

Enterprise price plan guide



Vodafone 4G RED and 4G RED Business plans for business

This Price Plan Guide applies to the Vodafone 4G RED and 4G RED Business price plans 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 4G RED Business price plan or the Vodafone 4G RED price plan. This Price Plan Guide applies to business customers only. All Charges exclude VAT.

Unlimited minutes and texts

Each Connection on a 4G RED or 4G RED Business voice price plan has unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages made and sent (as applicable) from and to the UK.

All other call and text types are charged at the rates set out in this Price Plan Guide.

The 'data share' Connection is not a voice Connection and will not have unlimited calls and texts.

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

Data

Data allowances apply to data usage within the UK.

Up to 4 Connections on a 4G RED Business price plan on the same Customer account can share their UK data allowances (where applicable), plus any 4G RED Business optional internet packs, in a 'data pool'. Any 'data share' Connection provided with a Connection on a 4G RED Business price plan can also use the 'data pool'. Connections on other price plans or on other accounts will not be able to share data.

Where Customer has multiple Connections on the 4G Red Business price plan in its account, Customer must have a 'Lead Connection' among its 'Member Connections'. The Lead Connection and the Member Connections on the 4G RED Business price plan are called the 'Group'.

The 'data share' Connection provided with selected 4G RED Business price plans, is a data-only SIM Card which should be used in mobile broadband devices like dongles and tablets. If Customer disconnects, terminates, migrates or upgrades the primary 4G RED Business price plan Connection (which the 'data share' Connection is attached to), then out of bundle charges shall apply to any usage on the 'data share' Connection as set out below or the 'data share' Connection may be terminated if Customer leaves Vodafone.

The 'data share' Connection is Customer's responsibility. If the 'data share' SIM Card is lost or stolen, please notify Vodafone customer services immediately. If Customer does not want the 'data share' Connection, Customer shall contact Vodafone who will remove it from Customer's account.

If Customer uses a data-only SIM Card (including the 'data share' SIM Card) meant for a mobile broadband device (like a tablet or dongle) to make voice calls or send texts, the out of bundle charges in the tables below will apply.

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 4G RED Business. 4G RED Business 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 4 primary Connections (excluding 'data share' SIM cards) in its Group.

Vodafone 4G RED Business billing does not support automatic cost centre allocations of Charges.

The data sharing functionality of the 4G RED Business plan is set out at the bottom of this Price Plan Guide under '4G RED Business Data Functionality'.

Optional internet pack	
500 MB of UK internet usage	£2.50
1GB of UK internet usage	£5.00
2GB of UK internet usage	£8.33
3GB of UK internet usage	£15.00
5GB of UK internet usage	£25.00

Other services

For 4G RED and 4G RED Business price plans which include content, please see the Vodafone Entertainment Terms and Conditions under 'Entertain Packs' at www.vodafone.co.uk/terms.

The charges below will apply once Customer exceeds any of its included monthly minutes, texts or data (as applicable) or where Customer's included allowance doesn't include any of the services listed above.

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Out of Bundle Charges up to 9 August 2015:

Voice calls, internet and messaging within 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 message
Standard UK text message	15p
Standard UK picture message	33.3p
Standard UK video message	51p
Non-geographic call charges (1 minute minimum call charge)	Charge per minute
Non-geographic numbers starting 0800, 0808, 0845, 0870 or 0500	17p <i>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.</i>
Non-geographic numbers starting 0871, 0872, 0843 or 0844	33.3p <i>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.</i>
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 per minute. Please see the 09 and 118 number checker here . A one-minute minimum call charge applies to calls charged by the minute. <i>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.</i>
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 (1 minute minimum call charge) <i>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.</i>
Directory enquiries call charges (1 minute minimum call charge)	Charge per Minute
Calls to Vodafone's preferred directory enquiry number (118 881)	71p per minute <i>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.</i>
Calls to directory enquiries numbers (118)	Between 72p and £4.17 per minute. See the 09 and 118 checker here for details. <i>Please refer to the Calling Service Numbers from 1 July 2015 section for more information as to how the charging for these numbers is changing.</i>
UK internet usage in the UK	Cost per megabyte
UK internet use on plans without internet included	£1.25 per 100MB per day (midnight to 11.59pm).
Additional UK internet use on plans with internet included	£5.42 per 250MB

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International calls, texts and video calls from the UK

International calls (1 minute minimum call charge)	Charge per Minute
Calls to the 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	29.17p
Video calls (1 minute minimum call charge)	Charge per Minute
Calls to any destination outside of the UK	46.8p

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

Making a call to the Channel Islands or the Island of Man will not be included in Customer's monthly price plan.

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

*** Please note that from the 1 July 2015 the Europe Zone 1 rates will be as follows:**

Zones	Making calls	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone 1	13.8p per min	3.6p per min	4.3p per text	14.5p per picture message	14.5p per MB

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In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer for 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

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

USA & Canada

Rest of the World 1 : All Other Countries

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

4G RED Business data functionality

Message Description (all sent to or by the Lead Connection)

Data pool usage text - Sent at 80% and 100% of the data pool usage.

Out of Bundle Step text - Sent at 80% and 100% of the out of bundle usage. Out of Bundle charges are calculated in steps of 250Mb.

Pool usage query - Text 'INTERNETBALANCE' to 40506.

Pool update text – Sent when additional data or members are added. This is refreshed for the next working day.

Lead administrator change text - Change the Lead Connection by calling customer services on 191. A confirmation text is sent to the old Lead Connection.

Additional data text - When data usage has reached 80% of the data pool allowance Vodafone will send a text offering to add more data into the pool. To add more data, text 'ACCEPT' to 40506. Vodafone will 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.

The detailed functionality of the 4G RED Business price plan is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.

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.

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Vodafone 4G RED and 4G RED Business plans for business



Calling Service Numbers from 1 July 2015

Changes for customers on 4G RED and 4G RED Business Plans

Telephone numbers starting 08, 09 and 118 are called service numbers, and are also commonly known as non-geographic numbers. These numbers are often provided by organisations such as banks, travel agencies or Government departments, for their end customers or users to call them on.

From 1 July 2015, the regulator Ofcom is changing the way these numbers are charged. These changes are designed to make the cost of calls clearer, and are being communicated through a campaign called UK Calling. More information is available at www.ukcalling.info

Changes to numbers beginning 0800 and 0808 (Freephone)

Freephone numbers starting 0800 or 0808, which are generally already free from landlines, will be free to call from mobile phones from 1 July 2015. After that date, it'll be free to call any number starting 0800 or 0808 from your Vodafone phone.

Changes to numbers beginning 084, 087, 09 and 118

Numbers beginning 084 and 087 are general service numbers for contacting organisations.

Those beginning 09 are 'premium rate' service numbers; while those beginning 118 are directory enquiry numbers.

From 1 July 2015, the cost of calling these numbers will be split into two parts:

- **The access charge**
This is the cost of connecting your call to our network. Each Vodafone Price Plan will now include an Access charge (pence per minute), which will appear on your monthly bill.
- **The service charge**
This is the rest of the call charge. The organisation you are calling decides the service charge, and must communicate it. For example, if the service charge was 20p a minute, the organisation you are calling might say: "Calls cost 20p per minute, plus your phone company's Access charge".

The total call cost will then be the sum of your Access charge plus the destination organisation's Service charge.

Pricing for 4G RED and 4G RED Business plans Customers

For calls by 4G RED and 4G RED Business plans customers to **0800 and 0808 (Freephone)** the cost of these calls will be **Free**.

For calls by 4G RED and 4G RED Business plans customers to service numbers beginning **084, 087, 09 or 118**, an Access charge will apply. The Access charge will be **19.17p (ex VAT)**.

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Vodafone 4G RED and 4G RED Business plans for business

Out of Bundle Charges Effective 10 August 2015:

Voice calls, internet and messaging within 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	37.5p
Video calling to other UK mobile networks	37.5p
Video calling to international mobile networks	46.8p
Standard UK text charges	Charge per message
Standard UK text message	15p
Standard UK picture message	37.5p
Standard UK video message	37.5p
Non-geographic call charges (1 minute minimum call charge)	Charge per minute
Non-geographic numbers starting 0800, 0808, 0845, 0870	Please refer to the Calling Service Numbers from 10 August 2015 section for more information as to how the charging for these numbers is changing.
Non-geographic numbers starting 0871, 0872, 0843 or 0844	Please refer to the Calling Service Numbers from 10 August 2015 section for more information as to how the charging for these numbers is changing.
Non-geographic numbers starting 0500	37.5p
Charity numbers	Free – more details
Radio-paging services (starting 076)	37.5p a call
Personal numbering services (starting 070)	37.5p
Call forwarding services (e.g. 07744, 07755)	37.5p
Premium rate charges	Charges
Premium rate services (starting 09)	Please refer to the Calling Service Numbers from 10 August 2015 section for more information as to how the charging for these numbers is changing.
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.	Please refer to the Calling Service Numbers from 10 August 2015 section for more information as to how the charging for these numbers is changing.
Directory enquiries call charges (1 minute minimum call charge)	Charge per Minute
Calls to Vodafone's preferred directory enquiry number (118 881)	Please refer to the Calling Service Numbers from 10 August 2015 section for more information as to how the charging for these numbers is changing.
Calls to directory enquiries numbers (118)	Please refer to the Calling Service Numbers from 10 August 2015 section for more information as to how the charging for these numbers is changing.
UK internet usage in the UK	Cost per megabyte
UK internet use on plans without internet included	£1.25 per 100MB per day (midnight to 11.59pm).
Additional UK internet use on plans with internet included	£5.42 per 250MB

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International calls, texts and video calls from the UK

International calls (1 minute minimum call charge)	Charge per Minute
Calls to the 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	29.17p
Video calls (1 minute minimum call charge)	Charge per Minute
Calls to any destination outside of the UK	46.8p

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

Making a call to the Channel Islands or the Island of Man will not be included in Customer's monthly price plan.

Standard calls (one minute minimum call charge)	Charge per Minute
Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	37.5p
Text messages (per message)	Charge per Text
Texts to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	15p

Calls, texts and data outside the UK

Vodafone divides 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	13.8p per min	3.6p per min	4.3p per text	14.5p per picture message	14.5p per MB
Europe Zone 2	24.5p per min	7.1p per min	8.1p per text	45p per picture message	45.9p per MB
Asia Pacific	80p per min	75p per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5 Mb, then £15 per 5MB thereafter
USA & Canada	£1.35 per min	£1 per min	35p per text plus the UK text message rate	45p 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	45p 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	45p 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 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.

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List of Countries by Zone:

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

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

USA & Canada

Rest of the World 1 : All Other Countries

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

4G RED Business data functionality

Message Description (all sent to or by the Lead Connection)

Data pool usage text - Sent at 80% and 100% of the data pool usage.

Out of Bundle Step text - Sent at 80% and 100% of the out of bundle usage. Out of Bundle charges are calculated in steps of 250Mb.

Pool usage query - Text 'INTERNETBALANCE' to 40506.

Pool update text - Sent when additional data or members are added. This is refreshed for the next working day.

Lead administrator change text - Change the Lead Connection by calling customer services on 191. A confirmation text is sent to the old Lead Connection.

Additional data text - When data usage has reached 80% of the data pool allowance Vodafone will send a text offering to add more data into the pool. To add more data, text 'ACCEPT' to 40506. Vodafone will 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.

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Calling Service Numbers from 10 August 2015

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- **The access charge**
This is the cost of connecting your call to our network. Each Vodafone Price Plan will now include an Access charge (pence per minute), which will appear on your monthly bill.
- **The service charge**
This is the rest of the call charge. The organisation you are calling decides the service charge, and must communicate it. For example, if the service charge was 20p a minute, the organisation you are calling might say: "Calls cost 20p per minute, plus your phone company's Access charge".

The total call cost will then be the sum of your Access charge plus the destination organisation's Service charge.

Pricing for 4G RED and 4G RED Business plans Customers

For calls by 4G RED and 4G RED Business plans customers to **0800 and 0808 (Freephone)** the cost of these calls will be **Free**.

For calls by 4G RED and 4G RED Business plans customers to service numbers beginning **084, 087, 09 or 118**, an Access charge will apply. The Access charge will be **37.5p (ex VAT)**.