Your Charges Guide 2019

When these charges will apply

Your plan includes a monthly allowance for calls to any mobile network within the UK, standard UK landlines (starting 01, 02, 03) and voicemail. It also includes a monthly allowance for standard text messages and data usage. It may also include a monthly roaming allowance for calls to any mobile network in the UK or in our Roam-free destinations, standard UK landlines (starting 01, 02, 03), voicemail, standard text messages and data usage. Once you have exceeded your plan allowance or you use services which are not included within your plan, the prices shown in this Charges Guide will apply. You may be able to buy an extra to give you additional allowances. You can view our range of extras at vodafone.co.uk/extras or in your “MyVodafone” app.

How we charge for data usage

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).

Your inclusive data allowance and additional data services will set out the amount of data you can use without an additional charge. We calculate your data usage based on the amount of data that travels over our network, which may differ from the data your device consumes. Your data usage may include data packages which are re-sent over the network, for example if your connection drops off or if a webpage is refreshed. Certain data services (websites and other packets) may be usage free and will not be taken from your data allowance, whilst others can consume your data allowance.

It does not matter if you are using 2G, 3G, 4G, 5G, GPRS, Edge or HSPA we measure data in the same way over each of these networks.

Our UK data charges

<table>
<thead>
<tr>
<th>Plan type</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Plans without a data allowance</td>
<td>£2.50 per 100MB</td>
</tr>
<tr>
<td>You’ll be charged for data as you browse</td>
<td></td>
</tr>
<tr>
<td>Plans with a data allowance</td>
<td></td>
</tr>
<tr>
<td>You’ll be charged for data once you’ve exceeded your allowance</td>
<td></td>
</tr>
<tr>
<td>Pay monthly phone plans that started before 3 April 2015, or between 5 May 2016 and 9 July 2019</td>
<td>£6.50 per 250MB</td>
</tr>
<tr>
<td>SIM only plans that started before 16 August 2015, or between 5 May 2016 and 9 July 2019</td>
<td>£6.50 per 250MB</td>
</tr>
<tr>
<td>Red or Red Value Bundle Pay monthly phone plans that started between 3 April 2015-4 May 2016</td>
<td>£6.50 per 500MB</td>
</tr>
<tr>
<td>Red or Red Value Bundle SIM only plans that started between 16 August 2015 – 4 May 2016</td>
<td>£6.50 per 500MB</td>
</tr>
<tr>
<td>Pay monthly plans and SIM only plans that started on or after 10 July 2019, excluding Red and Unlimited plans</td>
<td>£6.50 per 250MB</td>
</tr>
<tr>
<td>Data on the go plans</td>
<td>£6.50 per 250MB</td>
</tr>
<tr>
<td>Red plans starting on or after 10 July 2019</td>
<td>See vodafone.co.uk/extras or your “MyVodafone” app</td>
</tr>
</tbody>
</table>

Mobile data speed limits

Mobile data speed limits apply to our Vodafone Unlimited Lite and Vodafone Unlimited plans only. The maximum upload and download speeds you could experience on your device with these plans are as follows: Vodafone Unlimited Lite - 2Mbps and Vodafone Unlimited - 10Mbps. If you have chosen one of these plans, please note you are not guaranteed to experience the maximum speed stated for your particular plan - the actual speed you experience will depend on a number of factors including location, network coverage and network signal.

Expected upload and download speed

For an estimate of the coverage and speeds you may experience at home and when you are out and about in the UK, please see our coverage checker at vodafone.co.uk/coverage. The speed estimate you receive with our coverage checker is subject to any speed limits which apply to your plan (see above for more detail).

Information on your rights, should you experience speeds below those displayed on the coverage checker, is set out in the “Problems with our services” section in your General Network Terms.
Voice calls and messaging within the UK from UK mobiles

<table>
<thead>
<tr>
<th>Standard UK call charges</th>
<th>Cost per minute (one minute minimum call charge applies)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Calls to any Vodafone UK mobile, standard UK landline (starting 01, 02, 03) and voicemail</td>
<td>55p</td>
</tr>
<tr>
<td>Other mobile networks within the UK</td>
<td>55p</td>
</tr>
<tr>
<td>Non-geographic numbers (084, 087, 09, 118)</td>
<td>55p per minute Access Charge, plus Service Charge</td>
</tr>
<tr>
<td>Vodafone Directory Enquiries (118 881)</td>
<td>55p per minute Access Charge, plus a 80p Service Charge</td>
</tr>
<tr>
<td>Freefone numbers starting 0800, 0808</td>
<td>Free</td>
</tr>
<tr>
<td>Radio-paging services (start 076)</td>
<td>55p per minute Access Charge, plus Service Charge</td>
</tr>
<tr>
<td>Personal numbering services (start 070)</td>
<td>55p per minute Access Charge, plus Service Charge</td>
</tr>
<tr>
<td>Call forwarding services (e.g. 07744, 07755)</td>
<td>55p</td>
</tr>
<tr>
<td>Video calling to Vodafone UK mobiles</td>
<td>55p</td>
</tr>
<tr>
<td>Video calling to other UK mobiles</td>
<td>55p</td>
</tr>
<tr>
<td>Voice Shortcodes; typically 5 – 7 numbers long, used to dial TV/Radio shows, competition lines and information services. Each service advertises clearly the price charged.</td>
<td>Free to £2.00 per minute (one minute minimum call charge applies)</td>
</tr>
</tbody>
</table>

Calls to non-geographic numbers beginning 08, 09 and 118 are split into two parts;

i. Vodafone’s Access Charge is the cost to connect the call, this is 55p per minute. It is charged by the second with a one minute minimum call charge;

ii. the Service Charge which is set by the service or organisation you are calling.

To find out more, visit vodafone.co.uk/ukcalling

All standard UK call charges, including voicemail, within your minutes allowance are charged by the second with a one minute minimum call charge. Please note that, due to technical limitations, the start time of any calls made by you may not be the same as shown on your bill. Also, if you lose signal during a call you will remain connected to our network for a short period and will be charged accordingly. To avoid any unnecessary charges, please end each call in line with the user instructions on your handset.

UK messages

<table>
<thead>
<tr>
<th>Cost per message</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard text message (up to 160 characters)</td>
</tr>
<tr>
<td>Long text message (over 160 characters)</td>
</tr>
<tr>
<td>Picture messages (up to 300kb)</td>
</tr>
<tr>
<td>Video messages</td>
</tr>
<tr>
<td>Non-standard UK text messages e.g. call forwarding services (e.g. 07744, 07755)</td>
</tr>
</tbody>
</table>

Calls to charity numbers

<table>
<thead>
<tr>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charity numbers starting 0800 or 0808</td>
</tr>
</tbody>
</table>

Our International Charges

An international call or text is one made from within the UK on our UK network to a mobile network or landline outside of the UK.

<table>
<thead>
<tr>
<th>International calls, texts and video calls from the UK</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>International Calls (one minute minimum call charge applies)</td>
<td></td>
</tr>
<tr>
<td>EU and EEA (Iceland, Lichtenstein and Norway) destinations for Pay monthly and SIM only plans</td>
<td>19p per minute</td>
</tr>
<tr>
<td>Other European destinations</td>
<td>£1.50 per minute</td>
</tr>
<tr>
<td>The Rest of the World</td>
<td>£2.00 per minute</td>
</tr>
</tbody>
</table>

Text messages

<table>
<thead>
<tr>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>EU and EEA (Iceland, Lichtenstein and Norway) destinations for Pay monthly and SIM only plans</td>
</tr>
<tr>
<td>Rest of the World (up to 160 characters)</td>
</tr>
</tbody>
</table>

Video calls

Worldwide See vodafone.co.uk/pmcharges

Channel Islands and Isle of Man charges

Making a call to the Channel Islands (Guernsey or Jersey) and the Isle of Man will not be included in your monthly allowance.

<table>
<thead>
<tr>
<th>Channel Islands and Isle of Man charges</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Text messages</td>
<td></td>
</tr>
<tr>
<td>Standard text to Channel Islands (Guernsey or Jersey) and Isle of Man</td>
<td>35p per message</td>
</tr>
</tbody>
</table>

Standard Calls (one minute minimum call charge applies)

<table>
<thead>
<tr>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard call to Channel Islands (Guernsey or Jersey) and Isle of Man</td>
</tr>
</tbody>
</table>

To find out more, visit vodafone.co.uk/international
Charges for using your phone abroad

We’ve divided the world into zones which carry different charges. As zones, countries and charges change from time to time, please check our website before travelling at vodafone.co.uk/travelling for the latest information on our charges.

<table>
<thead>
<tr>
<th>Zone</th>
<th>Making calls</th>
<th>Sending texts</th>
<th>Using data</th>
<th>Receiving calls</th>
<th>Sending picture messages</th>
</tr>
</thead>
<tbody>
<tr>
<td>Roam-free destinations</td>
<td>Usage taken from inclusive allowance, or charged at your home rate*</td>
<td>Free</td>
<td></td>
<td></td>
<td>55p per picture message</td>
</tr>
<tr>
<td>Roam-further destinations</td>
<td>£6 daily charge then usage taken from inclusive allowance, or charged at your home rate*</td>
<td>Free</td>
<td></td>
<td></td>
<td>66p per picture message</td>
</tr>
<tr>
<td>Rest of World Zone 1</td>
<td>60p per min</td>
<td>8p per text</td>
<td>12p per MB</td>
<td>36p per min</td>
<td>66p per picture message</td>
</tr>
<tr>
<td>Rest of World Zone 2</td>
<td>£1.20 per min</td>
<td>30p per text</td>
<td>60p per MB</td>
<td>72p per min</td>
<td>66p per picture message</td>
</tr>
<tr>
<td>Rest of World Zone 3</td>
<td>£2.40 per min</td>
<td>60p per text</td>
<td>£1.80 per MB</td>
<td>£1.56 per min</td>
<td>66p per picture message</td>
</tr>
<tr>
<td>Rest of World Zone 4</td>
<td>£2.40 per min</td>
<td>60p per text</td>
<td>£7.20 per MB</td>
<td>£1.80 per min</td>
<td>66p per picture message</td>
</tr>
</tbody>
</table>

Additional charges may apply when calling non-UK numbers, or calling and texting non-standard numbers – please visit vodafone.co.uk/travelling for a full list of charges.

In Roam-free destinations and Roam-further destinations calls are charged by the second with a one minute minimum call charge.

In Rest of World Zones 1, 2, 3 and 4 we will charge you for the call you make, or receive, in one minute increments with a one minute minimum call charge.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply.

If we are charged an admin fee from a foreign network operator for you to receive a text, we will pass this charge to you.

* If you have an Unlimited Lite, Unlimited or Unlimited Max plan, data usage when roaming is capped at 25GB per billing month in Roam-free and Roam further destinations. We will notify you as you approach this limit. If you reach this limit, you will need to purchase an additional data bundle to continue using data in a Roam-free or Roam-further destination until your monthly allowance renews. Please go to www.vodafone.co.uk/travelling for details of our additional data bundles. Any unused data on additional data bundles you have purchased will expire at the end of your billing period. Roam-free and Roam-further are intended for periodic travel. It isn’t meant for users roaming on a semi-permanent or permanent basis.

Flexi-upgrade fee

If you qualify for a Flexi-upgrade (see your Welcome Letter for details), you’ll need to pay a fee if you upgrade early. The fee is based on the cost of the equipment and the remaining time left on your contract, and can be calculated as follows:

\[
\text{Equipment subsidy + \text{contract length (months)} \times \text{remaining contract (months)}}
\]

Early termination fee

If you cancel a contract for your plan before your agreement ends, you’ll need to pay an early termination fee. The fee is based on your monthly plan charge and the remaining time left on your contact, and can be calculated as follows:

\[
\text{Monthly line rental charge (exc. VAT) \times \text{remaining contract (months)} \times 98\%}
\]

Discounts on your monthly plan

You can only have one discount on your monthly plan. If your plan already has a discount included, then unfortunately you won’t be able to add another one e.g. Vodafone Advantage. It may be possible to swap your discount, please contact us for more information.

Admin and other charges

<table>
<thead>
<tr>
<th>Charge</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Late payment fee</td>
<td>£5</td>
</tr>
<tr>
<td>Itemised paper bill</td>
<td>£1.54 per month</td>
</tr>
<tr>
<td>Additional bill copy</td>
<td>£1.54</td>
</tr>
<tr>
<td>Plan switching charge</td>
<td>£20</td>
</tr>
</tbody>
</table>

Managing permissions of users and notifications to end-users

To find out how account owners can manage notifications and permissions for other numbers on their account please visit vodafone.co.uk/support

General

Prices are correct at time of print and are inclusive of VAT. If there is a conflict between the pricing and plan information in this Charges Guide and the pricing and plan information on our website, then the pricing and plan information on our website shall take priority. You can find out about all our latest call, text, video and data charges by checking vodafone.co.uk/pmcharges

All our services which are offered as “unlimited” (or similar) must only be used for your personal and non-commercial use.

Where a call originating from a handset is disconnected, the network will initially assume that signal has been temporarily lost, e.g. when passing under a bridge or through a tunnel you could lose signal. The connection will be maintained and charged for the first 10 seconds after signal is lost. Should signal be re-established, the call will continue as before. If however, the caller has switched off the phone, run out of battery capacity or moved permanently out of range, the charges for that call will include the 10 seconds. In order to minimise the risk of unnecessary charges, customers should be careful to end each call as set out in the user instructions for the handset.

Please note you may incur additional charges due to manufacturer specific features on your handset. Please see your handset user guide for more information.

Updated July 2019
Your agreement with us

This agreement (your Agreement) applies to consumer customers who take out a pay monthly consumer airtime plan for their own personal use and small business customers that have fewer than ten (10) connections or employees (Small Business Customers). Your agreement is with Vodafone Limited, registered in England under number 1471857 at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN. It’s made up of these General Network Terms and Charges Guide which covers (i) the SIM card/eSIM profile; (ii) any services you use in your plan; and (iii) your Vodafone OneNumber Pay monthly plan. It doesn’t cover any equipment however see “equipment subsidy” below. We’ll send these to you by post or email.

We also encourage you to take a look at our Returns and Acceptable Use Policies which also make up your “Agreement” with us. You can find these documents at http://www.vodafone.co.uk/agreementpolicies.

You should also look at our Privacy Policy on how we use personal information. You can find our Privacy Policy and Cookie Policy at www.vodafone.co.uk/privacy.

Joining us and charges

The basics. When you join us we’ll agree certain things with you and set them out in your Order Form or Welcome Letter. These documents will include important information like:
1. how long we’ll provide our services to you and the minimum period you have agreed to stay with us;
2. your chosen services and how much these will cost you every month;
3. additional services you have chosen as part of your plan, when they start and end and when you’ll be charged for these; and
4. any upfront charges you’ve paid or may have to pay for your equipment where applicable.

Charging. Your Charges Guide sets out current pricing information about out of bundle charges (charges for messaging, minutes, and data) as well as charges for additional services which are not included in your monthly plan charge. It also includes roaming charges which may be a lot higher than your UK standard charges. All these charges will be added to your bill as and when you use the services. It also explains the speed limits that apply to some of our plans – please see the Charges Guide for further details.

Charging - Vodafone OneNumber customers. Your Vodafone OneNumber plan does not include any allowance for calls, messaging or data usage. Your Vodafone OneNumber plan will use the allowance from your mobile plan (the “Primary Account”) linked to your Vodafone OneNumber account (the “Secondary Account”). The Charges Guide sets out the current pricing information about out of bundle charges applicable to Vodafone OneNumber customers where your Primary Account has depleted its allowance and for charges for additional services which are not included in your Primary monthly plan charges. All these charges will be added to your bill as and when you use the services. Please check our FAQs to confirm whether your Vodafone OneNumber device is able to roam.

Payment. You’ll need to pay for all charges within 7 days of the date of your bill. We ask that you pay by direct debit so please contact us if you wish to pay by other means. Where VAT applies, it will be included in your charges. If you pay late we’ll charge interest of 2% above the base rate of Barclays Bank each year and you’ll also need to pay a reasonable charge to compensate us for the administration costs incurred (see your Charges Guide).

Mobile upgrade. You don’t have to offer you an upgrade but if we do we’ll agree a new plan, minimum period and any applicable equipment with you. Unless you have upgraded via ‘flexi upgrade’ your new minimum period will not start until you have seen out your original minimum period. We’ll discuss the options with you when you qualify for an upgrade.

In addition, the following also applies to Vodafone OneNumber customers:

Vodafone OneNumber plan. Vodafone OneNumber plans are only available to new and existing consumer and Small Business Customers on a compatible Vodafone Red or Unlimited consumer Pay monthly or SIM only phone plan who have a compatible mobile phone. Your Vodafone OneNumber device will be linked to this account and will be referred to as your “Primary Account”.

You can check whether you have a compatible plan and phone for your selected Vodafone OneNumber device by checking our website.

Important Information and Limitations – Vodafone OneNumber
1. Your Vodafone OneNumber device must be on the same account as your Primary Account and will be referred to as your “Secondary Account” for the purposes of this Agreement.
2. Your Vodafone OneNumber device must be paired to the phone on your Primary Account in order to use data or receive/make calls and receive/send messages on your Vodafone OneNumber device.
3. Without a Primary Account your Vodafone OneNumber device will not function fully. Please refer to our Frequently Asked Questions for further details.
4. Your Vodafone OneNumber account will utilise the texts, minutes and data included in your Primary Account plan.
5. If you (i) terminate your Primary Account, (ii) migrate your Primary Account from a Vodafone OneNumber compatible plan to a non-compatible plan, or (ii) no longer have a compatible phone, you will not be able to use the texts, minutes and data included in your Primary Account plan or your Vodafone OneNumber device.

Further use of your Vodafone OneNumber device will be charged in accordance with the out of bundle rates. Please see the Charges Guide for details.

6. You will need to contact us should you terminate your Primary Account, migrate your Primary Account to a non-compatible plan, or no longer have a compatible phone.
7. If the phone paired to your Vodafone OneNumber device is switched off depending on your device type you may not receive messaging on your Vodafone OneNumber device.
8. Vodafone OneNumber and 4G and Wi-Fi Calling are not available to One Net Anywhere Small Business Customers.

Vodafone OneNumber, changing plans – if your Primary Account is cancelled you may wish to change your Secondary Account plan. Where this is possible we will agree a new plan for your Secondary Account and a new minimum period with you. This service does not work with Vodafone Passes, if you have a Vodafone Pass it will be automatically removed from your Primary Account when you take out your Vodafone OneNumber plan.

During your agreement with us

Using the services. You’re responsible for other people that use your equipment and services which are only for your personal non-commercial use. We own the SIM card/eSIM profile and reserve the right to change the SIM card/eSIM profile and mobile number at any time. You may only use equipment that is approved for use on our network. For more information on using our services and restrictions please review our Acceptable Use Policy.

Usage limits on your account:

We may decide to set a usage limit. We may set a monthly call and/ or internet limit on your account. We may increase or remove this if we carry out a credit check. You may be able to go over your limit, but if this happens, you must pay all charges. If your usage increases significantly we may ask for a part payment so you can continue to use the services. Your Vodafone OneNumber service will utilise the texts, minutes and data included in your Primary Account plan. If your Primary Account is disconnected, you will incur charges in accordance with the Charges Guide. Some Vodafone OneNumber devices will require 4G coverage in order to use mobile internet.

You may decide to set a usage limit. If you are a new or upgrading customer, you will have the option to set and manage a monthly usage limit to control out of bundle charges. This limit will apply to charges and services (for example any calls, messaging, data usage, picture messages, app purchases and roaming in certain countries) that aren’t included in your plan. It doesn’t include any. Pay monthly extras or other recurring charges that you choose to purchase.

Changes to your terms, services or charges. We may change the Agreement, our services, or charges at any time. We’ll tell you beforehand unless it relates to additional services or out of bundle services you don’t use regularly. The changes may change as follows:
1. Plan charge (minutes, texts, data etc & where applicable, entertainment allowance). Each April your monthly plan charge will increase by an amount equal to the retail prices index rate published by the Office for National Statistics in March (RPI rate). We will apply that RPI rate adjustment from your April bill. If the RPI rate is a decrease, your monthly plan charge will not be reduced.
2. Out of bundle services (additional minutes, texts, data, roaming, international calls etc.). We may increase charges for out of bundle services at any time.
• Additional services (Pay monthly extras, content services, insurance etc.). Charges for additional services may change from time to time and may be outside of Vodafone’s control so you’ll need to check our website for the latest prices.

If we change your plan charge, out of bundle charges, our services or the Agreement you may have a right to end the Agreement without paying a termination charge (although you’ll need to pay for your equipment subsidy where applicable). Please see “Leaving Us” below.

Problems with our services. We’ll provide our services with reasonable skill and care. However, our services are not fault-free and are not available everywhere in the UK. Please check the predicted coverage in your area on Vodafone’s website (www.vodafone.co.uk/coverage). There are a number of reasons why you may find problems with the services and these include moving home or work, weather conditions, damage to our network, the number of people using the network and so on. Please contact us if you experience a service issue and we’ll attempt to fix it.

If we have to interrupt our services for maintenance or we cause a technical fault on our network, you may be entitled to a partial credit of your next plan charge when the fault is corrected. If there is a service outage lasting more than once per year or by more than the RPI rate; (ii) increase your out of bundle charges or change our services or the Agreement to your material detriment, you’ll have a right to leave the Agreement early without paying a termination fee (although you’ll need to pay for your equipment subsidy). We’ll let you know if this is the case and what to do before the changes are made. If you take no action within 30 days of us telling you about the changes you’ll be considered to have accepted those changes.

Equipment subsidy. Where applicable, all the information required to calculate your equipment subsidy is set out in our Welcome Letter. The subsidy you pay will be 1/24 of the original value of the equipment less any up-front payment you made towards it, multiplied by the number of months left of your minimum period at the time the agreement ends. We’ll add this charge to your final bill.

If we want to suspend our services or end the Agreement. We may suspend our services or end the Agreement if:

i. you don’t pay any charges on time;
ii. you don’t do something fundamental that you have to do under the Agreement;
iii. you use any of our services in a way that may damage or affect the operation of our network;
iv. you breach or fail to adhere to our Acceptable Use Policy; or
v. you become bankrupt or make an arrangement with creditors.

Where we end the Agreement in this way, termination fees will apply. 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 or by giving you 30 days’ written notice (for any reason). You won’t have to pay a termination fee in these cases although you’ll need to pay for your equipment subsidy where applicable.

What we do with your information and contacting us

What do we do with your data? 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 and you should check back every now and then for the latest version. For any queries, you can contact us at data.protection@vodafone.co.uk.

Fraud prevention agencies. The personal information collected from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how information will be used by us and these fraud prevention agencies, and your data protection rights, can be found at www.vodafone.co.uk/privacy/fraud-prevention.

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;
Website: www.vodafone.co.uk/complaints

If we can’t fix your issue, you may

i. ask that the matter is referred to an independent ombudsman under our Customer Complaints Code available on our website or by contacting us;
ii. if you have an issue with goods or services bought online you can refer to the EC Online Dispute Resolution website at http://ec.europa.eu/odr. Further information on this complaints process is available on our website at www.vodafone.co.uk/complaints

If it is privacy related, please see vodafone.co.uk/privacy or you can contact us at data.protection@vodafone.co.uk.

Other useful information

Liability. We’ll not be legally responsible to you for any loss or damage that is not directly caused by us or which we could not reasonably expect at the time we entered into the Agreement with you, for example, loss of income, business, profit, savings and missed opportunities claims.

Transferring the Agreement. We may transfer this Agreement to another person if required by law. We may transfer the Agreement and the person you are transferring to will be considered to have accepted those changes.

Account may be shown to the third party being contacted. Your number.

Your number.

Your number.

Your number.

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