

Enterprise price plan guide

Vodafone Business Plus



This Price Plan Guide applies to the Vodafone Business Plus 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 Plus price plan. All Charges exclude VAT.

Customer may opt into Vodafone Business Plus at account level only and the whole account must take either Business Plus Value or Business Plus Extra (not a combination of both or wholly Business Plus MBB). Once connected to Business Plus Value or Business Plus Extra, Customer can vary between traveller and non-traveller versions of the applicable price plan.

The available Business Plus price plans are detailed in the Business Plus price plan ladder below.

Business Plus price plan ladder

Business Plus							
	Business Plus MBB		Business Plus Value	Business Plus Traveller Value		Business Plus Extra	Business Plus Traveller Extra
Monthly Access Fee (per Connection)	£2.00		£22.00	£33.00		£26.00	£37.00
Minimum Term	24 months		24 months	24 months		24 months	24 months
Maximum aggregate Connections across Group	50						
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages made or sent (as applicable) from and to the UK	No		Unlimited	Unlimited		Unlimited	Unlimited
Prime Contact	No		Yes	Yes		Yes	Yes
Non Geographic minutes to 084 and 087 numbers	No		0 minutes	0 minutes		300 minutes	300 minutes
International Calls bundle	No		0 minutes	100 minutes		100 minutes	200 minutes
BT Wifi	2GB		2GB	2GB		5GB	5GB
Inclusive Business Traveller	No		No	Yes		No	Yes

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Included in price plan

UK Calls and Texts

Customer's standard Charges for UK calls, texts and data are set out below.

Unlimited Minutes and Texts

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

All other call and text types on the Vodafone Business Plus price plan shall be charged at the out of bundle rates set out in this Price Plan Guide.

Calls made using call services or through the return call service via voicemail are not included in the Customer's allowance and will be charged 37.5p (minimum call Charge of a minute) and then charged per second thereafter for returning calls made to Vodafone UK mobiles and UK landlines (starting 01, 02 or 03) and other UK mobile networks within the UK. All other calls using call services will be charged in accordance with this Price Plan Guide.

Shared Data

Customer purchases a standard lead Business Plus voice price plan and UK data ("Lead Connection") and can then add up to 49 additional member Connections ("Member Connections"), which will share UK data from the Lead Connection.

The Member Connections are subject to a monthly Access Fee and have no individual data allowance. These are 4G only plans.

Data Threshold Notifications

Customer can elect to receive data threshold notifications.

The following data threshold notifications are available for the Lead Connection to receive for Member Connections: 1GB, 2GB, 3GB, 4GB, 5GB, 8GB, 10GB and 20GB.

International

Customer's standard Charges for international calls, texts and video calls are set out within this Price Plan Guide further below.

Inclusive International Calls bundle (100 minutes or 200 minutes)

Certain international calls are included on Vodafone Business Plus Value Traveller, Vodafone Business Plus Extra and Vodafone Business Plus Extra Traveller (excludes Vodafone Business Plus Value and Vodafone Business Plus MBB).

Below is the list of countries included in the International Calls bundle (100 minutes or 200 minutes dependent upon price plan selected)			
Unitisation of the bundle is taken in seconds increments.			
Austria	Germany	Netherlands	USA
Belgium	Gibraltar	Norway	Canada
Bulgaria	Greece	Poland	
Canary Islands	Hungary	Portugal (inc. Madeira)	
Croatia	Iceland	Romania	
Cyprus	Ireland	Slovakia	
Czech Republic	Italy (inc. Vatican City)	Slovenia	
Denmark	Latvia	Spain (inc. Balearic Islands)	
Estonia	Liechtenstein	Sweden	
Finland	Lithuania	Faroe Islands	
France (inc.Monaco)	Luxembourg	Switzerland	
French Territories	Malta	Turkey	
European destinations excluded from the International Calls Bundle:			
Channel Islands	Isle of Man	Bosnia & Hercegovina	Albania

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Roaming and Data

Business Traveller:

- Business Plus Value and Business Plus Extra:

Customer will be automatically opted in to Business Traveller within Vodafone Business Plus Value or Vodafone Business Plus Extra (take your UK minutes, texts and data abroad for £2.50 a day per Connection in our Europe Zone and £5.00 a day per Connection in our World Zone). Customer may opt out of Business Traveller at any time, and may choose not to opt in if Customer prefers.

- Business Plus Value Traveller and Business Plus Extra Traveller ('inclusive Business Traveller'):

Alternatively, Customer may opt for Vodafone Business Plus Value Traveller or Vodafone Business Plus Extra Traveller for inclusive Business Traveller (take your UK minutes, texts and data abroad for £0.00 a day in our Europe Zone and £5.00 a day per Connection in our World Zone).

Please note, by opting into either of our Business Traveller options as set out above:

- Customer will automatically opt out of the monthly spend limit for data in our Europe Zone because Customer will be using its UK data allowance. In addition, Customer will also opt out of the regulated Eurozone roaming rates, which can be found at www.vodafone.co.uk/goingabroadinfo.
- Customer will automatically opt out of the 50 euro rest of the world monthly spend data cap and associated notifications whilst in the World Zone.

Customer can opt out of Business Traveller with Vodafone Business Plus at any time and will revert back to standard regulated Eurozone roaming rates whilst in the Europe Zone and the 50 euro rest of the world monthly spend data cap and associated notifications whilst in the World Zone.

The Business Traveller Price Plan Guide applies to Customer's use of Business Traveller (please see www.vodafone.co.uk/businesstraveller).

Please note that Vodafone EuroTraveller and Vodafone WorldTraveller are not available on Vodafone Business Plus price plans.

Voice calls, internet and messaging from the UK

Business Plus Value and Extra (excluding Business Plus MBB)

Standard UK call charges (1 minute minimum call charge)	Charge per minute
Calls to any Vodafone UK mobile or standard UK landline (starting 01, 02 or 03) within the UK	0p
Calls to other UK mobile networks within the UK	0p
Calls to UK voicemail	0p
Standard UK call charges (1 minute minimum call charge)	Charge per minute
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	0p
Standard UK picture message	33.3p
Standard UK long text	15p
Standard UK video message	51p
Non-geographic call charges (1 minute minimum call charge)	Charge per minute
Non-geographic numbers starting 0500	17p
Non-geographic numbers starting 0800, 0808	Free
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	Access charge of 37.5p a minute plus a service charge* (one-minute minimum call charge)
Charity numbers starting 0800 or 0808	Free – more details

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Radio-paging services (starting 076)	42.5p a call
Personal numbering services (starting 070)	50.3p
Call forwarding services (e.g. 07744, 07755)	30p

* 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

Premium rate charges	Charges
Premium rate services (starting 09)	Access charge of 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 Customer know the cost of the call.	Free to £2.00 per minute (one-minute minimum call charge)

Directory enquiries call charges (1 minute minimum call charge)	Charge per Minute
Calls to Vodafone's preferred directory enquiry number (118 881)	Access charge of 37.5p a minute, plus a service charge of 80p a minute (one-minute minimum call charge)
Calls to directory enquiries numbers (118)	Access charge of 37.5p a minute, plus a service charge* (one-minute minimum call charge)

* 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

Calls to the Channel Islands and Isle of Man from the UK

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

Voice calls, internet and messaging from the UK

Business Plus MBB (when SIM Card is placed into device)

Standard UK call charges (1 minute minimum call charge, then charged per second) Vodafone Business Plus MBB	Charge per minute
Calls to any Vodafone UK mobile or standard UK landline (starting 01, 02 or 03) within the UK	37.5p
Calls to other UK mobile networks within the UK	37.5p
Calls to UK voicemail	37.5p

Standard UK text charges	Charge per text
Standard UK text message	15p

Other Charges are as per standard Voice Business Plus Charges detailed above.

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International calls, texts and video calls from the UK

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	12p
Calls to USA and Canada	12p
Calls to any other worldwide destination	50p
Text messages (per message)	Charge per Text
Worldwide (up to 160 characters) per text	29.17p
Video calls (1 minute minimum call charge)	Charge per Minute
Worldwide	46.8p

All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada and other Worldwide destinations are measured in 60-second increments.

Countries within each international group:

Europe: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Azores & Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden, Switzerland, Turkey (including Turkish sector of Cyprus), Vatican City

USA and Canada: USA, Canada

Other worldwide destination: All other countries

Travelling and using devices abroad

Business Traveller

The following Charges apply for Business Traveller (unless Customer opts out in relation to Business Plus Value or Business Plus Extra). The Charges apply per Zone.

Zone	Making calls in Europe and Back to the UK	Making Calls From Europe to USA and Rest of World	Receiving calls and texts In Europe (No Daily Fee will apply) +	Sending texts	Using the internet
Europe Zone					
£2.50 Daily Fee per Connection (for non-Business Traveller versions of Business Plus Value and Business Plus Extra).		12p per minute USA and Canada		0p per text in Europe to a UK mobile	
£0.00 Daily Fee per Connection (for Business Traveller versions of Business Plus Value and Business Plus Extra)	0p per minute	50p per minute Calls to any other worldwide destination	0p	29.17p per text when sending from Europe to any other worldwide destination or an international mobile number	Use UK Data Bundle then charged £12.77 per GB

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Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls and texts In Country (No Daily Fee will apply) +	Sending texts	Using the internet
World Zone £5.00 Daily Fee per Connection	0p per minute	12p per minute Europe	0p	0p per text in Country to a UK mobile	Use UK Data Bundle then charged £12.77 per GB
		12p per minute USA and Canada		29.17p per text when sending in Country to any other worldwide destination or an international mobile number	
		50p per minute Calls to any other worldwide destination			

+ Receiving Standard Text messages is included, Premium texts are not included.

All Charges are stated in pence per minute or pence per text as applicable. Calls made in Business Traveller countries/destinations have a minimum call Charge of 1 minute then charged per second charging. While using International Discount options, International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada, other worldwide destinations are measured in 60-second increments.

List of countries by Zone are detailed on page 7 of this Price Plan Guide.

Group data bundle can be used while roaming if opted into Business Traveller, this will only apply to countries in Business Traveller (refer to <http://www.vodafone.co.uk/businesstraveller> for more details).

Calls, texts and data outside the UK

These are the rates Customer will pay if not opted into Business Traveller or any roaming calls extras to save costs on calls, texts and using data. If opted into Business Traveller, Customer will pay these rates for any countries not covered by Business Traveller.

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.

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 1 (until 22 nd July '16)	3.6p per minute	79p per minute	0.8p per minute	1.4p per text	3.6p per picture message	3.6p per MB
Europe Zone 1 (from 23 rd July '16)	3.9p per minute	79p per minute	0.8p per minute	1.5p per text	3.9p per picture message	3.9p per MB
Europe Zone 2	20.42p per minute	79p per minute	5.95p per minute	6.8p per text	37p per picture message	38.29p per MB
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
Asia Pacific	80p per minute	179p per minute	75p per minute	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
USA & Canada	100p per minute	179p per minute	80p per minute	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	140p per minute	179p per minute	100p per minute	35p per text plus	37p per picture	£3 per MB for the

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Zone 1				the UK text message rate	message	first 5MB, £15 per 5MB thereafter
Rest of World Zone 2	200p per minute	200p per minute	150p per minute	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

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 Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute 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

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

Rest of World Zone 1: All other countries

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

Using Data in the UK

Opt in Options for Using Data in the UK

Data Bundles

Data bundles can be added together (e.g. 1GB and 3GB added together will give a data bundle of 4GB). Customer cannot add two of the same bundles together (e.g. 1GB and 1GB). The data bundles can be used while roaming if opted into Business Traveller, this will only apply to countries/destinations in Business Traveller (refer to <http://www.vodafone.co.uk/businesstraveller> for more details). Note that these Data Bundles can only be added to the Lead Connection.

Optional internet pack	Monthly Charge
1GB of UK internet usage	£5.00
2GB of UK internet usage	£10.00
3GB of UK internet usage	£15.00
5GB of UK internet usage	£25.00
10GB of UK internet usage	£50.00
20GB of UK internet usage	£100.00
50GB of UK internet usage	£250.00
100GB of UK internet usage	£500.00
250GB of UK internet usage	£1250.00
500GB of UK internet usage	£2500.00

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The charges below will apply once Customer exceeds its included allowance, or where Customer's allowance does not include any of the services listed above (out of bundle rates).

Data Sharer Out of Bundle Charge	Charge per GB
Charge once the whole sharer group's data has been used	£12.77 per GB charged in per GB increments.

Inclusive Prime Contact (except for Business Plus MBB)

Prime Contact provides dedicated support and a named telephone advisor who can give both account and technical help specific to Customer's business. They also undertake quality health checks on Customer's account to ensure Customer is getting the most out of its contract.

The Prime Contact named advisor is reachable through multiple direct channels and at a time that suits Customer's business with extended working hours, Monday to Friday 8am – 9pm and direct access via 191, web chat, or call back service.

The Prime Contact Service Terms applies to Customer's use of Prime Contact which are available on request from Customer's account manager.

Additional Terms for Business Plus data sharer bundles

These additional terms apply to the Business Plus data sharer bundles.

Vodafone Business Plus allows an overall data bundle to be shared between multiple Connections within a group. The group is composed of a Lead Connection, and linking Member Connections (the "**Group**"). Customer is only permitted to have one Group unless Vodafone expressly agrees otherwise.

The Lead Connection shall incur all data sharer Charges. Customer shall ensure that it has a Lead Connection on its account at all times. In the event there is no Lead Connection on Customer's account: (a) Vodafone shall notify Customer to connect a Lead Connection; (b) Customer shall connect the Lead Connection within 24 hours of Vodafone's notice; and (c) Customer shall pay Vodafone all data Charges incurred in respect of the Member Connections as though a Lead Connection was present.

Vodafone Business Plus is available on eligible business voice price plans with the same or longer commitment period than any relevant Data Sharer price plan. Please contact customer services or Customer's account manager for more details regarding price plan eligibility.

The Business Plus data bundle applies to standard data usage within the UK only ("**Bundle**") unless Customer has opted in to Business Traveller. Please see Vodafone.co.uk/workingabroad for more details of the roaming Charges which shall apply.

Customer acknowledges and accepts that its Lead Connection cannot have a content bar applied because out of bundle Charges will be recorded as content purchases.

All Connections in the Group will be permitted to use the Bundle. Customer accepts that any other data bundles will not be available for use but Customer may still be charged.

Vodafone shall send Customer a text when Customer has used 80% of its Bundle and a further text when Customer has used 100% of its Bundle. Customer can also text 'DataShare' free to 40506 to check how much data is left in its Bundle. These functionalities are only available on Customer's Lead Connection. Thresholds are used to advise the Lead Connection of 80% and 100% of usage used on each Connection in the Group if added at User level. These don't reserve data from the Group. Once the User has used 100% of their threshold, the Lead Connection will be sent a text giving the option of barring the User from using more data via text to 40506.

A minimum commitment period of 24 months will apply to each Connection in accordance with Customer's selected price plan set out in Customer's Commercial Terms.

Early termination charges will apply if Customer terminates a Connection before the end of Customer's minimum price plan period.

Customer must purchase at least 1GB UK data for the Lead Connection which will be available for the Group to share and each Connection within the Group must average at least 1GB per Connection (with a data allowance) at all times e.g. if there are 4 Connections with a data allowance in the Group, at least 4GB of UK data must be purchased. The Group cannot comprise of voice Connections only. Please note if Customer has voice only Connections, a data bar must be applied (via customer services) to ensure such Connection does not share from the Group.

Customer shall not migrate to a Vodafone Business Plus price plan with a lower data bundle without Vodafone's written consent.

Customer acknowledges that data sharer billing does not support automatic cost centre allocations of Charges.

Customer may migrate its Connections to a Vodafone Business Plus price plan with a larger data bundle subject to payment of the applicable charges for that price plan.

All new Member Connections must terminate with the Lead Connection.

Vodafone shall contact Customer if Customer does not comply with this Price Plan Guide to discuss Customer's options for compliance. If Customer does not select an option, Vodafone shall remove the non-complying Connections from the Group and charge Customer the standard data charges applicable to Customer's voice and data price plans terminated.

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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.

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