

Enterprise price plan guide



Vodafone Total Business

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

Included minutes, texts and internet

The amount of shared minutes and texts as well as the maximum number of sharer Connections shall be detailed in the Customer's Commercial Terms. UK shared minutes includes calls to standard UK landlines (starting 01, 02, 03) and UK mobiles from within the UK. Shared texts include standard UK texts from within the UK.

Each individual sharer Connection then receives:

- 3000 minutes to UK landlines (starting 01, 02, 03) within the UK
- 3000 UK minutes to other mobiles on the same plan (applies to call lengths of up to 60 minutes)
- Free voicemail retrieval

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

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	10p
Calls to other UK mobile networks within the UK	30p
Video calling to any Vodafone UK mobile within the UK	29.7p
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	10p
Standard UK picture message	30.6p
Non-geographic call charges minute (one minute minimum call charge)	Charge per
Non-geographic numbers starting 0800, 0808, 0845, 0870 or 0500	11.6p
Non-geographic numbers starting 0871, 0872, 0843 or 0844	29.1p
Charity numbers starting 0800 or 0808	Free – more details
Radio-paging services (starting 076)	42.5p a call
Personal numbering services (starting 070)	50.3p
Call forwarding services (e.g. 07744, 07755)	30p
Premium rate charges	Charge
Premium rate services (starting 09)	60p to £2.10 per minute. Please see the 09 and 118 number checker here . A one-minute minimum call charge applies to calls charged by the minute.
Voice short codes. These are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider will let the caller know the cost of the call.	Free to £2.00 per minute (one-minute call charge)
Directory enquiries call charges (one minute minimum call charge)	Charge per Minute
Calls to Vodafone's preferred directory enquiry number (118 881)	71p
Calls to directory enquiries numbers (118)	£1.88 to £2.71 see the 09 and 118 checker here for details
UK internet usage (where Customer's price plan includes a monthly allowance)	Charge per MB per Connection
UK internet usage once a Connection has exceeded its included allowance or where no allowance is included	£4.25 per 250MB

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	20.04p

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Video calls (one minute minimum call charge)	Charge per Minute
Worldwide	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	10p

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 at www.vodafone.co.uk/workingabroad before travelling.

	Calls to the UK or to the same country	Calls to the Europe Zone	Calls to the ROW, USA & Canada	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone	20.42 per min	20.42 per min	79.00 per min	5.95 per min	6.8 per text	37p per picture message	38.29p per MB
USA & Canada	£1 per min	£1.79 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
Rest of World	£1.40 per min	£1.79 per min	£1.79 per min	£1 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

In the Europe Zone Vodafone will charge Customer for the call Customer makes in 1 second increments with a 30 second minimum call charge.

All calls Customer receive are charged per second.

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

In Rest of World Vodafone will charge Customer for the call 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.

Optional bundle for using the internet outside Europe
£5 per day, chargeable on use for up to 25MB internet use. Should more than 25MB be used, a charge of £3 per MB for the first 5MB and £15 per 5MB chunks thereafter is charged.

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.