

Enterprise price plan guide

Vodafone Business Choice



Pricing before 15th June 2017 (before implementation of 2017 EU Regulations)

This Price Plan Guide applies to the Vodafone Business Choice 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 Business Choice 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) from within the UK.
- 3000 UK minutes to other mobiles on the same plan within the UK (applies to call lengths of up to 60 minutes).
- Free voicemail retrieval.

The Charges below will apply once Customer exceeds its 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

| 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 | 30p |
| Video calling to any Vodafone UK mobile within the UK | 29.7p |
| 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 0500 | 17p |
| Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845 | 37.5p a minute plus a service charge* (one-minute minimum call charge) |
| Non-geographic numbers starting 0800, 0808 | Free |
| Charity numbers starting 0800 or 0808 | Free – more details |
| 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) | 37.5p 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 the caller know the cost of the call. | Free to £2.00 per minute (one-minute call charge) |
| Directory enquiries call charges (one minute minimum call charge) | Charge per Minute |
| Calls to Vodafone's preferred directory enquiry number (118 881) | 37.5p a minute, plus a service charge of 80p a minute (one-minute minimum call charge) |
| Calls to directory enquiries numbers (118) | 37.5p a minute plus a service charge* (one-minute minimum call charge) |
| UK internet usage (where Customer's price plan includes a monthly allowance) | Charge per MB per Connection |
| UK internet use on plans without internet included | £1.50 per MB |
| Additional UK internet use on plans with internet included | £5 per 250MB of extra UK internet you use. |

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* 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

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

| | 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 |
|---------------|---|--|-----------------|---------------|---------------------------|--------------------|
| Europe Zone 1 | 3.9p per min | 79p per min | 0.8p per min | 1.5p per text | 14.8p per picture message | 3.9p 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 |
|---------------|---|--|-----------------|---------------|--------------------------|--------------------|
| 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 |
| Rest of World 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 |
| Rest of World 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 5MB, then £30 per 5MB thereafter |

In Europe Zone 1, all calls Customer makes and receives are charged per second. In Europe Zone 2, Vodafone will charge Customer for 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.

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In 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. 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 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 the World 1: All Other Countries

Rest of World Zone 2 (from 16th October 2016) : 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

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.

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.

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

| Text messages (per message) | Charge per Text |
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| Texts to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624 | 15p |

Calls, texts and data outside the UK

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| Zones | Receiving calls; Making calls & Sending texts within Europe Zone1 and Back to the UK; Using the internet | | Sending picture messages | Making Calls & Sending SMS from Europe Zone 1 to any other Zone | |
|---------------|---|--|-----------------------------|---|--|
| Europe Zone 1 | Domestic (†) | | Domestic (†) | International (*) | |

| | 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 |
|---------------|---|--|-----------------|---------------|-----------------------------|-----------------------|
| 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 |
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| 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 |
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(†) Customers are charged standard UK charges and standard UK out-of-bundle charges. UK off-net rates ('Calls to other UK mobile networks') apply for all calls. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged **3.9p** per min. Calls to FreePhone numbers (0800, 0808) are **free of charge**. UK Non-geographic minutes bundles can't be used in Europe Zone 1.

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(*) Cross-zone calls & texts are charged as standard International calls and texts. Any applicable International add-ons and/or inclusive International minutes apply. (See 'International calls, texts and video calls from the UK' for the standard International rates and add-ons)

In Europe Zone 2, Vodafone will charge Customer for 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 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. 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:

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

USA & Canada

Rest of the World 1: All Other Countries

Rest of World Zone 2 (from 16th October 2016) : 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 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 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 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.

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.

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.