



OFFICIAL TERMS AND CONDITIONS OF THE TARIFF HOLIDAYS PROMOTION

1. GENERAL PROVISIONS

1.1. The purpose of the Tariff Holidays Promotion (hereinafter – the “Promotion”) is to increase customer loyalty. The organiser of the Promotion is PrJSC “VF Ukraine” (hereinafter – the “Operator”), EDRPOU code 14333937, 15 Leiptsyzka Street, Kyiv.

2. PROMOTION PARTICIPANTS

2.1. The Promotion is open to legally capable individuals who are citizens of Ukraine, who, as of the date of participation in the Promotion, have reached the age of 14 (fourteen), have fulfilled all participation terms outlined in Sections 4 and 5 hereof, and who agree to its terms (hereinafter – the “Promotion Participants”).

2.2. Promotion Participants may include individuals who wish to become new prepaid or contract subscribers of the Vodafone Flexx GO or Vodafone Flexx TOP tariff plans.

2.3. The following are not eligible to participate in the Promotion: individuals who, on the date of participation, have not reached the age of 14 (fourteen), and/or are not citizens of Ukraine, and/or do not permanently reside in Ukraine, and/or individuals who have not fulfilled the participation terms of the Promotion or have violated these Terms.

2.4. Participation in the Promotion is voluntary and is determined at the Participant’s own discretion.

2.5. Promotion Participants may benefit from the promotional offer only once throughout the duration of the Promotion.

Promotion Participants must also meet the following conditions:

- the new SIM card must be activated no later than 72 hours after receiving an SMS invitation from an employee of a Vodafone mono-brand store or a partner/dealer network (the Promotion mechanics are defined in Sections 4 and 5 hereof);
- the Promotion Participant’s number must remain active;
- the Promotion Participant’s number must not have the following services activated: Year Without Fees, Quarter Without Fees, Unlim Without Fees, Additional 2 GB, Additional 1 GB, special conditions, or 100% discounts on service packages.

2.6. The following individuals are not eligible to participate in the Promotion (hereinafter – Participants or Promotion Participants):

- 2.6.1. individuals who did not participate in this Promotion during its period and did not meet the terms of the Promotion;
- 2.6.2. individuals who are under 14 and/or are not citizens or residents of Ukraine;
- 2.6.3. legal entities, employees of the Client, the Contractor, and/or individuals whose phone numbers are of service/test SIM cards.

2.7. Participation in the Promotion is voluntary and determined at the Participant’s own discretion. By participating in the Promotion, Promotion Participants fully and unconditionally agree to and accept these official Promotion Terms and Conditions.

3. PROMOTION PERIOD AND TERRITORY

3.1. The Promotion is conducted on the territory of Ukraine where the Operator’s network coverage is available, except for territories where government authorities temporarily do not exercise their powers or do not exercise them fully.

3.2. The overall period of the Promotion: from 01.09.2025 to 30.06.2026 inclusive.

3.3. The Operator reserves the right to suspend, renew, or terminate the Promotion at any time.

4. PROMOTION MECHANICS FOR PREPAID CUSTOMERS

4.1. To register the Promotion Participant (a new subscriber who wishes to become the Promotion Participant), an employee of a Vodafone mono-brand store or a partner/dealer network must send an invitation for the Promotion Participant in the form of their phone number in the format 0XXXXXXXXX as an SMS text message to the number 640. SMS messages to 640 are free of charge.

4.2.1. The Promotion Participant who purchased a new SIM card with a preloaded 4-week service package under the **Flexx GO** tariff plan, after receiving a recommendation from an employee of a Vodafone mono-brand store or a partner/dealer network regarding participation in the Promotion, must fulfil the Promotion terms specified in Section 4.3.

4.2.2. A subscriber who switched from the prepaid Flexx GO tariff plan to the prepaid **Flexx TOP** tariff plan within the first 7 (seven) days after making the first call on the Vodafone network may become the Promotion Participant. The Promotion Participant with a preloaded 4-week service package under the Flexx TOP tariff plan, after receiving a recommendation from an employee of a Vodafone mono-brand store or a partner/dealer network regarding participation in the Promotion, must fulfil the Promotion terms specified in Section 4.3.

4.3. The account must be topped up by an amount not less than the cost of 1 (one) 4-week service package according to the tariff plan associated with the SIM card, no later than 72 (seventy-two) hours after receiving a recommendation from an employee of a Vodafone mono-brand store or a partner/dealer network. In this case, the cost of 1 (one) 4-week service package according to the tariff plan associated with the SIM card will be deducted from the Promotion Participant's account, and a 100% discount will be provided for the next 2 (two) 4-week service packages under the tariff plan. The volumes of the 4-week service packages under the tariff plan may be changed during the validity of the discount provided under the Promotion. If the subscriber changes the tariff plan under which they participated in the Promotion to a new one with a higher 4-week payment, all discounts provided under the Promotion will be deactivated. If the subscriber changes the tariff plan under which they participated in the Promotion to a new one with a lower 4-week payment, all discounts provided under the Promotion will remain valid.

4.4. To participate in the Promotion, the Participant must top up their account using any method except transferring money from another Vodafone subscriber's account.

4.5. Upon successful registration of the Promotion Participant and activation of the additional 2 (two) 4-week service packages under the tariff plan, a welcome SMS message will be sent indicating the name and details of the Promotion. Throughout the entire Promotion period, the Promotion Participant may receive only one Gift.

4.6. The Promotion Gift Fund is presented in the form of a Gift:

4.6.1. Gift: For the Promotion Participant of the Tariff Holidays Promotion, upon fulfilling the conditions of Section 4.3 of the Terms, the Gift consists of the activation of 2 additional 4-week service packages with a 100% discount, which may be credited under the terms of this Promotion during the Promotion period. The 2 additional service packages are provided for 56 calendar days, after which the standard tariff price will apply for the Promotion Participant. The Gift is credited upon registration for participation in the Promotion during the period from 01.09.2025 to 30.06.2026 inclusive.

5. PROMOTION MECHANICS FOR CONTRACT CUSTOMERS

5.1. To register the Promotion Participant (a new subscriber who wishes to become the Promotion Participant), an employee of a Vodafone mono-brand store or a partner/dealer network must send an invitation for the Promotion Participant in the form of their phone number in the format 0XXXXXXXXX as an SMS text message to the number 640. SMS messages to 640 are free of charge.

5.2.1. The Promotion Participant who activated a new Vodafone SIM card under a contract tariff plan in the **Flexx GO** tariff plan, after receiving a recommendation from an employee of a Vodafone mono-brand store or a partner/dealer network regarding participation in the Promotion, must fulfil the Promotion terms specified in Section 5.3.

5.2.2. The Promotion Participant who activated a new Vodafone SIM card under a contract tariff plan in the **Flex TOP** tariff plan, after receiving a recommendation from an employee of a Vodafone mono-brand store or a partner/dealer network regarding participation in the Promotion, must fulfil the Promotion terms specified in Section 5.3.

5.3. The account must be topped up by an amount not less than the cost of 2 (two) monthly service packages according to the tariff plan associated with the SIM card, no later than the end of the day on which the number was activated after receiving a recommendation from an employee of a Vodafone mono-brand store or a partner/dealer network. In this case, the cost of 2 (two) monthly service packages according to the tariff plan associated with the SIM card will be deducted from the Promotion Participant's account, and a 100% discount will be provided for the service package in the month of activation and the next 2 (two) monthly service packages under the tariff plan. The volumes of the monthly service packages under the tariff plan may be changed during the validity of the discount provided under the Promotion. If the subscriber changes the tariff plan under which they participated in the Promotion to any new tariff plan, all discounts provided under the Promotion will be deactivated.

5.4. To participate in the Promotion, the Participant must top up their account using any method except transferring money from another Vodafone subscriber's account.

5.5. Upon successful registration of the Promotion Participant and activation of the additional 2 (two) monthly service packages under the tariff plan, a welcome SMS message will be sent indicating the name and details of the Promotion. Throughout the entire Promotion period, the Promotion Participant may receive only one Gift.

5.6. The Promotion Gift Fund is presented in the form of a Gift:

5.6.1. Gift: For the Promotion Participant of the Tariff Holidays Promotion, upon fulfilling the conditions of Section 5.3 of the Terms, the Gift consists of the activation of 2 additional monthly service packages with a 100% discount, which may be credited under the terms of this Promotion during the Promotion period. The 2 additional service packages are provided for 60 calendar days, after which the standard tariff plan price will apply for the Promotion Participant. The Gift is credited upon registration for participation in the Promotion during the period from 01.09.2025 to 30.06.2026 inclusive.

6. INFORMATION SUPPORT

6.1. Information about the Promotion Terms and Conditions and any updates will be published on the website www.vodafone.ua (hereinafter – the Website) and is also available via the Vodafone Ukraine Customer Service Centre phone numbers: 111 (toll-free from a Vodafone Ukraine mobile in Ukraine) and 0800 400 111 (toll-free from any number in Ukraine).

6.2. Information for Promotion Participants regarding the crediting of service packages is provided via SMS messages.

7. PROMOTION TERMS

7.1. Participation of minors, individuals with limited legal capacity, and individuals who are legally incapacitated in the Promotion shall be in accordance with the current legislation of Ukraine. The Operator is not obliged to verify the legal capacity and/or legal competence of the Promotion Participants.

7.2. Participation in the Promotion automatically confirms that the Promotion Participant has read, and fully and unconditionally agrees to these Promotion Terms. Any violation of these Terms by the Promotion Participant or refusal to properly comply with the conditions hereof shall be considered a refusal by the Promotion Participant to take part in the Promotion.

7.3. In case of any situation that may lead to ambiguous interpretation hereof, any disputes and/or issues not covered hereby, the final decision shall be made by the Operator. The Operator's decision is final and cannot be appealed.

7.4. The Operator shall have the right to amend these Terms by publishing a new version hereof on the Website.

7.5. By participating in the Promotion, the Participant explicitly agrees to the collection and processing of their personal data by the Operator for the proper fulfilment of the terms hereof. The Operator guarantees that the personal data obtained from the Participant will not be made publicly available or accessible in an uncontrolled manner, will not be transferred to third parties, and will be used solely for the purposes specified herein, in accordance with the Ukrainian Law on Personal Data Protection, for the duration necessary to achieve the purpose of collecting and processing the

personal data. Once the purpose of collecting and processing the personal data has been achieved, such personal data will be anonymised, removed, and destroyed.

7.6. The official Terms and Conditions of the Tariff Holidays Promotion were last updated on 01.04.2026.