

Enterprise price plan guide

Vodafone Business Essentials



This Price Plan Guide applies to the Vodafone Business Essentials 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 Business Essentials price plan. All Charges exclude VAT.

Included minutes, texts and internet

Inclusive UK Minutes	Standard UK Texts	UK data/internet	One Net Express	Monthly Charge
500 minutes	250	500MB	Not included	£30
900 minutes	250	750MB	Not included	£40
1200 minutes	250	750MB	Not included	£45
2000 minutes	250	1GB	Not included	£65
3000 minutes	Unlimited	1GB	Not included	£75
4000 minutes	Unlimited	1GB	Not included	£85

UK minutes include calls to standard UK landlines (starting 01, 02, 03) and UK mobiles from the UK.

The Charges below will apply once Customer exceeds any of its included monthly minutes, texts or internet, as applicable, or where Customer's included allowance does not include any of the services listed above.

Out of Bundle Charges up to 9 August 2015:

Voice calls, internet and messaging within the UK from UK mobiles

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) within the UK		37.5p
Calls to other UK mobile networks within the UK		37.5p
Video calling to any Vodafone UK mobile within the UK		33.3p
Video calling to other UK mobile networks within the UK		46.8p
Video calling to international mobile networks within the UK		46.8p
Standard UK text charges		Charge per text
Standard UK text message		15p
Standard UK picture message		33.3p
Standard UK video message		51p
Non-geographic call charges (one minute minimum call charge)		Charge per Minute
0800, 0808 and 0500		17p 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.
Non-geographic numbers starting 0871, 0872, 0843 or 0844		33.3p 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.
Charity numbers starting 0800 or 0808		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		Charge
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. 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.
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) 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.

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Directory enquiries call charges (one minute minimum call charge)		Charge per Minute
Calls to Vodafone's preferred directory enquiry number (118 881)		71p
		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.
Calls to directory enquiries numbers (118)		Between 72p and £4.17 per minute. Please see the 09 and 118 number checker here . A one-minute minimum call charge applies to calls charged by the minute.
		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.
UK internet usage		Charge per MB
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 of extra UK internet Customer use.

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		17p
Calls to USA and Canada		17p
Calls to any other worldwide destination		65p
Text messages (per message)		Charge per Text
Worldwide (up to 160 characters) per text		29.17p
Video calls (1 minute minimum call charge)		Charge per Minute
Worldwide		46.8p

Channel Islands and Isle of Man charges

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 has 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.

	Making calls in Europe and Back to the UK	Making Calls From Europe to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone 1	15.69p* per min	79p	4.12p* per min	4.9p* per text	16.5p* per picture message	16.51p* per MB
	Making calls in Europe and Back to the UK	Making Calls From Europe to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone 2	20.42p per min	79p	5.95p per min	6.8p per text	37p per picture message	38.29p per MB
	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
USA & Canada	£1.00 per min	£1.79 per min	75p per min	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter

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Rest of World 1	£1.40 per min	£1.79 per min	£1.00 per min	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World 2	£2.00 per min	£2.00 per min	£1.50 per min	50p per 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:**

	Making calls in Europe and Back to the UK	Making Calls From Europe to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
Our Europe Zone 1	13.82p per min	79p	3.63p per min	4.3p per text	14.5p per picture message	14.55p per MB

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 Rest of World Zone 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

Rest of World Zone 1 : All other countries

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

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.



Calling Service Numbers from 1 July 2015

Changes for customers on Vodafone Business Essentials 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 Vodafone Business Essentials plans Customers

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

For calls by Vodafone Business Essentials 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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Out of Bundle Charges Effective 10 August 2015:

Voice calls, internet and messaging within the UK from UK mobiles

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) within the UK		37.5p
Calls to other UK mobile networks within the UK		37.5p
Video calling to any Vodafone UK mobile within the UK		37.5p
Video calling to other UK mobile networks within the UK		37.5p
Video calling to international mobile networks within the UK		46.8p
Standard UK text charges		Charge per text
Standard UK text message		15p
Standard UK picture message		37.5p
Standard UK video message		37.5p
Non-geographic call charges (one 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 starting 0800 or 0808		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		Charge
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 (one 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		Charge per MB
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 of extra UK internet Customer use.

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		17p
Calls to USA and Canada		17p
Calls to any other worldwide destination		65p
Text messages (per message)		Charge per Text
Worldwide (up to 160 characters) per text		29.17p

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Video calls (1 minute minimum call charge)	Charge per Minute
Worldwide	46.8p

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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

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USA & Canada	£1.00 per min	£1.79 per min	75p per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World 1	£1.40 per min	£1.79 per min	£1.00 per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
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Europe Zone 2 : Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey

USA & Canada

Rest of World Zone 1 : All other countries

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

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