

Enterprise price plan guide



Vodafone One Net Business, One Net Mobile and One Net Office

This Price Plan Guide applies to the Vodafone One Net Business, One Net Mobile and One Net Office price plans and is incorporated into the Agreement between Vodafone and Customer. This Price Plan Guide applies to business customers only. All Charges exclude VAT. 4G network as standard (available when in a 4G area) for Mobile and Complete Customer Connection Types.

There are three main One Net solutions: **(1) One Net Business**, **(2) One Net Mobile** and **(3) One Net Office**. One Net Business combines both mobile and fixed office services whilst One Net Mobile and One Net Office provide just the mobile or fixed elements, respectively.

Summary Prices - All prices in the table are per Connection per-month unless otherwise stated.

Plan Feature / Connection Type	Office			Mobile					Complete				
	Fixed with IP Phone Connection			Mobile Connection					Mobile & Fixed IP Phone Connections				
	PPM	Value	Extra	PPM	Value	Extra	Traveller Value	Traveller Extra	PPM	Value	Extra	Traveller Value	Traveller Extra
Price – 3 year term	£10.48	£20.97	£25.66	£17.38	£30.07	£35.71	£37.09	£42.77	£26.34	£42.92	£48.39	£49.73	£55.21
Price – 2 years term	£11.54	£22.28	£26.93	£20.19	£32.89	£38.53	£39.93	£45.57	£30.88	£46.96	£52.64	£53.76	£59.45
Mobile, Landline, Freephone	PPM	unlimited	unlimited	PPM	unlimited				unlimited				
Texts	N/A	N/A	N/A	PPT	unlimited				unlimited				
Data	N/A	N/A	N/A	User data bundles	User & shared data bundles				User & shared data bundles				
Inclusive Business Traveller	No	No	No	No	No	No	Yes	Yes	No	No	No	Yes	Yes
300 Non Geographic minutes to 084 and 087	£2.18	£2.18	£0	£2.18	£2.18	£0	£2.18	£0	£2.18	£2.18	£0	£2.18	£0
Inclusive International minutes (EU, USA/Canada)	N/A	N/A	100 mins	N/A	N/A	100 mins	200 mins	300 mins	N/A	N/A	100 mins	200 mins	300 mins
miniClient	£2.38	£2.38	£2.38	N/A					N/A	£2.38	£2.38	£2.38	£2.38
Operator Console	N/A	£5.96	£5.96	N/A	N/A	N/A	N/A	N/A	N/A	£5.96	£5.96	£5.96	£5.96
Internal Calls & Voicemail	included												



Connectivity - Access Deployment Methods – WAN/LAN

Wide Area Network (WAN)/Broadband

- For new customers and new sites for existing customer, One Net Business is available over the public internet, or over your own WAN.
- This means that we run the One Net Service over your existing internet connection and broadband router.
- This removes the need to pay for multiple access lines, simplifies your billing, helps you easily manage a complex IT infrastructure.
- This is also referred to as Bring Your Own WAN (BYOW). More details can be read about BYOW [here](#).

In order to deploy One Net over your current internet connection, you will need to ensure you meet a small number of pre-requisites including:

- Sufficient bandwidth and latency – please run [this Bandwidth Diagnostic test](#) to help us conduct a remote survey to confirm that your connection is able to support One Net, sharing the result with your sales contact.
- Admin rights access to your router, to whitelist and change required settings

The full Bring Your Own WAN Pre-Requisites are available to review [here](#).

Local Area Network (LAN)

- With a standard BYOW installation, we will provide you with compatible power supplies for your deskphones.
- You may want to provide your own LAN switch to connect multiple deskphones to across your premises, reducing the required port volume on your router.
- Any PoE switch compatible with your router will suffice and will need to be set-up and maintained by yourself.

There are 3 sections to this price list

1. Prices relating to Fixed IP users
2. Prices for Mobile services
3. Site charges for existing customers



Section one - One Net Office for fixed IP connections

One Net Office IP Phones

- As part of the One Net Business and Office solution, we have partnered with Cisco one of the world's leading IP Phone suppliers, to give customers the best experience. For both Fixed and Complete users the service includes a Cisco 7741 IP handset.
- For a one-off fee of £ 75 this can be upgraded to a Cisco 8851.
- Note it is not possible to add an IP device during the contract period, if an IP phone is required this must be ordered at the start of the contract

Extra	Price (PUPM unless stated)	PPM plans	Inclusive plans
Analogue/conf./FAX	£6.40	Yes	No

One Net miniClient

A Fixed or Complete Connection that wants One Net Collaboration will need miniClient to be able to integrate with Skype for Business. miniClient is a £2.38 per connection per-month add-on on top of a Connection's One Net tariff. This enables users to:

- Start external phone calls from the client
- Search for contacts within Skype and click to call the contact
- Search for contacts in the client and then call from the client
- Calls made from Skype will be routed via the One Net Service

One Net Operator Console

Vodafone Operator Console is a Microsoft Windows application that lets customers handle incoming and outgoing calls from their PC. Operator Console is suitable for small to medium sized businesses with a front desk or receptionist. It is simple and Connection-friendly. It enables users to:

- Receive and answer calls while displaying relevant details such as callers name, callers number, name of the queue and call priority
- Transfer calls to colleagues either directly or speaking to them first
- Find contacts, there are several ways of searching & viewing contacts

Operator Console is a £5.96 per Connection per-month add-on to one of the Office (Fixed Connection) tariffs except for PPM tariffs.

Operator Console price includes a single license for the software. It runs in parallel with the One Net contract. A Connection can login from more than one PC, but cannot be logged on to multiple PCs at any one time.

One Net Small contact centre

The following licences are available as add-ons to existing One Net users (there is a minimum period of 3 months for each user)

- Agent licence £22.66 per user/month
- Supervisor licence £40.55 per user per month

One Net Domestic voice charges

Call Type	Pence Per Minute	Value	Extra
Internal calls & Voicemail	0p	0p	0p
Vodafone UK mobiles and UK landlines (starting 01, 02, 03, except Channel islands & Isle of Man)	1p	Inclusive	Inclusive
Other UK mobile networks and Personal numbering Services (starting 070)	8p	Inclusive	Inclusive
Channel Islands and Isle of Man mobile and landline (starting 01481, 01534, 01624)	30p	30p	30p
0800/0808	0p	0p	0p



Call Type	Pence Per Minute	Value	Extra
084 & 087 Premium Rate (starting 09) and directory enquiries (starting 118)	37.5p a minute plus a service charge*	37.5p a minute plus a service charge*	300 minutes included then 37.5p a minute plus a service charge*

* A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent).

Calls to 084, 087, 09 and 118 have a minimum duration of 1 minute

International

Customer's standard Charges for international calls within this Price Plan Guide further below. Customers have the option of choosing an International Discount (one discount only) and/or 100 international call bundles.

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	17p
Calls to USA and Canada	17p
Calls to any other worldwide destination	50p

Countries within each international group for contracts taken after 28th March 2019:

Europe: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (Inc. Azores & Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden, Switzerland, Turkey (including Turkish sector of Cyprus), Vatican City

USA and Canada: USA, Canada

Other worldwide destination: All other countries

Call Abroad (75, 125, 200 and 500 Minutes)

Call Abroad is available on One Net price plans (including the plans that have Inclusive International Calls Bundles), for use on any Office or Complete Connection Type when making calls from the UK to any country (except countries under EU/UN embargo). The number of minutes within the add-on are available on a monthly basis. Any usage in excess of the inclusive allowance will be charged at standard rates, detailed below.

All other terms of Call Abroad apply unchanged and can be found online at <https://www.vodafone.co.uk/terms-and-conditions/consumer/mobile/calling-and-travelling-abroad/Vodafone-call-abroad/index.htm> under Vodafone Call Abroad.

Extra	Price (PUPM unless stated)
Call Abroad 75	£6.17
Call Abroad 125	£9.88
Call Abroad 200	£14.81
Call Abroad 500	£24.70

Countries included in International call bundle		
Austria	Germany	Netherlands
Belgium	Gibraltar	Norway
Bulgaria	Greece	Poland
Canary Islands	Hungary	Portugal (inc. Madeira)
Croatia	Iceland	Romania



Countries included in International call bundle		
Cyprus	Ireland	Slovakia
Czech Republic	Italy (inc. Vatican City)	Slovenia
Denmark	Latvia	Spain (inc. Balearic Islands)
Estonia	Liechtenstein	Sweden
Finland	Lithuania	Faroe Islands
France (Inc. Monaco)	Luxembourg	Switzerland
French Territories	Malta	Turkey

Notes

- Unitisation of bundle is taken in seconds
- European countries not included in call Bundle: Channels Islands & Isle of Man

There are 4 discount levels for international calls that give lower call rates in return for a monthly fee.

International Discount 1 Standard List Price £2.63 a month per Connection

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	12p
Calls to USA and Canada	12p
Calls to any other worldwide destination	30p

Call in Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.

International Discount 2 Standard List Price £3.15 a month per Connection

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	9p
Calls to USA and Canada	9p
Calls to any other worldwide destination	20p

Call in Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.

International Discount 3 Standard List Price £3.68 a month per Connection

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	7p
Calls to USA and Canada	7p
Calls to any other worldwide destination	15p

Call in Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.

International Discount 4 Standard List Price £2.89 a month per Connection

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	10p
Calls to USA and Canada	10p
Calls to any other worldwide destination	25p

Call in Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.



Section two One Net Mobile Price Plans (excluding Unlimited Data plans)

Inclusive Plans and Unlimited minutes or text options

All One Net solutions provides two types of Price Plans - Pence per Minute Plans ("PPM"), and Inclusive Plans (Unlimited minutes and texts) across all Connection Types (Mobile, Fixed and Complete).

The Inclusive Plans are Value/Extra/Traveller Value/Traveller Extra Plans, as set out in the tables above.

One Net Inclusive Plans (Value/Extra/Traveller Value/Traveller Extra):

Each Connection on a One Net Value/Extra/Traveller Value/Traveller Extra 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.

Certain international calls are included on One Net Extra/Traveller Value/Traveller Extra plans, e.g., 100 minutes, 200 minutes, 300 minutes. 300 non-geographic minutes to 084 and 087 numbers are included in the Extra/Traveller Extra plans. Business Traveller is inclusive for One Net Traveller Value/Traveller Extra plans, which means the customer can use their UK minutes, texts and data abroad for £0.00 a day in our Europe Zone 1

All other call and text types on a One Net 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.

One Net PPM plans:

Each Connection on a One Net PPM price plan has unlimited calls to other One Net numbers (within the same account) and Voicemail.

All other call and text types on a One Net PPM price plan shall be charged at the pence per minute rates set out in this Price Plan Guide.

One Net Domestic Pence per Minute and Out of Bundle rates

The following prices apply to calls, texts and data that are in excess of any inclusive allowance or which are not included in an inclusive allowance.

Voice calls, internet and messaging from the UK

Call Type	PPM Pence Per Minute	One Net Inclusive Plans (Value/Extra/Traveller Value/Traveller Extra)
Internal calls	0p	0p
Voicemail	0p	0p
Calls to Vodafone UK mobiles and UK landlines (starting 01, 02, 03)	1p	Inclusive
Calls to Other UK mobile networks	8p	Inclusive
UK SMS	10p	Inclusive
UK MMS	31p	31p
0500/0800/0808	0p	0p
0870/0871/0872/0843/0844/0845	37.5p a minute plus a service charge* (one-minute minimum call charge)	37.5p a minute plus a service charge* (one-minute minimum call charge)



Call Type	PPM Pence Per Minute	One Net Inclusive Plans (Value/Extra/Traveller Value/Traveller Extra)
Premium Rate (starting 09)	37.5p a minute plus a service charge* (one-minute minimum call charge)	37.5p a minute plus a service charge* (one-minute minimum call charge)
Personal numbering services (starting 070)	8p From 1st October 2019: Calls to other UK mobile networks rate (Personal numbering services (starting 070) are part of the Customer's UK minutes bundle inclusive in plan. Any out of bundle charges will be charged at the above rate).	0p From 1st October 2019: Calls to other UK mobile networks rate (Personal numbering services (starting 070) are part of the Customer's UK minutes bundle inclusive in plan. Any out of bundle charges will be charged at the above rate).
Calls to other directory enquiries (118)	37.5p a minute plus a service charge* (one-minute minimum call charge)	

* A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent).

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	15p

One Net MBB (when SIM Card is placed into device)

MBB is charged at £2.69 monthly access fee per SIM with no investment. The MBB connection works as a Member Connection, and can share the data from the Lead Connection. All the data sharer bundle related T&Cs applies.

Standard UK call charges (1 minute minimum call charge, then charged per second) Vodafone One Net Business MBB	Charge per minute
Calls to any Vodafone UK mobile or standard UK landline (starting 01,02 or 03) within the UK	37.5p
Calls to other UK mobile networks within the UK	37.5p
Calls to UK voicemail	37.5p
Standard UK text charges	Charge per text
Standard UK text message	15p



One Net Extras

The following Extras are chargeable and will be added on the top of the Core Plan.

	Extra	Price (PUPM unless stated)	PPM plans	Inclusive plans
UK Single Data Bundle	500MB Data	£5.96	Yes	No
	1GB Data	£10.13	Yes	No
	3GB Data	£16.09	Yes	No
	5GB Data	£20.87	Yes	No
	5GB with 5GB Data	£20.87	Yes	No
	8GB Data	£25.64	Yes	No
UK Shared Data Bundle	5G with 1GB of UK Internet usage	£5.96	No	Yes
	1GB of UK Internet usage	£5.96	No	Yes
	2GB of UK Internet usage	£11.92	No	Yes
	3GB of UK Internet usage	£17.89	No	Yes
	5GB of UK Internet usage	£29.82	No	Yes
	10GB of UK Internet usage	£59.64	No	Yes
	20GB of UK Internet usage	£119.29	No	Yes
	50GB of UK Internet usage	£298.24	No	Yes
	100GB of UK Internet usage	£596.48	No	Yes
	250GB of UK Internet usage	£1,491.21	No	Yes
	500GB of UK Internet usage	£2,982.42	No	Yes
	750GB of UK Internet usage	£4,473.63	No	Yes
	1000GB of UK Internet usage	£5,964.84	No	Yes
	1250GB of UK internet usage	£7,465.05	No	Yes
	1500GB of UK internet usage	£8,947.26	No	Yes
	1750GB of UK internet usage	£10,438.47	No	Yes
	2000GB of UK internet usage	£11,929.68	No	Yes
5000GB of UK internet usage	£29,824.20	No	Yes	
10000GB of UK internet usage	£59,648.40	No	Yes	
Additional Services	Itemised Billing - Paper - per Connection	£1.34	Yes	Yes
	100 MMS (Multi Media Messages)	£2.19	Yes	Yes
	Business Insurance Damage Cover	£5.00	Yes	Yes
	Business Insurance Plus	£9.00	Yes	Yes
	300 minutes to 084 & 087	£2.18	Yes	Yes*
Roaming & International	Business Traveller	£2.50/£5 per day (see Roaming section)	No	Yes
	Business Traveller PPM	£2.50/£5 per day (see Roaming section)	Yes	No
	World Traveller	£5.00 per day	Yes	Yes
	Roaming Discounts	(see Roaming section)	Yes	Yes



Extra	Price (PUPM unless stated)	PPM plans	Inclusive plans
1GB Roaming Data	£105.20	Yes	Yes
2GB Roaming Data	£157.79	Yes	Yes
RoW Data Traveller	£5.00 per day	Yes	Yes
NI Caller Plus	(see Roaming section)	No	Yes
NI Caller Plus PPM	(see Roaming section)	Yes	No
International Call Discounts	(see International section)	Yes	Yes

Extra	Price (PUPM unless stated)	PPM	Inclusive
International Texts Discounts	(see International section)	Yes	Yes
Call Abroad 75	£6.17	Yes	Yes
Call Abroad 125	£9.88	Yes	Yes
Call Abroad 200	£14.81	Yes	Yes
Call Abroad 500	£24.70	Yes	Yes

*300 minutes to 084 and 087 numbers can only be added to Vodafone One Net PPM, One Net Value or One Net Value Traveller as it is already included in Vodafone One Net Extra and One Net Extra Traveller plans.

Using Data in the UK

There are two types of bundles for using the data in the UK – single data and shared data. Customers except for the One Net PPM Connections have access to the shared data bundle. The data sharer allows an overall data bundle to be shared between multiple Connections within a group. The customer purchases a standard Lead One Net Voice plan with UK data (“Lead Connection”), and can then add additional One Net connections (“Member Connections”), which will share the data from the Lead Connection. Customer Bundle must average at least 1GB per connection in its Group at all times.

Data bundles can be added together (e.g., 1GB and 3GB added together will give data bundle of 4GB). Customers cannot add two of the same bundles together (e.g., 1GB and 1GB). The data bundle can be used while roaming if opted into Business Traveller. This will only apply to countries/destinations in Business Traveller (*refer to <http://www.vodafone.co.uk/businessstraveller> for details). Note that these Data Bundles can only be added to the Lead Connection.

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).

5G options are available to customers with compatible devices, in specific geographic regions. Please see <https://www.vodafone.co.uk/business/why-vodafone/5g-for-business> for a list of compatible devices, availability and more information on 5G.

Data Sharer Out of Bundle Charge	Charge per GB
Charge once the whole sharer group's data has been used	£12.77 per GB charged in per GB increments



International

Customer's standard Charges for international calls, texts and video calls are set out within this Price Plan Guide further below. Customers have the option of choosing an International Discount (one discount only) and/or 100 international text messages with Opt in Options. There is also the option of adding one International Text Discount per Connection (as listed below)

Inclusive International Calls Bundle (100, 200 or 300 minutes)

Certain international calls are included on Vodafone One Net Value Traveller, Vodafone One Net Extra and Vodafone One Net Extra Traveller.

Below is the list of countries included in the International Calls bundle (100, 200 or 300 minutes dependent upon price plan selected)				
Unitisation of the bundle is taken in seconds increments.				
Austria	Germany	Netherlands	USA	
Belgium	Gibraltar	Norway	Canada	
Bulgaria	Greece	Poland		
Canary Islands	Hungary	Portugal (inc. Madeira)		
Croatia	Iceland	Romania		
Cyprus	Ireland	Slovakia		
Czech Republic	Italy (inc. Vatican City)	Slovenia		
Denmark	Latvia	Spain (inc. Balearic Islands)		
Estonia	Liechtenstein	Sweden		
Finland	Lithuania	Faroe Islands		
France (Inc. Monaco)	Luxembourg	Switzerland		
French Territories	Malta	Turkey		
European destinations excluded from the International Calls Bundle:				
Channel Islands	Isle of Man			

Call Abroad (75, 125, 200 and 500 Minutes)

Call Abroad is available on One Net price plans (including the plans that have Inclusive International Calls Bundles), for use on any Office, Mobile or Complete Connection Type when making calls from the UK to any country (except Cuba and countries under EU/UN embargo). The number of minutes within the add-on are available on a monthly basis. Any usage in excess of the inclusive allowance will be charged at standard rates, detailed below.

All other terms of Call Abroad apply unchanged and can be found online at <https://www.vodafone.co.uk/terms-and-conditions/consumer/mobile/calling-and-travelling-abroad/Vodafone-call-abroad/index.htm> under Vodafone Call Abroad.

International calls, texts and video calls from the UK

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	17p
Calls to USA and Canada	17p
Calls to any other worldwide destination	50p
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



All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada and other Worldwide destinations are measured in 60-second increments.

International Call and Texts Discounts from UK

(International Discount 1 Standard List Price £2.63 a month per Connection)

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	12p
Calls to USA and Canada	12p
Calls to any other worldwide destination	30p

All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.

(International Discount 2 Standard List Price £3.15 a month per Connection)

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	9p
Calls to USA and Canada	9p
Calls to any other worldwide destination	20p

All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.

(International Discount 3 Standard List Price £3.68 a month per Connection)

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	7p
Calls to USA and Canada	7p
Calls to any other worldwide destination	15p

All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.

(International Discount 4 Standard List Price £2.89 a month per Connection)

International calls (one minute minimum call charge)	Charge per Minute
Calls to Europe Zone	10p
Calls to USA and Canada	10p
Calls to any other worldwide destination	25p

All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands USA and Canada and other worldwide destination are measured in 60-second increments.

Countries within each international group for contracts taken before 28th March 2019:

Europe: Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (Inc. Azores & Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden, Switzerland, Turkey (including Turkish sector of Cyprus), Vatican City

USA and Canada: USA, Canada

Other worldwide destination: All other countries

Countries within each international group for contracts taken after 28th March 2019:



Europe: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (Inc. Azores & Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden, Switzerland, Turkey (including Turkish sector of Cyprus), Vatican City

USA and Canada: USA, Canada

Other worldwide destination: All other countries

International Texts

Description	Recurring Charge per month per Connection	Out of Bundle Charging
100 international text messages	£5.26	100 international text messages then charges standard international SMS rate on price plan.
International SMS Discount 1	£2.10	International SMS discounted to 10p per text from 29.17p
International SMS Discount 2	£1.57	International SMS discounted to 15p per text from 29.17p
International SMS Discount 3	£1.05	International SMS discounted to 20.4p per text from 29.17p

Roaming

Business Traveller

- One Net Value and One Net Extra (for One Net Business and One Net Mobile)

Customers who have purchased One Net Inclusive price plans (Mobile and Complete) are automatically opted into Business Traveller (take your UK minutes, texts and data abroad for £2.50 a day per Connection in our Europe Zone 2 and £5.00 a day per Connection in our World Zone. There is no daily fee in Europe Zone 1). Customers may opt out of Business Traveller at any time, and may choose not to opt in if the Customer prefers.

- One Net Value Traveller and One Net Extra Traveller
- Alternatively, Customers may opt for One Net Value Traveller or One Net Extra Traveller for inclusive Business Traveller (take your UK minutes, texts and data abroad for £0.00 a day in our Europe Zone 1 and 2, and £5.00 a day per Connection in our World Zone).
- Please note, by opting into our Business Traveller as set out above Customer will automatically opt out of the 50 euro monthly spend limit for data in Business Traveller countries, together with associated notifications, because Customer will be using its UK data allowance.
- Customers can opt out of Business Traveller with One Net Business at any time and will revert back to standard roaming rates and the 50 euro monthly spend data cap.
- ^ Please refer to www.vodafone.co.uk/businesstraveller for more details on changes Effective 6th May 2020.

The Business Traveller Price Plan Guide applies to Customer's use of Business Traveller (*please see www.vodafone.co.uk/businesstraveller).

Roaming Zone	Making calls in Europe and back to the UK	Making calls from Europe to USA and Rest of World	Making calls from Europe to USA and Rest of World with International Discount 1	Making calls from Europe to USA and Rest of World with International Discount 2	Making calls from Europe to USA and Rest of World with International Discount 3	Making calls from Europe to USA and Rest of World with International Discount 4	Receiving calls and texts In Europe (no Daily Charge will apply) +	Sending texts	Using the internet
Europe Zone 1: £0.00 Europe Zone 2: £2.50 Daily Charge per Connection (for One Net Business Value, One Net Business Extra, except One Net Business PPM). £0.00 Daily Charge per Connection for	0p per minute	17p per minute USA and Canada	12p per minute USA and Canada	9p per minute USA and Canada	7p per minute USA and Canada	10p per minute USA and Canada	0p	0p per text in Europe to a UK mobile	Use UK data bundle then charged £12.77 per GB
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other	20p per minute Calls to any other	15p per minute Calls to any other	25p per minute Calls to any other		29.17p per text when sending from Europe to any other worldwide destination or	



Roaming Zone	Making calls in Europe and back to the UK	Making calls from Europe to USA and Rest of World	Making calls from Europe to USA and Rest of World with International Discount 1	Making calls from Europe to USA and Rest of World with International Discount 2	Making calls from Europe to USA and Rest of World with International Discount 3	Making calls from Europe to USA and Rest of World with International Discount 4	Receiving calls and texts In Europe (no Daily Charge will apply) +	Sending texts	Using the internet
(One Net Business Traveller Value, One Net Business Traveller Extra, except One Net Business PPM).			worldwide destination	worldwide destination	worldwide destination	worldwide destination		an international mobile number	
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Making calls to other Country with International Discount 1	Making calls to other Country with International Discount 2	Making calls to other Country with International Discount 3	Making calls to other Country with International Discount 4	Receiving calls and texts In Country (no Daily Charge will apply) +	Sending texts	Using the internet
World Zone: 2 Tier World Zone Effective 6th May 2020 £5.00 daily Charge per Connection	0p per minute	17p per minute Europe	12p per minute Europe	9p per minute Europe	7p per minute Europe	10p per minute Europe	0p	0p per text in Country to a UK mobile	Use UK data bundle then charged £12.77 per GB
		17p per minute USA and Canada	12p per minute USA and Canada	9p per minute USA and Canada	7p per minute USA and Canada	10p per minute USA and Canada		29.17p per text when sending in Country to any other worldwide destination or an international mobile number	
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other worldwide destination	20p per minute Calls to any other worldwide destination	15p per minute Calls to any other worldwide destination	25p per minute Calls to any other worldwide destination			

+ Receiving Standard Text messages is included, Premium texts are not included.

All Charges are stated in pence per minute or pence per text as applicable. Calls made in Business Traveller countries/destinations have a minimum call

Charge of 1 minute then charged per second charging. While using International Discount options, International calls to International Band Europe are

charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada, other worldwide

destinations are measured in 60-second increments.

Business Traveller PPM

Customers who have purchased One Net PPM price plans (Mobile and Complete) are automatically opted into Business Traveller PPM.

In our Europe Zone 1 the domestic rates (set out in the Section of One Net Domestic Pence per Minute and Out of Bundle rates) are charged for data, texts and calls within the Europe Zone1 and to the Europe Zone 2 and the UK. Please note that the 'Calls to Other UK mobile networks' rates are charged for all calls. No daily fee is charged in the Europe Zone 1. The International rates (set out in the International section) are charged for calls from Europe Zone 1 and 2 to other roaming zones. In our Europe Zone 2 calls to the UK are charged at 8p per minute. The Business Traveller daily charge of £2.50 (excluding VAT) will not be charged for calls to the UK from our Europe Zone 2.



Domestic rates are charged plus the daily charge of £2.50 (excluding VAT) is triggered if data is used, a SMS is sent or calls are made to a country within our Europe Zone 2 or a SMS is sent or calls are made from Europe Zone 2 to a country within our Europe Zone 1. Please note that the 'Calls to Other UK mobile networks' rates are charged for all calls.

The daily charge of £2.50 (excluding VAT) is also charged if a SMS is sent or call is made from Europe Zone 2 to USA and Canada, any other worldwide destinations, which is in addition to the rates set out in the International call rates.

All other terms of Business Traveller apply unchanged and can be found online at www.vodafone.co.uk/terms under Business Price Plan Guide – Business Traveller.

By opting into Business Traveller PPM, Customers will automatically opt out of the monthly spend cap for data in our Europe Zone 1 and 2 because a Customer will be using their UK data allowance. Customers will still be opted into the monthly spend cap in our World Traveller Zone and countries in the Rest of World Zone.

Roaming Zone	Making calls in Europe and back to the UK	Making calls from Europe to USA and Rest of World	Making calls from Europe to USA and Rest of World with International Discount 1	Making calls from Europe to USA and Rest of World with International Discount 2	Making calls from Europe to USA and Rest of World with International Discount 3	Making calls from Europe to USA and Rest of World with International Discount 4	Receiving calls and texts In Europe (no Daily Charge will apply) +	Sending texts	Using the internet
Europe Zone 1: £0.00 Europe Zone 2: £2.50 Daily Charge per Connection (One Net Business PPM).	8p per minute	17p per minute USA and Canada	12p per minute USA and Canada	9p per minute USA and Canada	7p per minute USA and Canada	10p per minute USA and Canada	0p	10p per text in Europe to a UK mobile	Use UK data bundle then charged £12.77 per GB
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other worldwide destination	20p per minute Calls to any other worldwide destination	15p per minute Calls to any other worldwide destination	25p per minute Calls to any other worldwide destination		29.17p per text when sending from Europe to any other worldwide destination or an international mobile number	
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Making calls to other Country with International Discount 1	Making calls to other Country with International Discount 2	Making calls to other Country with International Discount 3	Making calls to other Country with International Discount 4	Receiving calls and texts In Country (no Daily Charge will apply) +	Sending texts	Using the internet
World Zone: 2 Tier World Zone Effective 6th May 2020 £5.00 daily Charge per Connection	8p per minute	17p per minute Europe	12p per minute Europe	9p per minute Europe	7p per minute Europe	10p per minute Europe	0p	10p per text in Country to a UK mobile	Use UK data bundle then charged £12.77 per GB
		12p per minute USA and Canada	12p per minute USA and Canada	9p per minute USA and Canada	7p per minute USA and Canada	10p per minute USA and Canada		29.17p per text when sending in Country to any other worldwide destination or an international mobile number	
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other worldwide destination	20p per minute Calls to any other worldwide destination	15p per minute Calls to any other worldwide destination	25p per minute Calls to any other worldwide destination			

+ Receiving Standard Text messages is included, Premium texts are not included.



All Charges are stated in pence per minute or pence per text as applicable. Calls made in Business Traveller countries/destinations have a minimum call

Charge of 1 minute then charged per second charging. While using International Discount options, International calls to International Band Europe are

charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada, other worldwide

destinations are measured in 60-second increments.

Roaming Standard Rates

These are the rates Customer will pay if not opted into Business Traveller or any roaming calls extras to save costs on calls, texts and using data. If opted into Business Traveller, Customer will pay these rates for any countries not covered by Business Traveller.

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.

Zone	Receiving calls; Making calls & Sending texts within Europe Zone1 and Back to the UK; Using the internet	Sending picture messages	Making Calls & Sending SMS from Europe Zone 1 to any other Zone
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Europe Zone 1	Domestic (†)	Domestic (†)	International (*)
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Zone	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
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Europe Zone 2	20.42p per minute	79p per minute	5.95p per minute	6.8p per text	37p per picture message	38.29p per MB
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Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
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Asia Pacific	80p per minute	179p per minute	75p per minute	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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USA & Canada	100p per minute	179p per minute	80p per minute	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 Zone 1	140p per minute	179p per minute	100p per minute	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 Zone 2	200p per minute	200p per minute	150p per minute	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
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(†) Customers are charged standard UK charges and standard UK out-of-bundle charges. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged **3.9p** per min. Calls to Freephone numbers (0800, 0808) are **free of charge**. UK Non-geographic minutes bundles can't be used in Europe Zone 1.

(*) Cross-zone calls & texts are charged as International calls and texts. Any applicable International add-ons and/or inclusive International minutes apply. (See 'International calls, texts and video calls from the UK' for the Intl. rates and add-ons)

In 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 Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute 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 for contracts taken before 28th March 2019:

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, South Africa, Singapore, Taiwan, Thailand

Rest of World Zone 1: All other countries.

Rest of World Zone 2: Andorra, Belize, Bhutan, Burundi, Comoros, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Greenland, Laos, Lebanon, Libya, Madagascar, Maldives, Sao Tome and Principe, Solomon Islands, Uzbekistan

List of Countries by Zone for contracts taken after 28th March 2019:

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: Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey

USA & Canada

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

Rest of World Zone 1: All other countries.

Rest of World Zone 2: Andorra, Belize, Bhutan, Burundi, Comoros, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Greenland, Laos, Lebanon, Libya, Madagascar, Maldives, Sao Tome and Principe, Solomon Islands, Uzbekistan

Roaming Discount

Customers may also opt into a Roaming Discount (as listed below, one discount only) with Opt in Options. Where Customer is opted into both Business Traveller and a Roaming Discount, Business Traveller will apply in the Business Traveller countries/destinations instead of the Roaming Discount.

Roaming Discounts 1, 2, 3 don't include Europe Zone 1 from 15-June 2017. Europe Zone 1 is now charged as domestic (including domestic out-of-bundle charges). Cross-zone calls and SMS (i.e. from Europe Zone 1 to any other Zone) are charged as standard International calls/SMS. Any eligible International add-on or inclusive minutes can be used.



Roaming Discount 1 Standard List Price £3.15 a month per Connection

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.

Zone	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	20p per minute	65p per minute	5p per minute	6p per text	37p per picture message	38.29p per MB

Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
Asia Pacific	60p per minute	145p per minute	55p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
USA & Canada	70p per minute	145p per minute	65p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
Rest of World Zone 1	115p per minute	145p per minute	90p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
Rest of World Zone 2	200p per minute	200p per minute	150p per minute	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

In 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 Asia Pacific, USA & Canada, Rest of World 1 and Rest of World 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute 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).

Please refer to the List of Countries by Zone.

Roaming Discount 2 Standard List Price £5.26 a month per Connection

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.

Zone	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	18p per minute	55p per minute	4p per minute	5p per text	37p per picture message	38.29p per MB



Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
Asia Pacific	50p per minute	125p per minute	45p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
USA & Canada	60p per minute	125p per minute	55p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
Rest of World Zone 1	100p per minute	125p per minute	75p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
Rest of World Zone 2	200p per minute	200p per minute	150p per minute	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

In 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 Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute 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).

Please refer to the List of Countries by Zone.



Roaming Discount 3 Standard List Price £7.89 a month per Connection

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.

Zone	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	16p per minute	45p per minute	3p per minute	4p per text	37p per picture message	38.29p per MB

Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
Asia Pacific	40p per minute	110p per minute	35p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
USA & Canada	50p per minute	110p per minute	45p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
Rest of World Zone 1	90p per minute	110p per minute	60p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
Rest of World Zone 2	200p per minute	200p per minute	150p per minute	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

In 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 Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute 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).

Please refer to the List of Countries by Zone.



Roaming Data Bundle

Customer has the option of choosing a 1GB or 2GB Roaming Data Bundle with Opt in Options. Where Customer is opted into both Business Traveller and a Roaming Data Bundle, Business Traveller will apply in the Business Traveller countries/destinations instead of the Roaming Data Bundle. Please note that the Roaming Data Bundle is not shared with the Group and will be per Connection only (can be allocated to Lead or Member Connection)

Description	Monthly Recurring Charge per Connection	What's included
1GB Roaming Data	£105.20	1GB allowances to all countries except Europe Zone 1 and Rest of World 2. If used with Business Traveller, the Business Traveller rates will apply in the Business Traveller countries/destinations and the 1GB allowance will be used in Rest of World countries not included in Business Traveller.
2GB Roaming Data	£157.79	2GB allowances to all countries except Europe Zone 1 and Rest of World 2. If used with Business Traveller, the Business Traveller rates will apply in the Business Traveller countries/destinations and the 2GB allowance will be used in Rest of World countries not included in Business Traveller.

Description	Daily Recurring Charge
RoW Data Traveller for using the internet outside Europe	£5.00 per day per Connection, chargeable on use for up to 25MB internet use. Should more than 25MB be used, a Charge of £3.00 per MB for the first 5MB and £15.00 per 5MB thereafter is charged. Please note that this optional bundle will not be shared with the Group and will be per Connection only (can be added to Lead or Member Connections). This option is for use while roaming in Rest of World zones (excluding Europe and Rest of World 2).

Roaming Data Cap

Customer has the option of choosing a £200, £500, £750, £1,000, £1,250, £1,500 or £2,000 Roaming Data Cap with Opt in Options. The cap covers all Europe Zone 2 and Rest of the World roaming zones. Please note that in Business Traveller countries/destinations, the Business Traveller caps (and associated notifications) will apply instead.

When added will override standard roaming cap of £39.33 (50 euro spend cap) and give a new cap in Europe Zone 2 and Rest of World Zones. Notification sent at 80% of usage, then capped at 100% of usage. When used with Business Traveller will not take into account Business Traveller countries.

Description	Recurring Charge	Value notification sent at 80% Usage	Value Cap applied at 100% Usage
Roaming Cap £200.00	£0.00	£160.00	£200.00
Roaming Cap £500.00	£0.00	£400.00	£500.00
Roaming Cap £750.00	£0.00	£600.00	£750.00
Roaming Cap £1,000.00	£0.00	£800.00	£1,000.00
Roaming Cap £1,250.00	£0.00	£1,000.00	£1,250.00
Roaming Cap £1,500.00	£0.00	£1,200.00	£1,500.00
Roaming Cap £2,000.00	£0.00	£1,600.00	£2,000.00



Northern Ireland Caller Plus

The Northern Ireland Caller Plus and Northern Ireland Caller Plus PPM add-ons are only available to One Net Customers with an account registered to a Northern Ireland address. The charges as stated below apply to Office, Mobile and Complete Connection Types. Northern Ireland Caller Plus takes priority if used in conjunction with EuroTraveller RED or EuroTraveller PPM.

Call Type	PPM	
	Pence Per Minute	Out of Bundle
Add on	NI Caller Plus PPM	NI Caller Plus
Internal calls	0p	0p
Voicemail	0p	0p
Calls to Vodafone UK mobiles and UK landlines (starting 01, 02, 03)	1p	Inclusive
Calls to Other UK mobiles	3p	3p
Calls to ROI landlines and mobiles*	3p	3p
Calls to ROI landlines and mobiles**	3p	3p
UK SMS	10p	Inclusive
ROI SMS*	10p	Domestic bundle then 10p
0800/0808	Free of Charge	Free of Charge
0870/0871/0872/0843/0844/0845	29p	29p
Premium Rate (starting 09)	29p	29p
Out of bundle/allowance data usage	£12.77/GB	Domestic bundle, then £12.77/GB
ROI data usage*	£12.77/GB	Domestic bundle, then £12.77/GB

* whilst roaming in ROI

**From the UK

Inclusive European Roaming Fair Usage Policy (FUP)

Inclusive European Roaming services are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.

If customers use their mobile in the inclusive European roaming zone for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of our roaming services.

If customers' usage in the inclusive European roaming zones continues to exceed 50% as described above, over the 2-week period following the first notification, customers may be charged for further use or we may bar them from using our roaming services. Customers will be notified before we this.



Data Threshold and Capping Notifications

Customer can elect to receive data threshold notifications.

Below are the available notifications sent by Vodafone:

Lead/Deputy SMS Notifications: note that Lead and Deputies can't opt out of receiving SMS notifications.

Note Out of bundle charging for the Group will be charged to the lead Connection

Message Description	Lead/Deputy Connection	Message Description	Lead/Deputy Connection when Member has capping
Data pool usage text - Sent to Customer at 80% and 100% of its data pool usage. Deputy Connection membership is optional.	✓	Data pool usage text - Sent to Customer at 80% and 100% of its data pool usage. Deputy Connection 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 1GB.	✓	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 1GB.	✓
Pool usage query - Text 'INTERNETBALANCE' to 40506.	✓	Pool usage query - Text 'INTERNETBALANCE' to 40506.	✓
Pool update text - When optional internet packs or Member Connections are added.	✓	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. A message is sent to the old Lead Connection and current Deputy Connection notifying them of any change.	✓	Lead administrator change text - The Lead Connection can be changed by calling customer services. A message is sent to the old Lead Connection and current Deputy Connection notifying them 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 Connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Customer's account.	✓	Capping notification and bar text - When data usage has reached 100% of the Member Connection's data capping limit, a text notification is sent to the Lead Connection to inform them that the member Connection has had a data bar applied. The Lead Connection can contact the account administrator to remove the data bar. Note the Member Connection the data bar applies is for the rest of the billing month only. The Member Connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Customer's account.	✓
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.	✓	Member UNBAR text - The Lead Connection can text "REMOVE DATA CAP" 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. To remove their cap send **I REMOVE DATA CAP to 40506	✓



Message Description	Lead/Deputy Connection	Message Description	Lead/Deputy Connection when Member has capping
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.	✓	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.	✓

Member SMS Notifications

Message Description	Member Connection	Message Description	Member Connection with capping
Member's Threshold Limit text - Sent when data usage has reached 80% and 100% of a Member Connection's data threshold limit. The Member Connection's data threshold limit must be applied for this feature to operate which can be set during initial set up of Customer's account.	✓	Member's Cap Limit text - Sent when data usage has reached 80% and 100% of a Member Connection's data cap limit. The Member Connection's data Capping limit must be applied for this feature to operate which can be set during initial set up of Customer's account.	✓

The following data threshold/capping notifications are available for the Lead Connection and / or the Deputy Connection (where applicable) to receive for Member Connections: Note that the Connection can either add a data threshold notification or a data capping threshold but not both. A customer's account can have a mixture of data thresholds notifications and data capping thresholds i.e. 10 connections with 1GB data threshold notifications and 20 connections with 20GB data capping notifications.

Data Threshold/Capping Allowance			
250MB	4GB	50GB	150GB
500MB	5GB	75GB	
1GB	8GB	100GB	
2GB	10GB	125GB	

Email notifications

The customer will be able to opt in to receive email notifications which provide copies of SMS notifications received. The customer must be opted in to receive SMS notifications on the Connection. The email address allocated by the customer could be the Connection's email address or could be an administrator's group email address. The following email types are available.

Email Message Types
Group Email Notification Daily (sends previous day's summary of SMS notifications)
Group Email Notify Per Message
Connection Email Notification Daily (sends previous day's summary of SMS notifications)
Connection Email Notify Per Message



Additional Terms for One Net data sharer bundles

These additional terms apply to the One Net data sharer bundles.

Vodafone One Net allows an overall data bundle to be shared between multiple Connections within a group. The group is composed of a Lead Connection, and linking Member Connections (the “**Group**”). Customer is only permitted to have one Group unless Vodafone expressly agrees otherwise.

The Lead Connection shall incur all data sharer Charges. Customer shall ensure that it has a Lead Connection on its account at all times. In the event there is no Lead Connection on Customer’s account: (a) Vodafone shall notify Customer to connect a Lead Connection; (b) Customer shall connect the Lead Connection within 24 hours of Vodafone’s notice; and (c) Customer shall pay Vodafone all data Charges incurred in respect of the Member Connections as though a Lead Connection was present.

Vodafone One Net is available on eligible voice price plans with the same or longer commitment period than any relevant Data Sharer price plan. Please contact customer services or Customer’s account manager for more details regarding price plan eligibility.

The One Net data bundle applies to standard data usage within the UK only (“**Bundle**”) unless Customer has opted in to Traveller. Please see [Vodafone.co.uk/workingabroad](https://www.vodafone.co.uk/workingabroad) for more details of the roaming Charges which shall apply.

Customer acknowledges and accepts that its Lead Connection cannot have a content bar applied because out of bundle Charges will be recorded as content purchases.

All Connections in the Group will be permitted to use the Bundle. Customer accepts that any other data bundles will not be available for use but Customer may still be charged.

Vodafone shall send Customer a text when Customer has used 80% of its Bundle and a further text when Customer has used 100% of its Bundle. Customer can also text 'DataShare' free to 40506 to check how much data is left in its Bundle. These functionalities are only available on Customer’s Lead Connection.

Thresholds are used to advise the Lead Connection of 80% and 100% of usage used on each Connection in the Group if added at Connection level. These don’t reserve data from the Group. Once the Connection has used 100% of their threshold, the Lead Connection will be sent a text giving the option of barring the Connection from using more data via text to 40506.

A minimum commitment period of 24 months will apply to each Connection in accordance with Customer’s selected price plan set out in Customer’s Commercial Terms.

Early termination charges will apply if Customer terminates a Connection before the end of Customer’s minimum price plan period.

Customer must purchase at least 1GB UK data for the Lead Connection which will be available for the Group to share and each Connection within the Group must average at least 1GB per Connection (with a data allowance) at all times e.g. if there are 4 Connections with a data allowance in the Group, at least 4GB of UK data must be purchased. The Group cannot comprise of voice Connections only. Please note if Customer has voice only Connections, a data bar must be applied (via customer services) to ensure such Connection does not share from the Group.

Customer shall not migrate to a Vodafone One Net price plan with a lower data bundle without Vodafone’s written consent.

Customer acknowledges that data sharer billing does not support automatic cost centre allocations of Charges.

Customer may migrate its Connections to a Vodafone One Net price plan with a larger data bundle subject to payment of the applicable charges for that price plan.

All new Member Connections must terminate with the Lead Connection.

Vodafone shall contact Customer if Customer does not comply with this Price Plan Guide to discuss Customer’s options for compliance. If Customer does not select an option, Vodafone shall remove the non-complying Connections from the Group and charge Customer the standard data charges applicable to Customer’s voice and data price plans terminated.

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.

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



Section three – Site charges for existing customers

- For existing customers, the previous Fully Managed WAN/LAN offerings remain available for existing site renewal only.
- All new site orders (both in-life and on renewal) can only be accepted as BYOW
- Neither Fully Managed WAN/LAN, nor BYOL (Bring Your Own LAN) are available for new sites or site moves.
- If you would like to renew onto a BYOW solution for all your sites, this can be requested.
- If you wish to renew your existing One Net solution with a managed WAN/LAN, there is no upfront/one-off deployment charge due, however, the monthly recurring site charges for access lines continue, and are as follows:

	Monthly rental
Monthly site charge for 5 to 9 users	£ 61.85
Monthly site charge for 10 or more users	£ 89.47