



## Your Charges Guide 2017

Call 03333 043 222 or email [disability.access@vodafone.co.uk](mailto:disability.access@vodafone.co.uk) for a large print or braille version of this document.

Your plan includes an allowance for calls to any mobile network within the UK, standard UK landlines (starting 01,02,03) and voicemail. It also includes an 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.

In some cases, 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](http://vodafone.co.uk/extras)

### 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, GPRS, Edge or HSPA we measure data in the same way over each of these networks.

### UK data charges

Plan type	Cost
<b>Plans without a data allowance</b> You'll be charged for data as you browse	<b>£2.50</b> per 100MB
<b>Plans with a data allowance</b> You'll be charged for data once you've exceeded your allowance	
Red or Red Value Bundle Pay monthly phone plans that started between 3 April 2015 – 4 May 2016	<b>£6.50</b> per 500MB
All other Pay monthly phone plans	<b>£6.50</b> per 250MB
Red or Red Value Bundle SIM only plans that started between 16 August 2015 – 4 May 2016	<b>£6.50</b> per 500MB
All other SIM only plans	<b>£6.50</b> per 250MB
Mobile Broadband and Tablet plans	<b>£6.50</b> per 250MB

### Expected upload and download speeds

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](http://vodafone.co.uk/coverage)

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

Standard UK call charges	Cost per minute (one minute minimum call charge applies)
Calls to any Vodafone UK mobile, standard UK landline (starting 01, 02, 03) and voicemail	<b>55p</b>
Other mobile networks within the UK	<b>55p</b>
Non-geographic numbers (084, 087, 118)	<b>55p</b> per minute Access Charge plus Service Charge
Vodafone Directory Enquiries (118 881) Calls cost 80p per minute plus your phone company's Access Charge.	<b>55p</b> per minute Access Charge plus a Service Charge
Freefone numbers starting 0800, 0808	<b>Free</b>
Freefone numbers starting 0500	<b>55p</b>
Radio-paging services (start 076)	<b>55p</b> (per call)
Personal numbering services (start 070)	<b>55p</b>
Call forwarding services (e.g. 07744, 07755)	<b>55p</b>
Video calling to Vodafone UK mobiles	<b>55p</b>
Video calling to other UK mobiles	<b>55p</b>
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.	<b>Free to £2.00</b> per minute (one minute minimum call charge applies)
UK premium numbers	Prices
Premium rate services (starting '09')	<b>55p</b> per minute Access Charge plus a Service Charge

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](http://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	Cost per message
Standard text message (up to 160 characters)	<b>35p</b>
Long text message (over 160 characters)	<b>35p</b>
Picture messages (up to 300kb)	<b>55p</b>
Video messages	<b>55p</b>
Non-standard UK text messages e.g. call forwarding services (e.g. 07744, 07755)	<b>35p</b>
Calls to charity numbers	Cost
Charity numbers starting 0800 or 0808	<b>Free</b> – see <a href="http://vodafone.co.uk/pmcharges">vodafone.co.uk/pmcharges</a>

International calls, texts and video calls from the UK	Cost
<b>International Calls</b> (one minute minimum call charge applies)	
International Europe Zone	<b>£1.50</b> per minute
The Rest of the World	<b>£2.00</b> per minute
<b>Text messages</b>	<b>Cost</b>
Worldwide (up to 160 characters)	<b>35p</b> per message
<b>Video calls</b>	<b>Cost</b>
Worldwide	See <a href="http://vodafone.co.uk/pmcharges">vodafone.co.uk/pmcharges</a>

## 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.

Channel Islands and Isle of Man charges	Cost
<b>Text messages</b>	
Standard text to Channel Islands (Guernsey and Jersey) and Isle of Man	<b>35p</b> per message
<b>Standard Calls</b> (one minute minimum call charge applies)	
Standard call to Channel Islands (Guernsey and Jersey) and Isle of Man	<b>55p</b> per minute

## 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](http://vodafone.co.uk/travelling) for the latest information on our charges.

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

Additional charges may apply when calling non-UK numbers, or calling and texting non-standard numbers – please visit [vodafone.co.uk/travelling](http://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.

\* Roam-free is intended for periodic travel. It isn't meant for users roaming on a semi-permanent or permanent basis. We'll send you a text requesting you moderate your usage in our Roam-free destinations if you use them for a total of 2 months or more during any 4-month period. If your usage in any of our Roam-free destinations continues to exceed this allowance after a 2-week period from which you first received this text, we may charge you for further use or bar your roaming services. We'll always let you know before we do this.

## 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 contract, 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

Late payment fee	£5
Itemised paper bill	£1.54 per month
Additional bill copy	£1.54
Plan switching charge	£20

## 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](http://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](http://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.

Our Roam-free proposition is intended for periodic travel and not for users roaming on a semi-permanent or permanent basis.

We will send you a text requesting you moderate your usage of Services in our Roam-free zone if 50% or more of the days you have used our Services have occurred in our Roam-free zone within any 4 month rolling period.

If your usage in our Roam-free zone continues to exceed 50% as described above over a 2-week period following our notification, we may charge you for further use or bar your roaming Services. We'll always let you know before we do this. For full terms, visit [vodafone.co.uk/travelling](http://vodafone.co.uk/travelling)

## Pay monthly airtime conditions 2017

### Your agreement with us

Your agreement is with **Vodafone Limited**, registered in England under number 1471587 at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN. It's made up of these General Network Terms and Charges Guide which covers the SIM card and any services you use in your 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, Privacy and Acceptable Use Policies which also make up your "Agreement" with us. You can find these documents at [www.vodafone.co.uk/agreementpolicies](http://www.vodafone.co.uk/agreementpolicies).

### 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.

**Charging.** Your **Charges Guide** sets out current pricing information about out of plan charges (extra texts, 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.

**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 the 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).

**Upgrade.** We 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.

### 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 phone number and the SIM card which we can change at any time and 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.** We may decide to set a monthly call and/or internet limit on your account. It's possible you may go over this limit (for example when you're roaming) but if this happens you must still pay all charges. If your usage increases significantly we may ask for a part payment so you can continue to use the services.

**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 plan services you don't use regularly. The charges may change as follows:

- **Plan charge** (minutes, texts, data & entertainment allowance, etc.). 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.
- **Out of plan services** (additional minutes, texts, data, roaming, international calls etc.). We may increase charges for out of plan services at any time.
- **Additional services** (Data Extras, content services 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 plan 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). 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](http://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 plan charge based on the number of days you are without our services. If you are experiencing a materially degraded service for an unreasonable period of time, please read our "Leaving Us" section below. We'll not be responsible for any loss of service due to something outside our reasonable control. To receive a partial credit of your charges or terminate the Agreement, you must report to us a severe disruption which we will assess against your typical usage history. We may offer you alternative equipment (such as Vodafone Sure Signal) to address service quality.

During busy periods on our network we may need to manage traffic to ensure everyone has access to our services. You can find out more on our traffic management policy at [vodafone.co.uk/terms-and-conditions/consumer/network-and-coverage/traffic-management](http://vodafone.co.uk/terms-and-conditions/consumer/network-and-coverage/traffic-management)

**Lost or Stolen Equipment.** If your SIM card is lost or stolen, you must tell us as soon as possible so we can suspend our services and stop someone else using it. Your maximum liability for charges incurred up until you notify us will be as follows:

**Notification within 24hrs:** £100 maximum

**Notification 24+hrs – 5days:** £500 maximum

**Notification 5 days+:** all charges until you have reported to us.

You'll also continue to pay all the remaining plan charges for our services for the minimum period, even if your SIM card or equipment is lost or stolen.

## Leaving us / suspending the services

Cancelling, returns and faulty equipment. Please read our Returns Policy for details on how to do this. It also sets out what to do if your equipment is faulty and how you can return your equipment or get your equipment fixed or replaced.

### If you want to end the Agreement:

**Because you simply want to leave us.** If you're outside of your minimum period, you can cancel at any time but you'll need to give us 30 days' notice. If you are within your minimum period, you'll need to pay a termination fee. Your Charges Guide gives you a calculation to work out how much this will be.

**Because of the quality of our services.** If the service is materially degraded for an unreasonable period of time you may be able to leave the Agreement early without paying a termination charge (although you'll need to pay for your equipment subsidy). Contact us to discuss your options.

**Because of changes.** If we, (i) increase your monthly plan charge more than once per year or by more than the RPI rate; (ii) increase your out of plan 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.** All the information required to calculate your equipment subsidy is set out in your 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; or
- (iv) 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.

## What we do with your information and contacting us

**What do we do with your data?** We along with companies in the same group as us may collect, use and share your personal information and information about the type of calls you make in order to support our services, manage your account, and provide customer care activities.

**Sharing your data with third party agencies.** If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering.

For our Privacy Policy and further details explaining how the information held by fraud prevention agencies may be used, please ask an advisor or visit [www.vodafone.co.uk/privacy](http://www.vodafone.co.uk/privacy)

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 free from your Vodafone mobile 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

- (i) ask that the matter is referred to an independent ombudsman under our Customer Complaints Code available on our website or by contacting us; or
- (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 <http://www.vodafone.co.uk/vodafone-uk/forms/complaints/#>

## 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 anyone at any time provided doing so does not adversely impact your rights under the Agreement. You'll need to get our permission before transferring the Agreement and the person you are transferring to will need to pass our credit check.

**Your number.** When you use your mobile equipment, your number may be shown to the equipment being contacted. Your number will always be shown if you contact 999 or 112.