

Disconnection Policy

This document details the measures we may take to effect payment or disconnection

Our disconnection policy is outlined in our Airtime agreement which you will have received when you joined the Vodafone network.

If you are a pay monthly customer and you don't pay your bill or exceed your credit limit, we reserve the right to stop you making outgoing calls (except calls to the emergency services). Before we do this, we will attempt to get in touch with you to request payment and warn you of pending disconnection. You must pay any charges for the services within seven days of the date on your bill; otherwise we may charge a late payment fee. You must pay your bill by direct debit. VAT will be included if it applies. If you owe us any money beyond your due date, and you do not have valid reasons for disputing the payment, we may charge you interest. We charge interest daily at the rate of 2% above the base rate of Barclays Bank each year. We may charge you reasonable administration costs as a result of you paying your bill late or failing to pay it.

If you are a pay as you go customer, and have not made any chargeable outbound activity for 180 consecutive days, we may suspend the mobile equipment. We will send you an SMS notifying you that you should top up your account or make a chargeable outbound call (but not calls to 191), send a chargeable SMS or use your data within the next 90 days. If you then fail to make any chargeable outbound activity from your account within 90 days from the date of the SMS, we will disconnect your mobile equipment and you will lose any credit held on your account.

We also reserve the right to disconnect you from the network for other reasons, including use of our services in an unlawful manner such as making offensive or nuisance communications, or sending, receiving, uploading and downloading material which is illegal, offensive or indecent.