



A small business mobile plan with helpful extras

Getting your business
ready with important
information

The future is exciting.

Ready?



Thank you for joining Vodafone

When we designed Vodafone Business Premier, we had your business needs in mind – which is why we packed it with helpful extras to ensure that you can operate your business worry-free.

In this booklet, we'll walk you through the basics and introduce the key features of your new Business Premier mobile plan.

Your bill

You'll get the first bill for your new contract in a few weeks' time. The amount due could be a little higher than you'd expect, but rest assured it's just this once. In addition to your first full month's fee, we have to charge for any time that may have elapsed since the date of purchase. After that, every bill will charge the monthly fee you've agreed to pay and nothing more, as long as you don't exceed your monthly allowances. If you exceed the amount included in your plan, you'll be charged the prices detailed in the Enterprise Price Plan Guide in this pack.

When you have multiple connections on the same account which have been added at different times, then different roaming rates may apply. Please check individual rates here www.vodafone.co.uk/workingabroad

Better online experience

You'll see improvements in your experience online – including better visibility and control of your account when it suits you, without having to contact us.

Download the My Vodafone App

- Check your real time data usage
- Manage and add products and services
- View your bill and current charges
- Help and support via live chat service
- Check your upgrade eligibility or change your plan

Download the App and find out more at www.vodafone.co.uk/myvf/app

To use My Vodafone via desktop or your mobile simply go to www.vodafone.co.uk/myvodafone and either log in or register if it's your first time using it.

Useful Numbers

121	Set up your personal greeting, and listen to your voicemail messages
44555	Pay your bill by debit or credit card
56677	See how many UK minutes, texts and MB of data you've used
191	Speak to your Business Customer Services team free of charge
03333 040 191	Landline number for Business Customer Services



Introducing your mobile plan

Business Premier is packed with helpful business extras that give you everything you need in a mobile plan. Along with unlimited minutes/texts and data allowances from 4GB to 60GB, you'll get a Prime Contact – a named UK-based adviser who will own and fix your queries. An Email & Maps Pass – so you won't use data from your plan whilst checking emails or using maps on selected apps. Plus, on our 12, 25 and 60GB plans, you'll benefit from damage and breakdown insurance with 4-hour phone replacement.

Key Features

Unlimited minutes and texts

Stay connected to your business and your customers 24/7

Prime Contact

Get a personalised service with a UK-based, named contact who will own and fix your queries

Email and Maps Pass

Wherever you are in the UK, access your emails and use maps on selected apps without using your data allowance

Business Traveller

Take your plan with you to our Europe zones at no extra cost. If business takes you further around the globe, you can also take your plan to over 60 destinations in our World Zone for just £5 per connection per day.

Find out more at www.vodafone.co.uk/workingabroad

Flexible Upgrades

Once you've had your phone for six months, you can upgrade to the latest handsets, however you will have to pay an early upgrade charge. More information is provided here www.vodafone.co.uk/flexiupgrades

Damage and Breakdown Insurance with Vodafone Rapid

Damage and breakdown insurance to cover you for any mishaps

If disaster strikes your phone, get up and running again with a replacement within 4 hours*. Available on 12, 25 & 60GB plans

*A small number of locations and venues aren't eligible for 4-hour delivery. You can find more information, along with details of our daily cut off and opening times in our terms and conditions www.vodafone.co.uk/business/media/document/doc-business-service-terms-Vodafone-Rapid-from-1st-June-2016.pdf

Wi-Fi Calling

Take and make calls to stay on top of things even when there's no mobile signal

Business Support

Get the legal consultation and the support your business needs - online, over the phone or face to face. Available on 25 and 60GB plans

A choice of a Mobile Wi-Fi or PayPal Here Device

Mobile Wi-Fi** is a small device that uses a SIM card to give you internet access over a mobile network. You can connect up to 5 devices at once***

With the PayPal Here Device**, you can enjoy the freedom of being able to accept card and contactless payments wherever you are, without any monthly fees****. Available on 60GB plans

**One device per connection. PayPal Here Device has a 12 month warranty. For out of warranty support, please contact PayPal directly. Mobile Wi-Fi Device has a 24 month warranty

***SIM card not included

****PayPal per-transaction fees apply



Device Support App

Protect, optimise and back-up your device. The Device Support App brings you 100GB of cloud storage, bank-level encryption back-ups, live technical support, and regular health checks

Optional features

Upgrade and customize your Business Premier plan with a choice of extra features. For more information, call 191 from your Vodafone handset

Social Pass*****	Share all you can on Facebook, Twitter, Instagram, Pinterest or Snapchat without using your data allowance
Music Pass*****	Stream endless tunes via Spotify, Apple Music, TIDAL, Deezer, Amazon Music Unlimited, Amazon Prime Music, SoundCloud or Napster without using your data allowance
Video Pass*****	Catch edge-of-your-seat drama on the couch or the commute. Our Video Pass allows endless video streaming without using your data allowance, whether you're glued to Netflix, YouTube, Amazon Prime Video, DisneyLife, My5, TVPlayer, UKTV Play or Vevo
Chat Pass*****	Perfect for chatterboxes. Let the conversations flow on WhatsApp, Facebook Messenger, Viber Messenger and Call+ without using your data allowance
Combo Pass*****	If you really like to live life on the go then add all four of our Passes to your plan, with all the apps included
International saver 100 and 500	Get an allowance of 100 minutes or 500 minutes to call 100 destinations across the globe from the UK. See the full list of destinations at www.vodafone.co.uk/internationalsaver

*****Passes do not include app subscriptions. Apps included are subject to change. For details access www.vodafone.co.uk