

# Enterprise price plan guide



## Vodafone Total Business

This Price Plan Guide applies to the Vodafone Total Business price plan and is incorporated into the Commercial Terms between Vodafone and Customer and, together with the General Terms and Mobile Service Terms, shall form the Agreement for the Vodafone Total Business price plan. All Charges exclude VAT.

### Included minutes, texts and internet

The amount of shared minutes and texts as well as the maximum number of sharer Connections shall be detailed in the Customer's Commercial Terms. UK shared minutes includes calls to standard UK landlines (starting 01, 02, 03) and UK mobiles from within the UK. Shared texts include standard UK texts from within the UK.

Each individual sharer Connection then receives:

- 3000 minutes to UK landlines (starting 01, 02, 03) within the UK
- 3000 UK minutes to other mobiles on the same plan (applies to call lengths of up to 60 minutes)
- Free voicemail retrieval

The Charges below will apply once Customer exceeds any of Customer's included monthly minutes, texts or internet, as applicable, or where Customer's included allowance does not include any of the services listed above.

### Voice calls, internet and messaging within the UK from UK mobiles

| Standard UK call charges (1 minute minimum call charge)   | Charge per minute   |
|---|---|
| Calls to any Vodafone UK mobile, standard UK landline (starting 01,02 or 03) within the UK  | 10p   |
| Calls to other UK mobile networks within the UK   | 10p   |
| Video calling to any Vodafone UK mobile within the UK   | 30p   |
| Video calling to other UK mobile networks within the UK   | 46.8p   |
| Video calling to international mobile networks within the UK  | 46.8p   |
| Standard UK text charges  | Charge per text   |
| Standard UK text message  | 15p   |
| Standard UK picture message   | 33.3p   |
| Non-geographic call charges minute (one minute minimum call charge)   | Charge per  |
| Non-geographic numbers starting 0800, 0808, 0845, 0870 or 0500  | 17p<br>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.  |
| Non-geographic numbers starting 0871, 0872, 0843 or 0844  | 33.3p<br>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.  |
| Charity numbers starting 0800 or 0808   | Free – <a href="#">more details</a>   |
| Radio-paging services (starting 076)  | 42.5p a call  |
| Personal numbering services (starting 070)  | 50.3p   |
| Call forwarding services (e.g. 07744, 07755)  | 30p   |
| Premium rate charges  | Charge  |
| Premium rate services (starting 09)   | Between 62.5p and £1.88 per minute. Please see the 09 and 118 number checker <a href="#">here</a> . A one-minute minimum call charge applies to calls charged by the minute.<br>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing. |
| Voice short codes. These are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider will let the caller know the cost of the call. | Free to £2.00 per minute (one-minute call charge)<br>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.  |
| Directory enquiries call charges (one minute minimum call charge)   | Charge per Minute   |
| Calls to Vodafone's preferred directory enquiry number (118 881)  | 71p<br>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.  |
| Calls to directory enquiries numbers (118)  | Between 72p and £4.17 per minute see the 09 and 118 checker <a href="#">here</a> for details<br>Please refer to the Calling Service Numbers from 1 July   |

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2015 section for more information as to how the charging for these numbers is changing.

| UK internet usage  | Charge per MB   |
|--|---|
| UK internet use on plans without internet included         | £1.50 per MB  |
| Additional UK internet use on plans with internet included | £5 (exc. VAT) per 250MB of extra UK internet you use. |

## International calls, texts and video calls from the UK

| International calls (one minute minimum call charge) | Charge per Minute |
|--|-------------------|
| Calls to the Vodafone Europe Zone                    | 17p               |
| Calls to USA and Canada                              | 17p               |
| Calls to any other worldwide destination             | 65p               |
| Text messages (per message)                          | Charge per Text   |
| Worldwide (up to 160 characters) per text            | 29.17p            |
| Video calls (one minute minimum call charge)         | Charge per Minute |
| Worldwide  | 46.8p             |

## Calls to the Channel Islands or Isle of Man from the UK

Making a call to the Channel Islands or the Island of Man will not be included in Customer's monthly price plan.

| Standard calls (one minute minimum call charge)                                | Charge per Minute |
|--|-------------------|
| Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624 | 30p               |
| Text messages (per message)  | Charge per Text   |
| Texts to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624 | 15p               |

## Calls, texts and data outside the UK

Vodafone has divided the world into zones which carry different charges. As zones, countries and charges change from time to time, please check Vodafone's website before travelling at [vodafone.co.uk/workingabroad](http://vodafone.co.uk/workingabroad)

|                          | Making calls in Europe and Back to the UK  | Making Calls From Europe to USA/Canada and Rest of the World | Receiving calls | Sending texts                              | Sending picture messages   | Using the internet  |
|--------------------------|--|--|-----------------|--|----------------------------|---|
| Our Europe Zone 1        | 15.69p* per min                            | 79p  | 4.12p* per min  | 4.9p* per text                             | 16.5p* per picture message | 16.51p* per MB  |
|                          | Making calls in Europe and Back to the UK  | Making Calls From Europe to USA/Canada and Rest of the World | Receiving calls | Sending texts                              | Sending picture messages   | Using the internet  |
| Our Europe Zone 2        | 20.42p per min                             | 79p  | 5.95p per min   | 6.8p per text                              | 37p per picture message    | 38.29p per MB   |
|                          | Making calls in Country and back to the UK | Making Calls to other Country                                | Receiving calls | Sending texts                              | Sending picture messages   | Using the internet  |
| USA & Canada             | £1.00 per min                              | £1.79 per min  | 75p per min     | 35p per text plus the UK text message rate | 37p per picture message    | £3 per MB for the first 5MB, £15 per 5MB thereafter       |
| Our Rest of World Zone 1 | £1.40 per min                              | £1.79 per min  | £1.00 per min   | 35p per text plus the UK text message rate | 37p per picture message    | £3 per MB for the first 5MB, £15 per 5MB thereafter       |
| Our Rest of World Zone 2 | £2.00 per min                              | £2.00 per min  | £1.50 per min   | 50p per text plus the UK text message rate | 37p per picture message    | £6 per MB for the first 5 Mb, then £30 per 5MB thereafter |

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**\* Please note that from the 1 July 2015 the Europe Zone 1 rates will be as follows:**

|                   | Making calls in Europe and Back to the UK | Making Calls From Europe to USA/Canada and Rest of the World | Receiving calls | Sending texts | Sending picture messages  | Using the internet |
|-------------------|---|--|-----------------|---------------|---------------------------|--------------------|
| Our Europe Zone 1 | 13.82p per min                            | 79p  | 3.63p per min   | 4.3p per text | 14.5p per picture message | 14.55p per MB      |

In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer for the calls Customer makes in 1 second increments with a 30 second minimum call charge. All calls Customer receives are charged per second.

In USA & Canada Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call charge.

In Rest of World Zones, Vodafone will charge Customer for the calls Customer makes in 1 minute increments with a 1 minute minimum call charge. For receiving calls, Vodafone will charge Customer in increments (depending on Customer's price plan) with a minimum call charge.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply. If Vodafone is charged an admin fee from a foreign network operator for Customer to receive a text, Vodafone will pass this charge to Customer.

Customer may use roaming services from other providers, but Customer acknowledges that any such use is outside this Agreement and shall not contribute to any Target Spend (where applicable).

## Optional bundle for using the internet outside Europe

£5 per day, chargeable on use for up to 25MB internet use. Should more than 25MB be used, a charge of £3 per MB for the first 5MB and £15 per 5MB chunks thereafter is charged.

## List of Countries by Zone:

**Europe Zone 1 :** Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (inc. Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal (inc. Madeira), Republic of Ireland, Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden

**Europe Zone 2 :** Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey

### USA & Canada

**Rest of World Zone 1 :** All other countries

**Rest of World Zone 2 :** Andorra, Greenland, Lebanon, Libya, Uzbekistan

## General

Any data allowance or usage increment relates to use of all or part of the specified amount. Charges are correct at time of print. Unless Customer is on a '4G Ready' or '4G' plan, upload data speed will be limited to 8Mbps and download data speed will be limited to 10Mbps.



## Calling Service Numbers from 1 July 2015

### Changes for customers on Vodafone Total Business Plans

Telephone numbers starting 08, 09 and 118 are called service numbers, and are also commonly known as non-geographic numbers. These numbers are often provided by organisations such as banks, travel agencies or Government departments, for their end customers or users to call them on.

From 1 July 2015, the regulator Ofcom is changing the way these numbers are charged. These changes are designed to make the cost of calls clearer, and are being communicated through a campaign called UK Calling. More information is available at [www.ukcalling.info](http://www.ukcalling.info)

#### Changes to numbers beginning 0800 and 0808 (Freephone)

Freephone numbers starting 0800 or 0808, which are generally already free from landlines, will be free to call from mobile phones from 1 July 2015. After that date, it'll be free to call any number starting 0800 or 0808 from your Vodafone phone.

#### Changes to numbers beginning 084, 087, 09 and 118

Numbers beginning 084 and 087 are general service numbers for contacting organisations.

Those beginning 09 are 'premium rate' service numbers; while those beginning 118 are directory enquiry numbers.

From 1 July 2015, the cost of calling these numbers will be split into two parts:

- **The access charge**  
This is the cost of connecting your call to our network. Each Vodafone Price Plan will now include an Access charge (pence per minute), which will appear on your monthly bill.
- **The service charge**  
This is the rest of the call charge. The organisation you are calling decides the service charge, and must communicate it. For example, if the service charge was 20p a minute, the organisation you are calling might say: "Calls cost 20p per minute, plus your phone company's Access charge".

The total call cost will then be the sum of your Access charge plus the destination organisation's Service charge.

## Pricing for Vodafone Total Business plans Customers

For calls by Vodafone Total Business plans customers to **0800 and 0808 (Freephone)** the cost of these calls will be **Free**.

For calls by Vodafone Total Business plans customers to service numbers beginning **084, 087, 09 or 118**, an Access charge will apply. The Access charge will be **10p (ex VAT)**.