

# Small is beautiful



vodafone

Our terms and conditions

Make the most of now

# **We've kept the small print small (and perfectly formed)**

**Let's be honest, nobody really enjoys reading terms and conditions. So we've kept them as short and as sweet as possible.**

**The nitty gritty legal stuff starts below. Please keep this booklet safe – just in case you need to look at it in the future.**

**Enjoy the read.**

**(Do try to stay awake.)**

# The General Stuff

1. You'll be pleased to know that all our prices include VAT, which will be charged where applicable, unless we tell you otherwise.
2. We're sticklers for accuracy. Prices and promotions are correct at time of going to press, but may change at any time. We will let you know of any change to your price plan in line with your 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. If you'd like further details of charges go to [vodafone.co.uk](http://vodafone.co.uk)

## Your connection with us

5. Your connection includes a SIM card and is subject to status and signature of an airtime agreement. Your agreement will be for the minimum term previously agreed with you, during which time you need to pay the monthly line rental and other charges. If you enter into your agreement on any day other than the first of the month then, for that month only, we will charge you a proportionate amount of line rental and you'll receive the same proportion of inclusive minutes, texts from your text pack or text and or data from your extras pack. Simple as that.
6. You can change your price plan to the price plan with the next lower monthly cost once each month after the nine months following your connection. (And it won't cost you anything to change.) During the first nine months following your connection you may also change your price plan to one with a higher monthly line rental charge. So you can talk or text even more. If you change your price plan to a price plan of a different type then any unused minutes won't be carried over e.g. if you switch from an Anytime plan to an Evening & Weekend plan. Sorry about that.
7. It's handy to know that itemised bills list all calls, data and messages (picture and text messages) made. For new airtime agreements, this service costs £1.50 a month.
8. We'll be honest. Paying by direct debit every month will not only make your

life easier, but ours too. So, unfortunately, if you prefer not to set up a direct debit, a monthly fee of £3.53 will be charged.

9. If you are on a Vodafone Business price plan or on another price plan you use for business purposes, we'll treat you as a business, even if some calls are made for personal use.

## **All about making calls**

10. Daytime rates apply 8am–7pm, Monday to Friday. Evening rates apply 7pm–8am, Monday to Friday Weekend rates apply all day Saturday and Sunday.
11. All prices are for calls made from within the UK, excluding Isle of Man and the Channel Islands. There are different charges for international, roaming, premium rated calls & non-geographic numbers. Please visit [vodafone.co.uk](http://vodafone.co.uk) for more info. Calls to emergency services, customer care, Vodafone directory assistance, premium rate services, non-geographic numbers, international numbers and when roaming aren't included in your inclusive minutes. Calls to call forwarding services, onward calling services and calls to numbers that pay a revenue share aren't eligible for your inclusive minutes even if they use numbers that would normally be included.
12. It wouldn't be fair if we charged you for calls that aren't answered, so we don't. But, just so you know, in some cases charges are made by a network for recorded announcements.
13. The minimum charge for voice, WAP and data calls (GSM only) on Anytime and Evening & Weekend plans is 5p. The minimum charge for voice and WAP on Perfect Fit for Business price plans is 3.5p and 5p for a data call (GSM only). For all other pay monthly plans the minimum charge for a voice or WAP call is 1p and for a data call (GSM only) 5p. The minimum call charge for a video call is 5p.
14. Every second counts, literally. 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 (that's right, not up) 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. We then round this total down (yes, down again) to the nearest whole penny.

15. When using Call Return (returning a call when directly within Vodafone Voicemail / Vodafone Mail Service), you'll 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.
16. You're not charged for receiving calls to your Vodafone mobile number unless you're roaming on a foreign network. You'll be charged for the international part of calls to your Vodafone mobile phone number received while you're abroad.
17. 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 (Monday-Friday, 8am-6pm) 13p, Evening (Monday-Friday, 6pm-8am) 8p and weekend (all day Saturday and Sunday) 5p. Total call charges are rounded 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 Chargecard cards and calls made via the operator.
18. Any unused minutes on a new price plan don't rollover to the following month. So use them or lose them!

### **The complete picture: text, picture, and video messages**

19. Standard text messages can contain up to 160 characters. If your handset allows for more, these will be divided and sent in numerous messages, each

of which will be charged at the standard text message rate.

20. Standard text message prices exclude premium rate, international, roaming, reverse charged and long text messages. If your price plan includes text messages then only standard text messages that you send will come out of your monthly allowance.
21. You won't be charged for receiving text and picture messages, except for reverse charged messages and when roaming. Don't worry, you should only receive reverse charged messages if you have opted to do so.
22. Using Vodafone's Multimedia Messaging Service (MMS) you can send long text, picture and video messages to a maximum size of 300KB. If a message contains multiple media items you'll be charged for the most expensive item in the message, e.g. if you send a message containing a picture and video clip you'll be charged the video message price.

### **Try Me Bundles and Extras Packs**

23. Try Me bundles will be subject to change at Vodafone's discretion.
24. Any unused elements of Try Me Bundles and Extras Packs won't be carried over to the following month. Use them or lose them!
25. Only one Extras Pack may be included on a price plan. Once you have chosen an Extras Pack you can't cancel it for nine months, although you can switch to a larger Extras Pack at any time. Nine months after choosing your first Extras Pack you can move to any size of Extras Pack or cancel your Extras Pack at any time.

### **Text Packs**

26. Text Packs will be subject to change at Vodafone's discretion.
27. Any unused elements of Text Packs won't be carried over to the following month.
28. Only one Text Pack may be included on a price plan.
29. The Text Pack will include any free allocation of texts you receive as part of our price plan.

### **Video calls**

30. Charges for video calls start when the person you've called accepts the call,

even if the call subsequently fails. So a failed call may be subject to a minimum charge.

31. Video calls on the Vodafone network are subject to Vodafone's 3G network coverage. Further information on 3G network coverage can be found at [vodafone.co.uk/ukcoverage](http://vodafone.co.uk/ukcoverage) or at any Vodafone retail store. For information on international availability of 3G visit [vodafone.co.uk/goingabroad](http://vodafone.co.uk/goingabroad)
32. Any unused Video call minutes included within your bundles won't be carried over to the following month. So use them up!

### **Data Access (GPRS and 3G)**

33. For data access by GPRS or 3G, you need to be connected to a compatible price plan. Data will be charged at the published rates for your price plan in 1KB steps for use in the UK. We round up to the next 1/10 of 1 pence, and up to the next KB.
34. We reserve the right to charge all usage other than accessing Vodafone live! and the mobile internet at our published rates for GPRS and 3G data access. A 5p minimum charge will apply for each data session where use of other services has occurred. Other services would typically include, but are not limited to, Voice over IP services such as Skype, or Peer-to-Peer communication services like MSN messenger, or file sharing services. When using these non-browsing services, charging will be in 1KB steps, the data consumed won't count towards any daily or monthly data allowances on price plans. This does not apply to Vodafone Mobile Connect or Mobile Broadband customers.
35. If Vodafone Content Control prevents you from accessing any Vodafone live! or mobile internet page, or internet content, you'll still incur a mobile browsing charge at your normal price plan rate for any data used in the attempt to view the content.
36. With Vodafone Messenger you can send and receive instant messages up to 160 characters to and from Vodafone UK mobiles and selected internet messenger providers. Usage will be charged at the standard GPRS rate for your price plan. By completing your personal profile you can search for other users and they can also search for you. Any mobile which supports

GPRS or 3G data can send and receive messages. We cannot guarantee that messages will always be delivered.

37. Older handsets may be configured to make a phone call to Vodafone's WAP Gateway using the number 07836900808 to access Vodafone live! and the mobile internet. These calls are charged per minute and Vodafone's published prices for WAP apply.

### **Data Access - monthly bundles**

38. You can only have one data bundle included in your price plan at any time. Sorry, but you won't be able to rollover any unused monthly allowance to the next month. Once you've used up your monthly allowance, you'll be charged at the standard out of bundle rate for your price plan. If in Vodafone's reasonable opinion you are abusing the service in any way, we may ask you to moderate your behaviour or in extreme cases we may block your access to all data services. We're afraid monthly data access bundles aren't available on all price plans.

### **Data access - daily rate for browsing**

39. Daily rates are available on all Consumer price plans and Anytime Business plans. Daily rates apply from midnight to midnight. If your data session spans two calendar days, e.g. you start browsing at 11.58pm Thursday and end at 00.10am Friday, the charge for your session will typically fall into the first day's charging allowance (i.e. Thursday). However, this can't be guaranteed.

### **Vodafone live! and Vodafone Mobile Internet**

40. To access Vodafone live! and Vodafone Mobile Internet pages the following APN will need to be used: wap.vodafone.co.uk
41. 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.



42. Roaming charges apply to all data access from abroad. Additional information can be found at [vodafone.co.uk/goingabroad](http://vodafone.co.uk/goingabroad)
43. If you try to connect to Vodafone live! or the Vodafone Mobile Internet and have changed the browser settings to an APN other than [wap.vodafone.co.uk](http://wap.vodafone.co.uk) you'll be unable to access the service but will be charged at your normal price plan rate for any data used in the attempt.
44. If Vodafone Content Control prevents access to Vodafone live! pages or mobile internet page, or internet content, then you'll be charged at your normal price plan rate for any data used in the attempt.
45. Where any content service is included within your monthly line rental, Vodafone may modify, supplement or withdraw this service. But we'll tell you first.

## **Vodafone Stop The Clock**

46. Vodafone Stop The Clock is available on both 12 and 18 month term contracts on an Anytime price plan. This can either be included in your monthly line rental fee or charged at £5 per month depending on your price plan. Vodafone Stop The Clock applies to all standard calls (Vodafone mobiles, other UK mobiles or UK landlines with a geographic STD code) made within the UK (excluding Isle of Man and the Channel Islands) that commence during our evening and weekend periods. All other calls are excluded, e.g. calls to non-geographic numbers, such as 0845 numbers, premium rate numbers, video calls, data calls and Voicemail/Vodafone mail calls including Call Return.
47. A call that starts during our evening and weekend periods but then continues into daytime hours will be charged from the point the daytime period begins, at the standard charge for your price plan for such calls. The first 3 minutes of a call that qualifies for Vodafone Stop The Clock will be deducted from your bundle or charged at the standard rate under your price plan for such a call as appropriate and then the next 57 minutes of that call are free (so you can natter for ages). After this 57 minute period, if a call is still in progress the remainder of the call will be deducted from your bundle or charged at the standard rate under your price plan as appropriate.
48. If you start a call in a daytime period, which continues into an evening and

weekend period, then Vodafone Stop The Clock will apply to the part of the call in the evening and weekend period, so that after 3 minutes of the evening and weekend period have elapsed the next 57 minutes of that call are free before charging starts again, if the call is still in progress.

- 49.** If your call is cut off for any reason and you need to redial you'll be treated as starting a new call.
- 50.** Vodafone Stop The Clock may only be used for private non-commercial use and is not for resale, nor for non-voice services. All usage is subject to Vodafone's fair use policy. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you then 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 and/or to transfer you to the equivalent Anytime price plan without Vodafone Stop The Clock. If you have Vodafone Stop The Clock on your price plan then you cannot also have Vodafone Unlimited Landline Calls and/or Vodafone Free Weekend Calls.

## **Vodafone Free Weekend Calls**

- 51.** Vodafone Free Weekend Calls is only available on selected 18 month contracts on an Anytime price plan. Each Vodafone Free Weekend Call will have a maximum duration of 60 minutes. Keep an eye on the clock, because after this, if a call is still in progress, the remainder of the call will be deducted from your bundle or charged at the standard rate under your price plan as appropriate.
- 52.** Vodafone Free Weekend Calls applies to all standard calls (Vodafone mobiles, other UK mobiles or UK landlines with a geographic STD code) made within the UK (excluding Isle of Man and the Channel Islands) that commence between midnight Friday to midnight Sunday ("Weekend Periods"). All other calls are excluded, e.g. calls to non-geographic numbers, such as 0845 numbers, premium rate numbers, video calls, data calls and Voicemail/Vodafone mail calls including Call Return.
- 53.** A call that starts during our Weekend Periods but then continues into non-weekend hours will be charged from the point the non-weekend period begins, at the standard charge for your price plan for such calls. If you start a call in a non-weekend period, which continues into a Weekend Period,

then Vodafone Free Weekend Calls will apply to the part of the call in the Weekend Period.

- 54.** Vodafone Free Weekend Calls may only be used for private non-commercial use and is not for resale, nor for non-voice services. All usage is subject to Vodafone's fair use policy of 3000 minutes per month. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you don't, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate and/or to transfer you to the equivalent Anytime price plan without Vodafone Free Weekend Calls. If you have Vodafone Free Weekend Calls on your price plan then you cannot also have Vodafone Unlimited Landline Calls and/or Vodafone Stop The Clock.

## **Vodafone Unlimited Landline Calls**

- 55.** Vodafone Unlimited Landline Calls is only available on selected 18 month contracts on an Anytime price plan. Each Vodafone Unlimited Landline Call will have a maximum duration of 60 minutes. After this, if your call is still in progress the remainder of the call will be deducted from your bundle or charged at the standard rate under your price plan as appropriate.
- 56.** Vodafone Unlimited Landline Calls applies to all calls to a UK landline with a geographic STD code made within the UK (excluding Isle of Man and the Channel Islands). All other calls are excluded, e.g calls to non-geographic numbers, such as 0845 numbers, premium rate numbers, video calls, data calls and Voicemail/Vodafone mail calls, including Call Return.
- 57.** Vodafone Unlimited Landline Calls may only be used for private non-commercial use and is not for resale, nor for non-voice services. All usage is subject to Vodafone's fair use policy of 3000 minutes per month. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you don't, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate and/or to transfer you to the equivalent Anytime price plan without Vodafone Unlimited Landline Calls. If you have Vodafone Unlimited Landline Calls on your price plan then you cannot also have Vodafone Free Weekend Calls and/or Vodafone Stop The Clock. Still with us? Nearly there.

## **Vodafone Unlimited Texts**

- 58.** Vodafone Unlimited Texts are only available on selected 18 month contracts on an Anytime price plan.
- 59.** Any unused elements of Text Packs won't be carried over to the following month.
- 60.** Vodafone Unlimited Text Packs include any free allocation of texts you receive as part of your price plan. The packs only include standard person to person texts within the UK. Text messages to non-geographic numbers, premium rate numbers and all other numbers and sent whilst abroad aren't included and will be charged at your standard price plan rates. All usage is subject to Vodafone's fair use policy of 3000 texts per month. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you then 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 and/or to transfer you to the equivalent Anytime price plan without Vodafone Unlimited Texts.

## **Vodafone Passport**

- 61.** Loads of people can now keep in touch for less whilst abroad. Vodafone Passport is available to customers on: Perfect Fit price plans (available since 1st May 2005), 3G price plans and Businessime, Sharetime, Company Caller, Commercial Caller and Business Caller Perfect Fit for Business price plans.
- 62.** Don't miss out. In order to benefit you must register for Vodafone Passport. Once registered, you'll be charged for eligible calls at the same rate as your home price plan while abroad, subject to these terms and conditions.
- 63.** A 75p connection charge applies to all calls you make and receive in addition to your usual cost of a call, including calls using inclusive minutes.
- 64.** Vodafone Passport is available when you use your phone in any of the following countries (take a deep breath): Albania, Australia, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Republic of Ireland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malta, The Netherlands, New Zealand, Poland, Portugal,

Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland. The list of countries may be subject to change from time to time.

65. There's a minimum call charge of 1 minute on eligible calls you make. After 1 minute, calls are charged in 30-second increments.
66. For each call you receive that lasts more than 60 minutes, a 20p per minute charge applies from the 60th minute onwards. This is charged in per second increments.
67. Vodafone Passport applies to voice calls you make back to the UK or within the country you're visiting and excludes calls to other countries, premium rate numbers and all data transfers (including text messages).
68. Daytime, evening and weekend rates are charged according to the time in the country you are visiting. If you're in a country where there's more than one time zone, you'll be charged according to the time in the capital city.
69. Occasionally, we don't receive records for calls made from abroad for processing until several weeks after the call is made. Eligibility for inclusive minutes is determined when the call record is processed, not when the call is made.
70. Vodafone Stop The Clock, Vodafone Family and Vodafone Free Weekends does not apply to calls made while abroad. Oh well, you can't have everything.
71. If your domestic price plan includes cheaper or free (VPN rated) calls to mobiles or landlines within your business, these calls will be charged the connection fee plus usage of the inclusive minutes (if applicable). If you do not have inclusive minutes remaining these calls will be charged at the published Vodafone to Vodafone call rate for your price plan.
72. All charges include VAT, where applicable, unless otherwise stated. (Hoorah!)
73. Unfortunately, Vodafone can't guarantee access to, or coverage within, any foreign country.

## **International and roaming services**

74. International and roaming services are subject to status. Roaming charges may vary according to the foreign network and exchange rates may include minimum charges.

- 75.** If you send a text message while abroad, you're 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, you'll be charged 36p plus the roaming data charges.
- 76.** If you have a daily or monthly data allowance, or an Extras Pack, data used while you are abroad won't be deducted from your allowance.

## **Talking and texting abroad**

- 77.** These terms and conditions apply to any voice calls made or received outside of the UK and any texts sent from outside the UK (otherwise known as 'roaming').
- 78.** Eligible calls are any calls made or received outside of the UK (excluding premium rate and satellite calls, and calls made using Vodafone Passport).
- 79.** The eligible calls you make are charged in 30 second increments with a minimum call charge equivalent to one minute (with the exception of Zone 3 – North America). Eligible calls that you receive are charged per second, with a minimum call charge of 5p on pay monthly (with the exception of Zone 3 – North America). Eligible calls you make or receive in Zone 3 (North America) are charged in 60 second increments, with a minimum call charge equivalent to one minute.
- 80.** The list of countries in each Zone and the status of a network as a Vodafone Preferred Network may be subject to change from time to time.
- 81.** Eligible calls to Toll Free numbers within the visited country will be charged at the applicable Zone flat rate price for making a call in that country.
- 82.** The text messages you send are charged at the flat rate price per text message (see [vodafone.co.uk/goingabroad](http://vodafone.co.uk/goingabroad) for details), plus the text messaging charge set out in your price plan for messages sent within the UK.
- 83.** Charges for premium rate and satellite calls will vary according to the cost charged by the foreign network operator and exchange rate fluctuations and include minimum charges. A network-handling fee will be applied to these calls.
- 84.** Any inclusive minutes given to you as part of your price plan cannot be used for Vodafone World calls.

- 85.** All charges include VAT, where applicable unless otherwise stated.
- 86.** Vodafone cannot guarantee access to or coverage within any foreign country. If you are unable to receive access to a Vodafone Preferred Network, you may obtain access to another foreign network operator in that country. If so, you'll be charged accordingly.
- 87.** If you access data through the WAP APN when roaming you'll be charged in 10KB steps. When you send or receive an MMS or long text, data transfer charges apply and depend up on the size of message. Data charges and additional information can be found at [vodafone.co.uk/goingabroad](http://vodafone.co.uk/goingabroad)
- 88.** For information, and charges for video calling abroad, refer to [vodafone.co.uk/goingabroad](http://vodafone.co.uk/goingabroad)

**So that's it. Now you know everything.**

**We hope it all makes sense beautifully.**

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Registered No. 1471587

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