



# Important stuff to know about your new Vodafone Mobile Broadband plans

**This agreement is also available in large print or in Braille. Call 03333 043 222 or email [disability.access@vodafone.co.uk](mailto:disability.access@vodafone.co.uk) for information about the accessibility of our products and services.**

Thank you for choosing your Mobile Broadband plan with Vodafone. We've pulled some handy information to get you started, but if you need to know more, just head to our website [www.vodafone.co.uk/help](http://www.vodafone.co.uk/help)

## Your usage allowance

Our plans offer great value on an award winning network. There are lots of things you can do with your data but it's good to be aware that some activities use more data than others. For example, if you stream TV online (e.g. BBC iPlayer) or download a lot of movies, you might find that you're using more of your data allowance than you expected.

You can keep an eye on your usage by regularly checking the usage counter on your Mobile Broadband dashboard if you have a Dongle or Mifi device, or by downloading the My Vodafone App on your tablet.

**To enjoy 4G speed all you need is a 4G Device on one of our 4G plans.**

All of our plans allow you to tether your mobile equipment as a Wi-Fi hotspot to enjoy your data on other devices. However, you'll need to make sure you have mobile equipment that supports this functionality. You may only use your SIM in or connect it to, modems, dongles, iPad, Tablets and/or laptops. You may not use your SIM in a phone or in any other Mobile equipment which is not set out above. If you do, we'll ask you to stop and in persistent cases, we will suspend your service, restrict your use or speed or charge you for unauthorised use.

## Information on data charging

We measure your data usage in kilobyte (KB). Data is based on the following units:

1024 KB = 1 Megabyte (MB)

1024 MB = 1 Gigabyte (GB).

Your inclusive data allowance and additional data services will set out the amount of data you can use without an additional charge.

We calculate your data usage based on the amount of data that travels over our network, which may differ from the data your device consumes. Your data usage may include data packages which are re-sent over the network, for example if your connection drops off or if a webpage is refreshed. Certain data services (websites and other packets) may be usage free and will not be taken from your data allowance, whilst others can consume your data allowance.

It does not matter if you are using 2G, 3G, 4G, GPRS, Edge or HSPA we measure data in the same way over each of these networks.

## Expected Upload and Download Speeds

For an estimate of the coverage and speeds you may experience at home and when you are out and about in the UK, please see our coverage checker at

[www.vodafone.co.uk/coverage](http://www.vodafone.co.uk/coverage)

Information on your rights, should you experience speeds below those displayed on the coverage checker, is set out in the "Problems with our services" section in your General Network Terms.

## Managing your data with Vodafone Data Manager

A Data Cap puts you in control of your data usage, so you can search, share and stream – secure in the knowledge you won't face unexpected charges at the end of the month.

To start with your Data Cap is switched off. If you'd like to switch your Data Cap on, the easiest way is by using the free My Vodafone app – available from your app store. Or by logging in at [www.vodafone.co.uk/myvodafone](http://www.vodafone.co.uk/myvodafone).

Data capping doesn't just monitor your data usage, we'll also let you know when you're nearing your limit, and you can decide what you would like to do next. You can choose to keep the cap in place or select one of our great value data extras.

If you decide to turn your data cap off, you'll be charged at your out of plan rate at £6.50 per 250MB of data. For more information on out of plan charges, please go to [www.vodafone.co.uk/explore/costs/data-charges/](http://www.vodafone.co.uk/explore/costs/data-charges/) If you find you're regularly going over your data allowance, you can choose to change your tariff, or select one of our great value data extras by using our Live Chat Online, or ringing **191** from your Vodafone mobile, or **0333 3040191** from any other phone.

## Using your Mobile Broadband plans abroad

With our new Vodafone Data plans, you'll be able to check in, check out, snap, post, share and catch up with friends from the beach and with loved ones from the departure lounge. From Portugal to Panama, the world is yours to explore and share with your home plan of data, available in over 110 destinations worldwide – that's more than any other UK network.

Roam-free in 50 destinations, for no additional charge. Or pay £5 a day to Roam-further afield to over 60 far-flung destinations worldwide. You only pay on the days that you use your phone, and a day is Midnight to 23:59 in the capital city of the Country you're in. For more information and a full list of countries visit

[www.vodafone.co.uk/travelling](http://www.vodafone.co.uk/travelling)

## Charges for using your phone abroad

We've divided the world into zones which carry different charges. As zones, countries and charges change from time to time, please check our website before travelling at

[www.vodafone.co.uk/travelling](http://www.vodafone.co.uk/travelling)

## Flexible Upgrades

**Want the latest device?** Have the latest device. With Flexi-upgrades you don't have to wait until your next contract.

Once you've had your Mobile Broadband device and plan for six months, you can trade in your current device at any time and put the cash towards paying off your existing plan, leaving you to upgrade to one of the latest, shiniest new model. We'll even give you a nudge to let you know when you are eligible, so you'll be first in the queue.

Flexi-upgrades are only available in our stores, over the phone or online at

[www.vodafone.co.uk](http://www.vodafone.co.uk)

## Flexi-Upgrade Fee

If you qualify for Flexi-upgrades (see your Welcome letter or email), you'll need to pay a fee if you upgrade early. The fee is based on the cost of the handset and the time period into your contract, and can be calculated as follows:

**Device subsidy ÷ contract length (months) X remaining contract (months)**

## Content bars

If you're unable to access certain websites, this may be because you have a content control bar on your account. To remove this, go to

[www.vodafone.co.uk/myvodafone](http://www.vodafone.co.uk/myvodafone).

## Managing permissions of users and notifications to end-users

To find out how account owners can manage notifications and permissions for other numbers on their account please visit [www.vodafone.co.uk/support](http://www.vodafone.co.uk/support).

## We're here to help

Your set up guide will answer most of the technical questions about using your Mobile Broadband service. However, if you need any more help, advice or tips on how to get the most out of your Mobile Broadband plan, simply go to [www.vodafone.co.uk/help](http://www.vodafone.co.uk/help) and the answers will be at your fingertips. You'll even be able to join our eForum where you can chat to other tablet, dongle or Mobile Wi-Fi users and ask any burning questions you might have. You can always call **191** from your Vodafone mobile (these calls are free) or **0333 3040191** from any other phone (these ones are charged at the national rate).

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## Your agreement with us

Your agreement is with Vodafone Limited, registered in England under number 1471587 at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN. It's made up of these General Network Terms and Charges Guide which covers the SIM card and any services you use in your plan. It doesn't cover any equipment however see "equipment subsidy" below. We'll send these to you by post or email. We also encourage you to take a look at our Returns, Privacy and Acceptable Use Policies which also make up your "Agreement" with us. You can find these documents at [www.vodafone.co.uk/agreementpolicies](http://www.vodafone.co.uk/agreementpolicies).

### Joining us and charges

**The basics.** When you join us we'll agree certain things with you and set them out in your **Order Form** or **Welcome letter/email**. These documents will include important information like:

1. how long we'll provide our services to you and the minimum period you have agreed to stay with us;
2. your chosen services and how much these will cost you every month;
3. additional services you have chosen as part of your plan, when they start and end and when you'll be charged for these; and
4. any upfront charges you've paid or may have to pay for your equipment.

**Charging.** Your **Charges Guide** sets out current pricing information about out of plan charges (extra texts, minutes, and data) as well as charges for additional services which are not included in your monthly plan charge. It also

includes roaming charges which may be a lot higher than your UK standard charges. All these charges will be added to your bill as and when you use the services.

**Payment.** You'll need to pay for all charges within 7 days of the date of your bill. We ask that you pay by direct debit so please contact us if you wish to pay by other means. Where VAT applies, it will be included in the charges. If you pay late we'll charge interest of 2% above the base rate of Barclays Bank each year and you'll also need to pay a reasonable charge to compensate us for the administration costs incurred (see your Charges Guide).

**Upgrade.** We don't have to offer you an upgrade but if we do we'll agree a new plan, minimum period and any applicable equipment with you. Unless you have upgraded via 'flexi upgrade' your new minimum period will not start until you have seen out your original minimum period. We'll discuss the options with you when you qualify for an upgrade.

### During your agreement with us

**Using the services.** You're responsible for other people that use your equipment and services which are only for your personal non-commercial use. We own the phone number and the SIM card which we can change at any time and you may only use equipment that is approved for use on our network. For more information on using our services and restrictions please review our Acceptable Use Policy.

**Usage limits.** We may decide to set a monthly call and/or internet limit on your account. It's possible you may go over this limit (for example when you're roaming)

but if this happens you must still pay all charges. If your usage increases significantly we may ask for a part payment so you can continue to use the services.

#### Changes to your terms, services or charges.

We may change the Agreement, our services, or charges at any time. We'll tell you beforehand unless it relates to additional services or out of plan services you don't use regularly. The charges may change as follows:

- **Plan charge** (minutes, texts, data & entertainment allowance, etc.). Each April your monthly plan charge will increase by an amount equal to the retail prices index rate published by the Office for National Statistics in March (RPI rate). We will apply that RPI rate adjustment from your April bill. If the RPI rate is a decrease, your monthly plan charge will not be reduced.
- **Out of plan services** (additional minutes, texts, data, roaming, international calls etc.). We may increase charges for out of plan services at any time.
- **Additional services** (Data Extras, content services etc.). Charges for additional services may change from time to time and may be outside of Vodafone's control so you'll need to check our website for the latest prices.

If we change your plan charge, out of plan charges, our services or the Agreement you may have a right to end the Agreement without paying a termination charge (although you'll need to pay for your equipment subsidy). Please see "Leaving Us" below.

**Problems with our services.** We'll provide our services with reasonable skill and care. However, our services are not fault-free and are not available everywhere in the UK. Please check the predicted coverage in your area on Vodafone's website [www.vodafone.co.uk/coverage](http://www.vodafone.co.uk/coverage). There are a number of reasons why you may find problems with the services and these include moving home or work, weather conditions, damage to our network, the number of people using the network and so on. Please contact us if you experience a service issue and we'll attempt to fix it.

If we have to interrupt our services for maintenance or we cause a technical fault on our network, you may be entitled to a partial credit of your plan charge based on the number of days you are without our services. If you are experiencing a materially degraded service for an unreasonable period of time, please read our "Leaving Us" section below. We'll not be responsible for any loss of service due to something outside our reasonable control. To receive a partial credit of your charges or terminate the Agreement, you must report to us a severe disruption which we will assess against your typical usage history. We may offer you alternative equipment (such as Vodafone Sure Signal) to address service quality.

**Lost or Stolen Equipment.** If your SIM card is lost or stolen, you must tell us as soon as possible so we can suspend our services and stop someone else using it. Your maximum liability for charges incurred up until you notify us will be as follows:

**Notification within 24hrs:** £100 maximum

**Notification 24+hrs – 5days:** £500 maximum

**Notification 5 days+:** all charges until you have reported to us.

You'll also continue to pay all the remaining plan charges for our services for the minimum period, even if your SIM card or equipment is lost or stolen.

#### Leaving us / suspending the services

Cancelling, returns and faulty equipment. Please read our Returns Policy for details on how to do this. It also sets out what to do if your equipment is faulty and how you can return your equipment or get your equipment fixed or replaced.

##### If you want to end the Agreement:

**Because you simply want to leave us.** If you're outside of your minimum period, you can cancel at any time but you'll need to give us 30 days' notice. If you are within your minimum period, you'll need to pay a termination fee. Your Charges Guide gives you a calculation to work out how much this will be.

**Because of the quality of our services.** If the service is materially degraded for an unreasonable period of time you may be able to leave the Agreement early without paying a termination charge (although you'll need to pay for your equipment subsidy). Contact us to discuss your options.

**Because of changes.** If we, (i) increase your monthly plan charge more than once per year or by more than the RPI rate; (ii) increase your out of plan charges or change our services or the Agreement to your material detriment, you'll have a right to leave the Agreement early without paying a termination fee (although you'll need to pay for your equipment subsidy). We'll let you know if this is the case and what to do before the changes are made. If you take no action within 30 days of us telling you about the changes, you'll be considered to have accepted those changes.

**Equipment subsidy.** All the information required to calculate your equipment subsidy is set out in your Welcome Letter. The subsidy you pay will be 1/24 of the original value of the equipment less any up-front payment you made towards it, multiplied by the number of months left of your minimum period at the time the agreement ends. We'll add this charge to your final bill.

**If we want to suspend our services or end the Agreement.** We may suspend our services or end the Agreement if,

- you don't pay any charges on time;
- you don't do something fundamental that you have to do under the Agreement;
- you use any of our services in a way that may damage or affect the operation of our network; or
- you become bankrupt or make an arrangement with creditors. Where we end the Agreement in this way termination fees will apply. We may need to suspend our services if asked to do so by regulators or if required by law.

We may end the Agreement if we are permanently unable to provide our services to you. You won't have to pay a termination fee in this case although you'll need to pay for your equipment subsidy.

## What we do with your information and contacting us

**What do we do with your data?** We along with companies in the same group as us may collect, use and share your personal information and information about the type of calls you make in order to support our services, manage your account, and provide customer care activities.

**Sharing your data with third party agencies.** If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

For our Privacy Policy and further details explaining how the information held by fraud prevention agencies may be used, please ask an advisor or visit [www.vodafone.co.uk/privacy](http://www.vodafone.co.uk/privacy)

**Contacting us and complaints.** We'll send you notices by post, voicemail, text or email. If you need to speak to us or have a complaint, please contact us on:

**Phone:** 191 from your Vodafone phone or 0333 3040 191 (from UK landlines or other mobiles);

**Post:** Vodafone House, The Connection, Newbury, Berkshire RG14 2FN; or

**Website:** [www.vodafone.co.uk/vodafone-uk/forms/complaints/#](http://www.vodafone.co.uk/vodafone-uk/forms/complaints/#)

If we can't fix your issue, you may

- (i) ask that the matter is referred to an independent ombudsman under our Customer Complaints Code available on our website or by contacting us; or
- (ii) if you have an issue with goods or services bought online you can refer to the EC Online Dispute Resolution website at [ec.europa.eu/odr](http://ec.europa.eu/odr). Further information on this complaints process is available on our website at [www.vodafone.co.uk/vodafone-uk/forms/complaints/#](http://www.vodafone.co.uk/vodafone-uk/forms/complaints/#)

## Other useful information

**Liability.** We'll not be legally responsible to you for any loss or damage that is not directly caused by us or which we could not reasonably expect at the time we entered into the Agreement with you, for example, loss of income, business, profit, savings and missed opportunities claims.

**Transferring the Agreement.** We may transfer this Agreement to anyone at any time provided doing so does not adversely impact your rights under the Agreement. You'll need to get our permission before transferring the Agreement and the person you are transferring to will need to pass our credit check.

**Your number.** When you use your mobile equipment, your number may be shown to the equipment being contacted. Your number will always be shown if you contact 999 or 112.