

Price plan information

General

1. All prices exclude VAT, which will be charged at the current rate where applicable, unless otherwise stated.
2. Prices and promotions are correct at time of going to press, but may change at any time. We will inform our customers of changes to their price plan in line with their airtime agreement.
3. Prices and information apply for pay monthly services where Vodafone Limited is the Service Provider. Other Service Providers may have different prices and terms.
4. Further details of all charges are available on request or on our website www.vodafone.co.uk

Vodafone Business

5. **General:** Prices only apply to business customers (not individual consumers) and are for business use only. The business price plans are primarily designed for business customers (customers with up to 250 employees) and are made available on the basis that it is used for reasonable business usage by the account holder. If the level of usage is unreasonable or causes unreasonable congestion (in Vodafone's view), Vodafone reserves the right to suspend and/or disconnect the relevant service(s) or device(s). The price plans are not made available for the purposes of resale, whether on a commercial basis or otherwise. If any of the price plans (or the services or devices which utilise the price plan) are used in such a way as to cause or be likely to cause Vodafone to be in breach of any legal or regulatory requirements, Vodafone reserves the right to suspend and/or disconnect the service(s) or device(s) and/or use of the relevant price plan.
6. **Sharetime:** Mobile-to-mobile calls between business mobiles on any sharetime price plan (operated within the same business account with Vodafone) within the UK are included for the first 20 minutes of the call. Calls after 20 minutes will be charged in

accordance with your price plan (and are not included in your inclusive minutes). Inclusive minutes may be shared between business mobiles on any Sharetime price plan. Limitations on the number of handsets apply. For Sharetime 750 and Sharetime 1250, the maximum number of handsets on any one price plan is 20. For Sharetime 2500, 5000 and 8000, the maximum number of handsets on any one price plan is 100.

7. **Company caller:** Mobile-to-mobile calls between business mobiles on any company caller price plan (operated within the same business account with Vodafone) within the UK are included for the first 20 minutes of the call. Calls after 20 minutes will be charged in accordance with your price plan (and are not included in your inclusive minutes).
8. **Commercial Caller:** Mobile-to-mobile calls between business mobiles on the same Commercial Caller price plan (operated within the same business account with Vodafone) within the UK are charged at 4.5 pence per minute.
9. **BlackBerry Internet Service:** The BlackBerry Internet Service is not available as an addition to the Commercial Caller and Company Caller price plans. If the BlackBerry Internet Service is purchased as an add-on to an additional user on a Sharetime price plan and the principal handset holder on that price plan also has purchased the BlackBerry Internet Service as an add-on, then once the additional holder has used up the 6 MB inclusive data usage, if the principal user's allowance has not been used up, the additional user's usage will be set against that allowance before the £2 per MB charge is incurred. If the principal user exceeds their 6 MB allowance then all further usage is charged at £2 per MB.
10. **24-month term agreements:** Offers are subject to a 24-month minimum term contract, availability and associated ongoing airtime charges. Offers only apply to the Sharetime, Commercial Caller and Company Caller price plans. For Sharetime and Company caller Price plans, calls from business mobiles on those plans to nominated fixed line numbers within the UK are included

for the first 20 minutes of the call. Calls after 20 minutes will be charged in accordance with your price plan (and are not included in your inclusive minutes). For Commercial Caller price plans, calls from business mobiles on those plans to nominated fixed line numbers within the UK are charged at 4.5 pence per minute.

Each offer is only available for up to a maximum of 10 nominated PSTN numbers or 500 nominated DDI numbers, which are leased to the business. Evidence of the line rental leasing arrangement must be produced at the time of purchase.

Your connection with Vodafone

11. Connections include a SIM card and are subject to status and signature of an airtime agreement. The agreement will be for a minimum term of 12 months, during which time you must pay the monthly line rental and other charges.
12. You may change your price plan for free as often as you like after 6 months following your connection. If you change price plan to a price plan of a different type then any unused minutes will not be carried over eg. if you switch from an Anytime plan to a Sharetime plan. Any unused inclusive minutes will only be carried over to the next month (and not to subsequent months). Inclusive minutes will be applied against calls made as follows; first, inclusive minutes carried over from the previous month and second, inclusive minutes awarded for that month.
13. Itemised bills list each chargeable call (including GPRS) and messages (picture and text messages) made. For new airtime agreements, this service costs £1.28 a month.
14. If you prefer not to set up a direct debit to pay your monthly charges, a monthly fee of £3.00 is charged.

Calls to and from your Vodafone mobile

15. All prices are for calls made from within UK, excluding Isle of Man and the Channel Islands (except premium rated calls). Different charges apply to international, roaming and premium rated calls. Please visit our website www.vodafone.co.uk Calls to Emergency services, customer care, Vodafone directory assistance, premium rate services, non-geographic numbers, international numbers and when roaming are not included in inclusive minutes. Calls to non-geographic numbers are charged at the same rate as calls to UK land lines
16. There is no charge for calls that are not answered, but in some cases charges are made by a network for recorded announcements.
17. The minimum call charge for voice, WAP and data calls on Anytime plans is 4.2p and on Sharetime, Business Caller and Company Caller plans, the minimum charge is 3p for voice and 4p for WAP and data calls.
18. Calls are charged by the second, except some roaming, directory assistance and fixed fee calls. Individual calls are charged excluding VAT and rounded up to one tenth of a penny. The total of all calls and other charges on your monthly bill is then rounded down to the nearest penny and VAT added. Where you have two or more subscribers connected to a single billing account, the net of VAT charges are accumulated and VAT is calculated on the total sum. This total is then rounded up to the nearest whole penny.
19. When using Call Return (returning a call when directly within Vodafone Voicemail / Vodafone Mail Service), you will be charged for both the Vodafone Voicemail call and the Call Return call throughout the duration of the returned call. Call Return calls will be deducted from the bundle, where appropriate. The Call Return charge is calculated as the rate for that price plan, as if you had hung up and dialled direct for the returned call, less the voicemail charge. The minimum call rate on Call Return is the same as the Voicemail rate. Call Return calls to other mobile networks within

the voice bundle of Anytime plans, as well as having the length of call deducted from the bundle, incur an additional charge equal to the difference between the cost of the call to another network and the cost of a call to a Vodafone Mobile.

20. You are not charged for receiving calls to your Vodafone mobile phone number unless you are roaming on a foreign network. You will be charged for the international leg of calls to your Vodafone mobile phone number received while you are abroad.
21. The charges for calls to your Vodafone mobile phone number from a fixed line or other mobile network are set by the other network operator. The standard charges made by BT for a call from a BT fixed line to a Vodafone mobile phone number are: Daytime (Mon-Fri 8am-6pm) 19.93p, Evening (Mon-Fri 6pm-8am) 10.22p and weekend (all day Saturday and Sunday) 3.98p. Total call charges are rounded and VAT added in accordance with BT's current policy. BT's minimum call charge is 5p. Different prices apply to BT discount schemes, BT Public Payphone calls, BT Chargecards and calls made via the operator.

Text messages, MMS, WAP and GPRS

22. You are not charged for receiving text and picture messages, except for reverse charged messages and when roaming on some networks. Reverse charged messages should only be sent to you with your permission as part of a service you are buying.
23. A standard text message contains up to 160 characters. Some handsets allow you to send messages of more than 160 characters, in which case the message will be divided into the number of messages of 160 characters required to convey the message and each such message will be charged at the standard text message rate. Standard text message prices exclude premium rate, international, roaming, reverse charged and long text messages. Only standard text messages are included in price plans with inclusive text messages. Delivery is not guaranteed.

24. Using Vodafone MMS you can send long text messages and picture messages. A long text message is limited to a maximum size of 1.5kb (usually about 500 characters although some handsets have a minimum message size greater than this). A picture message is a message between 1.500kb and 30 kb. Not all handsets are capable of sending and receiving picture messages.
25. Prices for WAP calls are for calls made to the Vodafone WAP Gateway number 07836 900808.
26. To access WAP or the Internet by GPRS, you must be connected to a GPRS price plan. GPRS price plans (with no monthly charge) are available with our Perfect Fit business price plans.

Extras Packs

27. Any unused texts or picture messages within the Extras Packs bundle will not be carried over to the following month.
28. Only one Extras Pack can be used at any one time.

International and Roaming Services

29. International and roaming services are subject to status. Roaming charges may vary according to the foreign network and exchange rates and may include minimum charges.
30. If you send a text message while abroad, you are charged a flat rate charge plus your normal rate or inclusive text message eligibility for that text message. If you send a picture message while abroad message you are charged 36p plus the GPRS roaming bearer charge.
31. If you use GPRS while abroad, the usage is not eligible for Half Price Extra Packs, Try Me bundles and GPRS bundles.

Video Calls

32. Charges for video calls start when the called party accepts the call, even if the call subsequently fails, therefore a failed call may be subject to a minimum charge.

33. Video calls on the Vodafone network are subject to Vodafone's 3G network coverage. Further information on 3G network coverage can be found at www.vodafone.co.uk/ukcoverage or at any Vodafone retail store. For information on international availability of 3G visit www.vodafone.co.uk/goingabroad

Save 10% Off Line Rental Every Month with a 2 Year Contract

34. Offer is subject to a 24-month minimum term contract, availability and associated ongoing airtime charges.
35. This offer is only available on pay monthly Perfect Fit for Business price plans
36. A discount of 10% is applied to the monthly line rental (excluding Extras Packs, and International Call Saver) charge for inclusive minutes on the price plan chosen.
37. Available to new and existing customers, who have completed the minimum term on their existing airtime contract.
38. The 10% discount will continue to apply until the customer's next contract renewal. If at this time a 2-year contract renewal is chosen, the 10% discount will continue to apply, if not the customer will revert to a standard price plan.
39. Please note that the customer will always have to pay the monthly line rental (excluding Extras Packs) charge for inclusive minutes for the full 24-month period, even if the customer decides to leave Vodafone before this period. The outstanding charge will be calculated based on the minimum term which has not been fulfilled multiplied by the minimum eligible monthly line rental (excluding Extras Packs) charge for inclusive minutes available at that time (the 10% discount applies).

Content (Vodafone live!)

38. All Vodafone live! services offered free or under unlimited subscription are subject to our fair use policy. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If after we have informed you to moderate your usage, you fail to do so, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate or to suspend or terminate your service in accordance with your airtime contract. Please note that wallpaper, ringtone and game downloads will be chargeable in any event as detailed on the Vodafone live! service.
39. Where any content service is included within the customer's monthly line rental, Vodafone may modify, supplement or withdraw this service on notice to the customer.
40. You are not charged for accessing Vodafone live! pages within the UK (excluding Isle of Man and the Channel Islands) using 3G and GPRS (with the exception of Chat, Messenger and Vodafone Mail pages where your normal price plan applies). Fair usage policy applies as specified in section 38.
41. When roaming you will be charged in 10 kB increments for accessing Vodafone live! pages, streaming and downloading. Roaming charges will apply when accessing these services and accessing subscribed content when roaming on a foreign network, additional information can be found at **www.vodafone.co.uk/goingabroad**
42. If Vodafone Content Control prevents access to non-Vodafone live! pages, then you will incur a charge at your normal price plan for any data used in the attempt.

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