

# Plan Summary

This document explains the key parts of your chosen service and is, designed to help make comparing services easier. **This offer is available at the time of issue.** All prices inclusive of VAT.

## Your service

### Package 1

#### Network Trial 7 Day

##### Includes

- ✓ VFUK eSIM
- ✓ 500-UK MIN
- ✓ 50 GB-UK DATA
- ✓ 500-UK Text
- ✓ 5G Ready at no extra cost

##### Duration of plan

7 days plan

##### Extras

NA

##### Data Speeds

As fast as your device will allow ([vodafone.co.uk/coverage](https://vodafone.co.uk/coverage))

#### Upfront cost

Upfront delivery cost: £ 0.00

#### Plan Costs

Standard monthly cost (before discounts) **£0.00**

**Total Price** **£0.00**

## Essential information about your plan

### Network Trial plan cost and offer details

This promotion offers a free Pay as you Go Plus eSIM with UK data allowance, UK minutes, and texts. The Promotion Plan will last for the stated duration from the order completion. The day you complete your order will count as day 1 of the Promotion Plan. Your plan will run out at 11:59pm on the final day of your plan.

### Charges for calls, data and messaging when you're in the UK

Allowance Usage: You'll receive an allowance of texts and minutes for use to standard landline numbers (for the UK starting 01, 02, 03), mobiles, and voicemail within the UK. We'll reduce your allowance on a per-minute basis.

Exclusions: Calls to other numbers, including premium rate and non-geographic numbers, are not included.

#### UK data

We measure your data usage in kilobyte (KB). Data is based on the following units:

1024 KB = 1 Megabyte (MB)

1024 MB = 1 Gigabyte (GB).

You can't transfer allowances to another plan, and we won't exchange your Promotion Plan for any monetary value. You're responsible for other people that use your equipment and Promotion Plan, which are only for your personal, non-commercial use and subject to the Pay as you go Plus terms.

Please note that if you run out of data during the period of your trial, you will not be able to pay to use additional data.

### Using your services

To use the services, you must download and register an account with the MyVodafone app to activate your eSIM.

Ensure that your device is eSIM enabled and located in the UK at the time of order.

If you delay downloading or activating your eSIM beyond your order completion date, it will result in a reduced trial period. Failure to download or activate your eSIM within the 7 days from placing your order will result in the conclusion of your trial. The Promotion Plan and trial period are not extendable or transferable.

You do not own your phone number. We own the SIM and software and are licensing it to you to use the services, which we can change at any time. You may only use equipment that is approved for use on our network.

If you decide to join Vodafone after the trial, any unused data from your Promotion Plan will not roll over.

If your usage breaches [Vodafone's Acceptable Use Policy](#), your services may be suspended.

### Technology, Service Quality and Faults

To experience 5G, you must have a 5G enabled device on the Vodafone 5G network, a Vodafone 5G plan, and 5G coverage in the area that you are in. Coverage may be affected by several factors

As this is a free trial, you will not be entitled to any refunds or compensation in the event that you experience a degradation in your service

### Payments

This promotion offers a free Pay as you Go Plus eSIM with UK data allowance, UK minutes, and texts.

The Promotion Plan cannot be exchanged for any monetary value .

### Changes to your terms, services or charges

Terms Variation: Vodafone may vary, amend, or withdraw these terms or this trial offer at any time.

## Leaving us/suspending the services

We can suspend, restrict or stop providing all or part of the services if:

- i. You use the services in a detrimental way (see Acceptable Use Policy).
- ii. You choose not to use the service for 180 consecutive days. Using the service means repurchasing a plan, or making any chargeable outbound activity.
- iii. You breach a fundamental obligation under the Agreement.
- iv. You use any of our services in a way that may damage or affect the operation of our network.
- v. You tell us that your mobile device containing your Pay as you go Plus SIM card has been lost or stolen.
- vi. We consider it necessary to safeguard the security and integrity of our network or to reduce the incidence of fraud.

We may need to suspend our services if asked to do so by regulators or if required by law. We may end the Agreement if we are permanently unable to provide our services to you.

If you are no longer interested in the trial, please ensure that you delete the eSIM from your device

## Roaming

During the Vodafone Network Trial, you cannot use your allowance of data, standard minutes, and standard texts to roam in any other location. This means you cannot make or receive calls or SMS while abroad, and you cannot call or SMS premium rate numbers. You can use your allowance of data, standard minutes, and standard texts within the UK.

## Other Relevant Information

Only the account holder can request a Porting Authorisation Code (PAC) or Service Termination Authorisation Code (STAC). This can be done via SMS for a single number. If you have more than one number on your account, you can do this via the My Vodafone App by going to Account settings, mobile switching. Leaving us for another mobile network might affect any other Vodafone services you're using.

For further information, including how to get your PAC or STAC code, go to [www.vodafone.co.uk/leaving](http://www.vodafone.co.uk/leaving) Contacting us and complaints. We'll send you notices by post, voicemail, text or email. If you need to speak to us or have a complaint, please contact us on:

**Phone:** 191 from your Vodafone phone or 0333 3040 191 (from UK landlines or other mobiles). **Post:** Vodafone House, The Connection, Newbury, Berkshire RG14 2FN; or **Website:** [www.vodafone.co.uk/vodafone-uk/forms/complaints](http://www.vodafone.co.uk/vodafone-uk/forms/complaints) If we can't fix your issue, you may refer the matter to an independent ombudsman under our Customer Complaints Code which is available on our website or by contacting us. Further information is available on our website at the above link.

## Features for those with Accessibility Needs

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Full Terms and Conditions, details of how we use your data (Privacy Policy), along with our Returns and Cookie policies, can be found here: [www.vodafone.co.uk/terms-and-conditions](http://www.vodafone.co.uk/terms-and-conditions). Prices, promotions, stock and availability are subject to change.

## Data protection

Our Privacy Policy sets out how we and our group companies may collect, use and share your personal information. You will find the latest Privacy Policy and Cookie Policy on our website at [www.vodafone.co.uk/privacy](http://www.vodafone.co.uk/privacy) and we encourage you to check this link every now and then for the latest versions. For any queries, you can contact us at [data.protection@vodafone.co.uk](mailto:data.protection@vodafone.co.uk)