

Enterprise Price Plan Guide

Vodafone RED Sharer



This Price Plan Guide applies to the Vodafone RED Sharer price plan and is incorporated into the Commercial Terms between Vodafone and Customer and together with the General Terms and Mobile Service Terms shall form the Agreement for the Vodafone RED Sharer price plan. All Charges exclude VAT.

Unlimited minutes and texts

Each voice Connection on a RED Sharer Voice price plan has unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages made or sent (as applicable) from and to the UK.

All other call and text types on the RED Sharer price plan shall be charged at the out of bundle rates set out in this Price Plan Guide.

Calls made through the return call service via voicemail are not included in the Customer's allowance.

Shared data

All Connections with a data allowance included in that Connection's price plan on the RED Sharer price plan will share their UK data allowances, plus any RED Sharer optional internet packs, in a 'data pool'. Connections on a 'Voice only' RED Sharer price plan (without an allocation of data) will not be able to use the data pool. If a Connection on a 'Voice only' RED Sharer price plan uses data then the out of bundle rates detailed in this Price Plan Guide shall apply per Connection. Connections on other price plans will not be able to share data. Connections on a RED Sharer price plan without a data allowance will be able to access the data pool. If Customer uses a data-only SIM Card meant for a mobile broadband device (like a tablet or dongle) to make voice calls and texts, the out of bundle charges in the tables below will apply.

Customer must have a 'Lead Connection' among its 'Member Connections' on the RED Sharer price plan. The Lead Connection and the Member Connections on the RED Sharer price plan are called the 'Group'.

The Lead Connection:

- will incur all Charges incurred by the Group;
- cannot have a content bar applied because out of bundle charges will be recorded as content purchases; and
- must be a 'smartphone'.

If the Lead Connection is disconnected: (a) the last voice-enabled Member Connection in the Group will be assigned 'Lead Connection' status; and (b) Vodafone shall text the Lead Connection notifying it of the disconnection.

Vodafone EuroTraveller can be used with RED Sharer. RED Sharer is not compatible with: (a) individual data allowances (but Customer may still be charged); and (b) Data Test Drive.

Customer may not have more than 20,000 Connections in its Group.

Vodafone RED Sharer billing does not support automatic cost centre allocations of Charges.

The operational functionality of RED Sharer is set out at the bottom of this Price Plan Guide under 'RED Sharer data functionality'.

| Optional internet pack | Monthly Charge |
|-----------------------------|----------------|
| 1GB of UK internet usage | £5.00 |
| 2GB of UK internet usage | £10.00 |
| 3GB of UK internet usage | £15.00 |
| 5GB of UK internet usage | £25.00 |
| 10GB of UK internet usage | £50.00 |
| 20GB of UK internet usage | £100.00 |
| 50GB of UK internet usage | £250.00 |
| 100GB of UK internet usage | £500.00 |
| 250GB of UK internet usage | £1250.00 |
| 500GB of UK internet usage | £2500.00 |
| 1000GB of UK internet usage | £5000.00 |

The charges below will apply once Customer exceeds its included allowance, or where Customer's allowance does not include any of the services listed above (out of bundle rates).

Voice calls, data and texts from the UK to the UK

| Standard UK call charges (1 minute minimum call charge) | Charge per minute |
|---|-------------------|
| Calls to any Vodafone UK mobile, standard UK landline (starting 01, 02 or 03) and UK voicemail access | 37.5p |
| Calls to other UK mobile networks | 37.5p |
| Video calling to any Vodafone UK mobile | 33.3p |
| Video calling to other UK mobile networks | 46.8p |
| Video calling to international mobile networks | 46.8p |

| Standard UK text charges | Charge per Text |
|--------------------------|-----------------|
| Standard UK text message | 15p |

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|---|---|
| Standard UK picture message | 33.3p |
| Standard UK video message | 51p |
| Non-geographic call charges (1 minute minimum call charge) | Cost per message |
| Non-geographic numbers starting 0800, 0808, 0845, 0870 or 0500 | 17p |
| Non-geographic numbers starting 0871, 0872, 0843 or 0844 | 33.3p |
| Charity numbers | Free – more details |
| Radio-paging services (starting 076) | 42.5p a call |
| Personal numbering services (starting 070) | 55.34p |
| Call forwarding services (e.g. 07744, 07755) | 29.7p |
| Premium rate charges | Charges |
| Premium rate services (starting 09) | Between 62.5p and £1.88. Please see the 09 and 118 number checker here . A one-minute minimum call charge applies to calls charged by the minute. |
| Voice short codes. These are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider will let Customer know the cost of the call. | Free to £2.00 per minute (one-minute call charge) |
| Directory enquiries call charges (1 minute minimum call charge) | Charge per Minute |
| Calls to Vodafone's preferred directory enquiry number (118 881) | 85p |
| Calls to directory enquiries numbers (118) | 71p per minute Between 72p and £4.17 per minute. See the 09 and 118 checker here for details. |
| UK internet usage within the UK | Charge per megabyte |
| UK internet usage once a Connection has exceeded its included data allowance | £5.42 per 250MB |
| UK internet use on price plans where Customer has no data allowance | £5.42 per 250MB per Connection |

International calls, texts and video calls from the UK

| | |
|---|--------------------------|
| International calls (one minute minimum call charge) | Charge per Minute |
| Calls to the Vodafone Europe Zone | 83p |
| Calls to USA and Canada | £1.25 |
| Calls to Asia Pacific countries | £1.25 |
| Calls to any other worldwide destination | £1.25 |
| Text messages (per message) | Charge per Text |
| Text message to any destination outside the UK (up to 160 characters) | 29.17p |
| Video calls (one minute minimum call charge) | Charge per Minute |
| Video calls to any destination outside the UK | 46.8p |

Calls to the Channel Islands and Isle of Man from the UK

| | |
|---|--------------------------|
| Standard calls (one minute minimum call charge) | Charge per Minute |
| Calls to any Channel Islands and Isle of Man mobile and landline (starting 01481, 01534, 01624) | 30p |
| Text messages (per message) | Charge per Text |
| Texts to Channel Islands or Isle of Man numbers starting 01481, 01534, 01624 | 15p |

Calls, texts and data outside the UK

Vodafone divided the world into zones which carry different charges. As zones, countries and charges change from time to time, please check Vodafone's website before travelling at vodafone.co.uk/workingabroad.

| Zones | Making calls | Receiving calls | Sending texts | Sending picture messages | Using the internet |
|---------------|----------------|-----------------|--|---------------------------|---|
| Europe Zone 1 | 15.69p per min | 4.12p per min | 4.9p per text | 16.5p per picture message | 16.51p per MB |
| Europe Zone 2 | 24.5p per min | 7.1p per min | 8.1p per text | 37p per picture message | 45.9p per MB |
| Asia Pacific | 80p per min | 75p per min | 35p per text plus the UK text message rate | 37p per picture message | £3 per MB for the first 5 Mb, then £15 per 5MB thereafter |

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|----------------------|---------------|---------------|--|-------------------------|---|
| USA & Canada | £1.35 per min | £1 per min | 35p per text plus the UK text message rate | 37p per picture message | £3 per MB for the first 5 Mb, then £15 per 5MB thereafter |
| Rest of World Zone 1 | £1.65 per min | £1.30 per min | 35p per text plus the UK text message rate | 37p per picture message | £3 per MB for the first 5 Mb, then £15 per 5MB thereafter |
| Rest of World Zone 2 | £2.00 per min | £1.50 per min | 50p a text plus the UK text message rate | 37p per picture message | £6 per MB for the first 5 Mb, then £30 per 5MB thereafter |

In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer for the calls Customer makes in 1 second increments with a 30 second minimum call charge. All calls Customer receives are charged per second.

In USA & Canada Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call charge.

In Asia Pacific, Rest of World Zone 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes in 1 minute increments with a 1 minute minimum call charge. For receiving calls, Vodafone will charge Customer in increments (depending on Customer's price plan) with a minimum call charge.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply. If Vodafone is charged an admin fee from a foreign network operator for Customer to receive a text, Vodafone will pass this charge to Customer.

Customer may use roaming services from other providers, but Customer acknowledges that any such use is outside this Agreement and shall not contribute to any Target Spend (where applicable).

List of Countries by Zone:

Europe Zone 1 : Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (inc. Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal (inc. Madeira), Republic of Ireland, Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden

Europe Zone 2 : Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey

USA & Canada

Asia Pacific : Australia, New Zealand, Singapore, South Africa, Taiwan, Thailand.

Rest of World Zone 1 : All other countries

Rest of World Zone 2 : Andorra, Greenland, Lebanon, Libya, Uzbekistan

| Message Description | Lead Connection | Deputy Connection | Group Connection |
|--|-----------------|-------------------|------------------|
| Data pool usage text - Sent to Customer at 80% and 100% of its data pool usage. Deputy Membership is optional. | ✓ | ✓ | - |
| Out of Bundle Step text - Sent to Customer at 80% and 100% of its out of bundle usage in the pool. Out of bundle charges are calculated in steps of 250Mb. | ✓ | ✓ | - |
| Member's Threshold Limit text - Sent when data usage has reached 80% and 100% of a member's data threshold limit. The member data threshold limit must be applied for this feature to operate which can be set during initial set up of Customer's account or by calling customer services on 191. | - | - | ✓ |
| Pool usage query - Text 'INTERNETBALANCE' to 40506. | ✓ | ✓ | - |
| Pool update text - When optional internet packs or member Connections are added. | ✓ | ✓ | - |
| Lead administrator change text - The Lead Connection can be changed by calling customer services on 191. A message is sent to the old Lead Connection and current Deputy Connection of any change. | ✓ | ✓ | - |
| Threshold notification and bar text - When data usage has reached 100% of the Member Connection's data threshold limit, a text notification is sent to the Lead Connection. The Lead Connection can respond to this message by texting 'BAR INTERNET' to 40506 to bar data usage to that Member Connection for the rest of the billing month only. The member threshold limit must be applied for this feature to operate which can be applied during initial set up of Customer's account or by calling 191. | ✓ | - | - |
| Member UNBAR text - The Lead Connection can text "UNBAR INTERNET" to 40506 to allow the Member Connection to use data if a bar was applied. A text is also sent to the Member Connection (where enabled) to advise of the removal. | ✓ | - | - |
| Additional Data text - When the data usage has reached 80% of the initial monthly allowance Vodafone will send the Lead Connection a text asking if Customer wants to add more data into the data pool. The Lead Connection can respond to this message by texting 'ACCEPT' to 40506. Vodafone will only send one 'Additional Data message' each month. | ✓ | - | - |
| STOP Messages - If Customer opts out of the 'Data pool usage text', 'Additional data text', or the 'Out of bundle step text' by texting STOP to 40506, this will opt Customer out of all of these texts and any texts about roaming usage. | ✓ | ✓ | - |



RED Sharer data functionality

The detailed functionality of RED Sharer is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.

Billing Rules

The following billing rules apply to the RED Sharer price plan:

National usage

National calls are charged per second, rounded up to the nearest whole second and then rounded to next tenth of a penny. A one minute minimum call Charge applies.

International usage

International calls to International Bands 1R to 2a are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands 4 to 13 are measured in 60-second increments. Call Charges are rounded up to the next tenth of a penny and have a 4.2 pence minimum call Charge.

General

Any data allowance or usage increment relates to use of all or part of the specified amount. Charges are correct at time of print. Unless Customer is on a '4G Ready' or '4G' plan, upload data speed will be limited to 8Mbps and download data speed will be limited to 10Mbps. 4G price plans are not currently compatible with private APNs.