

Price Plan Guide

Vodafone Total Business

Enterprise Customers



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, Mobility Service Terms, Service Specific Terms, Order and any applicable policies and guidelines shall form the Agreement for the Vodafone Total Business price plan.

All Charges detailed in this Price Plan Guide are Standard List Price and subject to change.

1. Included Minutes, Texts and Internet

- 1.1 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.
- 1.2 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.
- 1.3 Each individual sharer Connection then receives:
 - (a) 3000 minutes to UK landlines (starting 01, 02, 03) within the UK
 - (b) 3000 UK minutes to other mobiles on the same plan (applies to call lengths of up to 60 minutes)
 - (c) Free voicemail retrieval
- 1.4 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.

2. 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 minute
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

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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	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 per 250MB of extra UK internet you use.

* 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 a bank or travel agent). More information is available at www.ukcalling.info

3. 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

4. Calls to the Channel Islands or Isle of Man from the UK

Making a call to the Channel Islands or the Isle 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

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5. Calls, Texts and Data Outside the UK

Vodafone has divided the world into Roaming Zones which carry different Charges. As zones, countries and Charges change from time to time, please check Vodafone's website before travelling at www.vodafone.co.uk/workingabroad

Roaming Zone	Receiving calls; Making calls & sending texts within Europe Zone 1 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 (*)
Roaming Zone	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
Roaming Zone	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 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
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

(†) 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.

(*) 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 Charges and Add-ons).

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- 5.2 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.
- 5.3 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.
- 5.4 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.
- 5.5 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.

5.6 List of Countries by Roaming Zone:

- (a) **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
- (b) **Europe Zone 2:** Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey
- (c) **USA & Canada**
- (d) **Rest of World Zone 1:** All other countries
- (e) **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

6. Inclusive Roaming Fair Usage Policy

- 6.1 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.
- 6.2 If Customer or Customer's Users 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 Vodafone's roaming services.
- 6.3 If Customer's or Customer's Users usage in Vodafone's inclusive Europe Zone 1 continues to exceed 50% as described above, over the 2-week period following the first notification, Customer may be charged for further use or Vodafone may bar them from using its roaming services. Customer will be notified before Vodafone applies the bar.

7. General

- 7.1 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.