

Enterprise price plan guide

Vodafone Business Essentials



Pricing before 15th June 2017 (before implementation of 2017 EU Regulations)

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

Included minutes, texts and internet

Inclusive UK Minutes	Standard UK Texts	UK data/internet	One Net Express	Monthly Charge
500 minutes	250	500MB	Not included	£30
900 minutes	250	750MB	Not included	£40
1200 minutes	250	750MB	Not included	£45
2000 minutes	250	1GB	Not included	£65
3000 minutes	Unlimited	1GB	Not included	£75
4000 minutes	Unlimited	1GB	Not included	£85

UK minutes include calls to standard UK landlines (starting 01, 02, 03) and UK mobiles from the UK.

The Charges below will apply once Customer exceeds any of its included monthly minutes, texts or internet, as applicable, or where Customer's included allowance does not 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	45.84p
Calls to other UK mobile networks within the UK	45.84p
Video calling to any Vodafone UK mobile within the UK	45.84p
Video calling to other UK mobile networks within the UK	45.84p
Video calling to international mobile networks within the UK	To Europe £1.25 To ROW £1.67
Standard UK text charges	Charge per text
Standard UK text message	29.17p
Standard UK picture message	45.84p
Standard UK video message	45.84p
Non-geographic call charges (one minute minimum call charge)	Charge per Minute
Non-geographic numbers starting 0500	45.84p
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	45.84p a minute plus a service charge* (one-minute minimum call charge)
Non-geographic numbers starting 0800, 0808	Free
Charity numbers starting 0800 or 0808	Free – more details
Radio-paging services (starting 076)	45.84p a call
Personal numbering services (starting 070)	45.84p
Call forwarding services (e.g. 07744, 07755)	45.84p
Premium rate charges	Charges
Premium rate services (starting 09)	45.84p a minute plus a service charge* (one-minute minimum call charge)
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 you 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)	45.84p a minute, plus a service charge of 80p a minute (one-minute minimum call charge)
Calls to directory enquiries numbers (118)	45.84p a minute plus a service charge* (one-minute minimum call charge)
UK internet usage	Cost per megabyte
UK internet use on plans without internet included	£2.09 per 100MB per day (midnight to 11.59pm).

Enterprise price plan guide



Vodafone Business Essentials

Additional UK internet use on plans with internet included

£5.42 per 250MB

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

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	£1.25
Calls to USA and Canada	£1.67
Calls to any other worldwide destination	£1.67
Text messages (per message)	
Worldwide (up to 160 characters) per text	29.17p
Video calls (1 minute minimum call charge)	
Worldwide	To Europe £1.25 To ROW £1.67

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

* 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). More information is available at www.ukcalling.info

Channel Islands and Isle of Man charges

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	45.84p
Text messages (per message)	Charge per Text
Texts to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	29.17p

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices

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 before travelling at vodafone.co.uk/workingabroad.

	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 1	3.9p per min	79p	0.8p per min	1.5p per text	3.9p per picture message	3.9p per MB
	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	20.42p per min	79p	5.95p per min	6.8p per text	45p per picture message	38.29p per MB
	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
USA & Canada	£1.00 per min	£1.79 per min	75p per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World 1	£1.40 per min	£1.79 per min	£1.00 per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World 2	£2.00 per min	£2.00 per min	£1.50 per min	50p per text plus the UK text message rate	45p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

Enterprise price plan guide



Vodafone Business Essentials

In Europe Zone 1, all calls Customer makes and receives are charged per second. 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 USA & Canada, Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call charge.

In Rest of World Zone and Rest of World Zone 2 Vodafone will charge Customer for the calls 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.

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:

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

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, Turkmenistan, Uzbekistan

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.

Enterprise price plan guide

Vodafone Business Essentials



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Calls to other UK mobile networks within the UK	45.84p
Video calling to any Vodafone UK mobile within the UK	45.84p
Video calling to other UK mobile networks within the UK	45.84p
Video calling to international mobile networks within the UK	To Europe £1.25 To ROW £1.67

Standard UK text charges	Charge per text
Standard UK text message	29.17p
Standard UK picture message	45.84p
Standard UK video message	45.84p

Non-geographic call charges (one minute minimum call charge)	Charge per Minute
Non-geographic numbers starting 0500	45.84p
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	45.84p a minute plus a service charge* (one-minute minimum call charge)
Non-geographic numbers starting 0800, 0808	Free
Charity numbers starting 0800 or 0808	Free – more details
Radio-paging services (starting 076)	45.84p a call
Personal numbering services (starting 070)	45.84p
Call forwarding services (e.g. 07744, 07755)	45.84p

Premium rate charges	Charges
Premium rate services (starting 09)	45.84p a minute plus a service charge* (one-minute minimum call charge)
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 you 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)	45.84p a minute, plus a service charge of 80p a minute (one-minute minimum call charge)
Calls to directory enquiries numbers (118)	45.84p a minute plus a service charge* (one-minute minimum call charge)

Enterprise price plan guide



Vodafone Business Essentials

UK internet usage	Cost per megabyte
UK internet use on plans without internet included	£2.09 per 100MB per day (midnight to 11.59pm).
Additional UK internet use on plans with internet included	£5.42 per 250MB

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

International calls, texts and video calls from the UK

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Calls to any other worldwide destination	£1.67
Text messages (per message)	
Worldwide (up to 160 characters) per text	29.17p
Video calls (1 minute minimum call charge)	
Worldwide	To Europe £1.25 To ROW £1.67

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Standard calls (one minute minimum call charge)	Charge per Minute
Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	45.84p
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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 before travelling at vodafone.co.uk/workingabroad.

Receiving calls; Making calls & Sending texts within Europe Zones and Back to the UK; Using the internet			Sending Picture messages	Making Calls & Sending SMS from Europe Zones to any other Zone		
Usage taken from inclusive UK allowance, or charged at domestic rate			Usage taken from inclusive UK allowance, or charged at domestic rate	Usage charged at International rates		
	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
USA & Canada	£1.00 per min	£1.79 per min	75p per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World 1	£1.40 per min	£1.79 per min	£1.00 per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World 2	£2.00 per min	£2.00 per min	£1.50 per min	50p per text plus the UK text message rate	45p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer their domestic rates. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged 3.9p per min. Calls to UK FreePhone numbers (0800, 0808) are free of charge. UK Non-geographic minutes bundles can't be used in Europe Zone 1 and Europe Zone 2. Any applicable International add-ons and/or inclusive International minutes apply for usage charged at International rates.

Enterprise price plan guide

Vodafone Business Essentials



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

In Rest of World Zone and Rest of World Zone 2 Vodafone will charge Customer for the calls 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.

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:

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

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, Turkmenistan, Uzbekistan

Inclusive Roaming Fair Usage Policy

Inclusive European Roaming services in Europe Zone 1 and 2 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 our Europe Zone 1 and 2 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 our inclusive Europe Zone 1 and 2 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 do this.

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.