 from your Airtel-Vodafone number or 01534 520121/01481 520121 from any other number.

Once the application has been accepted the customer will be provided with a 4G Wi-Fi router, SIM card for the router and a set of self-set up instructions.

If the customer faces issues with the self-set up, they can call Airtel-Vodafone for further help and support.

Pricing for this plan is as follows and is based on a monthly rolling contract only:

£18.99 per month.

The monthly data allowance is 100GB.

Data bolt-ons are available as follows:

£10 for 50GB extra on-island data per month

£15 for 100GB extra on-island data per month

Data sessions have a minimum session charge of 1KB and subsequent charging is always rounded up to the next KB session.

4G Router Price:

The cost of the 4G router for this product will be charged as follows: £99.00

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To avoid data bill shock Airtel-Vodafone will pause your broadband services once you reach your 100GB monthly data allowance. Your router will display a red light if services have been paused.

Airtel-Vodafone will endeavor to notify you prior to pausing your broadband services.

Data bolt-ons can be added to resume your broadband service but will be charged as per our standard rates noted above.

If you choose not to add a data bolt-on when you exceed your monthly allowance, your broadband data services will automatically resume at the start of the next bill run at 00:01 on 20th of each month, when your monthly allowance starts at zero again.

NB - All devices we distribute are under guarantee up to 1 year from their manufacturers and comply with health and safety standards. In Europe, this is shown by the CE mark. To give you extra peace of mind, we offer you the option of asking for an exchange or refund within 14 days from the date you buy your device in store, as long as you keep to the conditions outlined in our Consumer Code of Practice, which can be found at www.airtel-vodafone.com

Airtel-Vodafone reserves the right to remove /change this offer at any time.