

Enterprise price plan guide

Vodafone EuroTraveller



This Price Plan Guide applies to the Vodafone EuroTraveller 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 EuroTraveller price plan.

Service Details

Vodafone EuroTraveller is available to business customers on certain standard price plans only. In particular, it cannot be used with non-standard business price plans (including public sector plans) or One Net Business plans.

Opting In

Customer may opt into EuroTraveller at account level only.

EuroTraveller may take up to 24-hours to be applied to or removed from Customer's account.

Using EuroTraveller

Voice-enabled Connections

Once opted in Customer's voice-enabled Connections will be able to use the Customer's applicable UK price plan (minutes, texts and data) in the Europe Zone. A daily Charge of £3.00 (including VAT where applicable - i.e. £2.50 (ex VAT) within the EU VAT territories) will be applied automatically to Customer's bill each day a Connection uses its phone within the Europe Zone (both for calls to numbers within that Zone and outside).

The Charge applies per Connection.

Whilst in the Europe Zone each voice-enabled Connection can use Customer's applicable UK price plan to call and text standard mobiles and standard landlines (excluding premium rate, non-geographic numbers and revenue share numbers) within the UK. Calls to countries outside of the UK and Europe Zone will be charged at our standard international rates.

Customer can use international add-ons with EuroTraveller while making calls or sending texts to a country outside the Europe Zone. Customer shall also be able to use its standard Email plans whilst in the Europe Zone.

Data-only Connections

Once opted in Customer's mobile broadband Connections will be able to use the Customer's applicable UK price plan (data only) in the Europe Zone. A daily Charge of £3.00 (including VAT where applicable - i.e. £2.50 (ex VAT) within the EU VAT territories) will be applied automatically to Customer's bill each day a Connection uses its device within the Europe Zone.

The Charge applies per Connection.

Whilst in the Europe Zone each mobile broadband Connection can use Customer's applicable UK price plan for data.

Please note that EuroTraveller on mobile broadband Connections is subject to a limit of 500MB per day per Connection. Vodafone reserves the right to suspend or disconnect any individual Connection in the event that this limit is exceeded. Vodafone will notify Customer before any such suspension or disconnection takes place. Where relevant the Connection will revert to Vodafone's standard roaming rates whilst abroad.

General

When Customer is travelling within the Europe Zone Customer's allowance shall renew as usual each month. Whichever Europe Zone country a Connection is in, Vodafone will count a day as 00:00 to 23:59 local time. If a Connection travels to another country in the Europe Zone on the same day, the daily charge shall apply once for the day on which that Connection uses its device, provided that the Connection does not cross into another charging day based on local time. Please note that EuroTraveller for voice-enabled Connections and mobile broadband Connections are treated separately. If Customer has both EuroTraveller for voice-enabled Connections and mobile broadband Connections, then the daily charge will be per device, and opting in or out of EuroTraveller will require separate actions at account level.

Please be aware

Customer accepts that by opting in to EuroTraveller it will be opting out of the European 50 euro monthly mobile data spend cap. If Customer chooses to subsequently opt out of EuroTraveller, Customer will automatically be opted back in to the monthly mobile data spend cap.

Please note that any free 3,000 UK One Net minutes or any additional free 3,000 landline minutes (if Customer is taking One Net Express) are not included. Nor are any calls made through a virtual private network (VPN).

If Customer exceeds the applicable UK price plan allowance Customer will be charged at its contracted standard UK price plan rates for making calls, sending texts and (in the case of both voice-enabled Connections and mobile broadband Connections) using data as if the Connection(s) were in the UK.

Customer acknowledges that opting into EuroTraveller will automatically opt Customer out of any other European roaming offers or roaming bundles including Vodafone Data Traveller. Customer will not be able to opt back into Vodafone Data Traveller at a later date. If Customer opts out of Vodafone EuroTraveller later Customer will be charged its standard roaming rates.

For details on how to opt in and to find out which countries are included in the Europe Zone see vodafone.co.uk/workingabroad. Remember to check these countries before the Connections travel as they may change from time to time.