

# Enterprise price plan guide



## Vodafone 4G RED and 4G RED Business plans for business

This Price Plan Guide applies to the Vodafone 4G RED and 4G RED Business price plans 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 4G RED Business price plan or the Vodafone 4G RED price plan. This Price Plan Guide applies to business customers only. All Charges exclude VAT.

### Unlimited minutes and texts

Each Connection on a 4G RED or 4G RED Business voice price plan has unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages made and sent (as applicable) from and to the UK.

All other call and text types are charged at the rates set out in this Price Plan Guide.

The 'data share' Connection is not a voice Connection and will not have unlimited calls and texts.

Calls made through the return call service via voicemail are not included in the Customer's allowance.

### Data

Data allowances apply to data usage within the UK.

Up to 4 Connections on a 4G RED Business price plan on the same Customer account can share their UK data allowances (where applicable), plus any 4G RED Business optional internet packs, in a 'data pool'. Any 'data share' Connection provided with a Connection on a 4G RED Business price plan can also use the 'data pool'. Connections on other price plans or on other accounts will not be able to share data.

Where Customer has multiple Connections on the 4G Red Business price plan in its account, Customer must have a 'Lead Connection' among its 'Member Connections'. The Lead Connection and the Member Connections on the 4G RED Business price plan are called the 'Group'.

The 'data share' Connection provided with selected 4G RED Business price plans, is a data-only SIM Card which should be used in mobile broadband devices like dongles and tablets. If Customer disconnects, terminates, migrates or upgrades the primary 4G RED Business price plan Connection (which the 'data share' Connection is attached to), then out of bundle charges shall apply to any usage on the 'data share' Connection as set out below or the 'data share' Connection may be terminated if Customer leaves Vodafone.

The 'data share' Connection is Customer's responsibility. If the 'data share' SIM Card is lost or stolen, please notify Vodafone customer services immediately. If Customer does not want the 'data share' Connection, Customer shall contact Vodafone who will remove it from Customer's account.

If Customer uses a data-only SIM Card (including the 'data share' SIM Card) meant for a mobile broadband device (like a tablet or dongle) to make voice calls or send texts, the out of bundle charges in the tables below will apply.

The Lead Connection:

- will incur all Charges incurred by the Group;
- cannot have a content bar applied because out of bundle charges will be recorded as content purchases; and
- must be a 'smartphone'.

If the Lead Connection is disconnected: (a) the last voice-enabled Member Connection in the Group will be assigned 'Lead Connection' status; and (b) Vodafone shall text the Lead Connection notifying it of the disconnection.

4G RED Business is not compatible with: (a) individual data allowances (but Customer may still be charged); and (b) Data Test Drive.

Customer may not have more than 4 primary Connections (excluding 'data share' SIM cards) in its Group.

Vodafone 4G RED Business billing does not support automatic cost centre allocations of Charges.

The data sharing functionality of the 4G RED Business plan is set out at the bottom of this Price Plan Guide under '4G RED Business Data Functionality'.

| Optional internet pack      |        |
|-----------------------------|--------|
| 500 MB of UK internet usage | £2.50  |
| 1GB of UK internet usage    | £5.00  |
| 2GB of UK internet usage    | £8.33  |
| 3GB of UK internet usage    | £15.00 |
| 5GB of UK internet usage    | £25.00 |

### Other services

For 4G RED and 4G RED Business price plans which include content, please see the Vodafone Entertainment Terms and Conditions under 'Entertain Packs' at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms).

The charges below will apply once Customer exceeds any of its included monthly minutes, texts or data (as applicable) or where Customer's included allowance doesn't include any of the services listed above.

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### Voice calls, internet and messaging within the UK to the UK

| 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) and UK voicemail access   |  | 45.84p  |
| Calls to other UK mobile networks  |  | 45.84p  |
| Video calling to any Vodafone UK mobile  |  | 45.84p  |
| Video calling to other UK mobile networks  |  | 45.84p  |
| Video calling to international mobile networks   |  | To Europe £1.25<br>To ROW £1.67   |
| Standard UK text charges   |  | Charge per message  |
| Standard UK text message   |  | 29.17p  |
| Standard UK picture message  |  | 45.84p  |
| Standard UK video message  |  | 45.84p  |
| Non-geographic call charges (1 minute minimum call charge)   |  | Charge per minute   |
| Non-geographic numbers starting 0500   |  | 45.84p  |
| Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845   |  | 45.84p a minute plus a service charge* (one-minute minimum call charge)                 |
| Non-geographic numbers starting 0800, 0808   |  | Free  |
| Charity numbers  |  | Free – <a href="#">more details</a>   |
| Radio-paging services (starting 076)   |  | 45.84p a call   |
| Personal numbering services (starting 070)   |  | 45.84p  |
| Call forwarding services (e.g. 07744, 07755)   |  | 45.84p  |
| Premium rate charges   |  | Charges   |
| Premium rate services (starting 09)  |  | 45.84p a minute plus a service charge* (one-minute minimum call charge)                 |
| 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 you know the cost of the call. |  | Free to £2.00 per minute (one-minute call charge)                                       |
| Directory enquiries call charges (1 minute minimum call charge)  |  | Charge per Minute   |
| Calls to Vodafone's preferred directory enquiry number (118 881)   |  | 45.84p a minute, plus a service charge of 80p a minute (one-minute minimum call charge) |
| Calls to directory enquiries numbers (118)   |  | 45.84p a minute plus a service charge* (one-minute minimum call charge)                 |
| UK internet usage in the UK  |  | Cost per megabyte   |
| UK internet use on plans without internet included   |  | £2.09 per 100MB per day (midnight to 11.59pm).  |
| Additional UK internet use on plans with internet included   |  | £5.42 per 250MB   |

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

\* A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent). More information is available at [www.ukcalling.info](http://www.ukcalling.info)

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

| International calls (1 minute minimum call charge) |  | Charge per Minute |
|--|--|-------------------|
| Calls to the Europe Zone                           |  | £1.25             |
| Calls to USA and Canada                            |  | £1.67             |
| Calls to Asia Pacific countries                    |  | £1.67             |
| Calls to any other worldwide destination           |  | £1.67             |
| Text messages (per message)                        |  | Charge per Text   |
| Text message to any destination outside the UK     |  | 29.17p            |

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| Video calls (1 minute minimum call charge) | Charge per Minute               |
|--|---------------------------------|
| Calls to any destination outside of the UK | To Europe £1.25<br>To ROW £1.67 |

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

### 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 | 45.84p            |
| Text messages (per message)  | Charge per Text   |
| Texts to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624 | 29.17p            |

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

### Calls, texts and data outside the UK

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

|                 | Receiving calls;<br>Making calls & Sending texts within Europe Zones and Back to the UK;<br>Using the internet |                                  |                                      |                 | Sending<br>Picture<br>messages  | Making Calls & Sending SMS<br>from Europe Zones to any other<br>Zone |   |
|-----------------|--|----------------------------------|--------------------------------------|-----------------|---|--|---|
| Europe Zone 1   | Usage taken from inclusive UK allowance, or charged at domestic rates  |                                  |                                      |                 | Usage taken from inclusive UK allowance, or charged at domestic rates | Usage charged at International rates                                 |   |
| Europe Zone 2   |  |                                  |                                      |                 |   |  |   |
| Zone            | Making in-zone calls and calls back to the UK  | Making calls to the Europe Zones | Making calls to zones outside Europe | Receiving Calls | Sending Texts   | Sending Picture messages   | Using the Internet  |
| Asia Pacific    | 80p per min  | £1.50 per min                    | £2 per min                           | 75p per min     | 35p per text plus the UK text message rate                            | 45p per picture message  | £3 per MB for the first 5 Mb, then £15 per 5MB thereafter |
| USA & Canada    | £1.35 per min  | £1.50 per min                    | £2 per min                           | £1 per min      | 35p per text plus the UK text message rate                            | 45p per picture message  | £3 per MB for the first 5 Mb, then £15 per 5MB thereafter |
| Rest of World 1 | £1.65 per min  | £1.65 per min                    | £2 per min                           | £1.30 per min   | 35p per text plus the UK text message rate                            | 45p per picture message  | £3 per MB for the first 5 Mb, then £15 per 5MB thereafter |
| Rest of World 2 | £2 per min   | £2 per min                       | £2 per min                           | £1.50 per min   | 50p a text plus the UK text message rate                              | 45p per picture message  | £6 per MB for the first 5 Mb, then £30 per 5MB thereafter |

In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer their domestic rates. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged **3.9p** per min. Calls to UK FreePhone numbers (0800, 0808) are **free of charge**. UK Non-geographic minutes bundles can't be used in Europe Zone 1 and Europe Zone 2. Any applicable International add-ons and/or inclusive International minutes apply for usage charged at International rates.

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 Asia Pacific, Rest of World Zone 1 and Rest of World Zone 2 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.

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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).

### List of Countries by Zone:

**Europe Zone:** 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

**Asia Pacific:** Australia, New Zealand, Singapore, South Africa, Taiwan, Thailand

**USA & Canada**

**Rest of the World 1:** All Other Countries

**Rest of World Zone 2:** Andorra, Belize, Bhutan, Burundi, Comoros, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Greenland, Laos, Lebanon, Libya, Madagascar, Maldives, Sao Tome and Principe, Solomon Islands, Turkmenistan, Uzbekistan

## Inclusive Roaming Fair Usage Policy

Inclusive European Roaming services in Europe Zone 1 and 2 are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.

If customers use their mobile in our Europe Zone 1 and 2 for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of our roaming services.

If customers' usage in our inclusive Europe Zone 1 and 2 continues to exceed 50% as described above, over the 2-week period following the first notification, customers may be charged for further use or we may bar them from using our roaming services. Customers will be notified before we do this.

## 4G RED Business data functionality

### Message Description (all sent to or by the Lead Connection)

**Data pool usage text** - Sent at 80% and 100% of the data pool usage.

**Out of Bundle Step text** - Sent at 80% and 100% of the out of bundle usage. Out of Bundle charges are calculated in steps of 250Mb.

**Pool usage query** - Text 'INTERNETBALANCE' to 40506.

**Pool update text** - Sent when additional data or members are added. This is refreshed for the next working day.

**Lead administrator change text** - Change the Lead Connection by calling customer services on 191. A confirmation text is sent to the old Lead Connection.

**Additional data text** - When data usage has reached 80% of the data pool allowance Vodafone will send a text offering to add more data into the pool. To add more data, text 'ACCEPT' to 40506. Vodafone will send one 'Additional data message' each month.

**STOP Messages** - If Customer opts out of the 'Data pool usage text', 'Additional data text', or the 'Out of bundle step text' by texting STOP to 40506, this will opt Customer out of all of these texts and any texts about roaming usage.

The detailed functionality of the 4G RED Business price plan is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.

## 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. 4G price plans are not currently compatible with private APNs.