

# Price Plan Guide

## Vodafone RED Sharer

Enterprise Customers



This Price Plan Guide applies to the Vodafone RED Sharer price plan and is incorporated into the Commercial Terms between Vodafone and Customer and together with the General Terms, Mobility Service Terms, Service Specific Terms, Order and any applicable policies and guidelines shall form the Agreement for the Vodafone RED Sharer price plan.

All Charges detailed in this Price Plan Guide are Standard List Price and subject to change.

### 1. Standard UK Internet: WAP & Internet

1.1 The internet data in the plan is shared across the Group (defined in clause 4.3 below) i.e. if Customer connects 5 price plans that have 1GB of internet data included, the Group will have 5GB of data to share.

	3G RED Sharer				4G RED Sharer		
<b>UK minutes</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Standard UK texts</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Standard UK internet</b>	0GB	1GB	2GB	3GB	2GB	3GB	4GB
<b>Price plan Code</b>	RESH3G0GB	RESH3G1GB	RESH3G2GB	RESH3G3GB	RESH4G2GB	RESH4G3GB	RESH4G4GB
<b>One Net Express</b>	Not included	Not included	Not included	Not included	Not included	Not included	Not included
<b>Monthly Access Fee</b>	£28.75	£35.00	£40.00	£45.00	£40.00	£45.00	£50.00

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

RED Sharer Mobile Broadband ("MBB")		
<b>User Type</b>	3G MBB	4G MBB
<b>Data</b>	2GB	4GB
<b>Price plan Code</b>	RS_MBB32G	RS_MBB44G
<b>Monthly Access Fee</b>	£12.50	£20.00

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

### 2. Unlimited Minutes and Texts

2.1 Each Voice Connection on a RED Sharer Voice price plan has unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages made or sent (as applicable) from and to the UK.

2.2 All other call and text types on the RED Sharer price plan shall be charged the out of bundle Charges set out in this Price Plan Guide.

### 3. Wi-Fi Calling:

3.1 Wi-Fi calling is available to Customer on Red Sharer whose Users have compatible devices.

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3.2 Please see <http://www.vodafone.co.uk/businesswificalling> for a list of compatible devices and more information on Wi-Fi Calling.

3.3 Customer should refer to the Mobility Service Terms for limitations to Wi-Fi Calling.

### 4. Shared Data

4.1 All Connections with a data allowance included in that Connection's price plan on the RED Sharer price plan will share their UK data allowances, plus any RED Sharer optional internet packs, in a "data pool".

4.2 Connections on a 'Voice only' RED Sharer price plan (without an allocation of data) will not be able to use the data pool. If a Connection on a 'Voice only' RED Sharer price plan uses data then the out of bundle Charges detailed in this Price Plan Guide shall apply per Connection. Connections on other price plans will not be able to share data. Connections on a RED Sharer price plan without a data allowance will be able to access the data pool. If Customer uses a Data-only SIM meant for a mobile broadband device (like a tablet or dongle) to make voice calls and texts, the out of bundle Charges in the tables below will apply.

4.3 Customer must have a "Lead Connection" among its "Member Connections" on the RED Sharer price plan. The Lead Connection and the Member Connections on the RED Sharer price plan are called the "Group".

4.4 The Lead Connection:

- (a) will incur all Charges incurred by the Group;
- (b) cannot have a content bar applied because out of bundle Charges will be recorded as content purchases; and
- (c) must be a 'smartphone'.

4.5 If the Lead Connection is disconnected: (a) the last Voice-enabled Member Connection in the Group will be assigned Lead Connection status; and (b) Vodafone shall text the Lead Connection notifying it of the disconnection.

4.6 Vodafone EuroTraveller can be used with RED Sharer. RED Sharer is not compatible with: (a) individual data allowances (but Customer may still be charged); and (b) Data Test Drive.

4.7 Customer may not have more than 20,000 Connections in its Group.

4.8 Vodafone RED Sharer billing does not support automatic cost centre allocations of Charges.

4.9 The operational functionality of RED Sharer is set out at the bottom of this Price Plan Guide under 'RED Sharer data functionality'.

Optional internet pack	Monthly Access Fee
1GB of UK internet usage	£5.00
2GB of UK internet usage	£10.00
3GB of UK internet usage	£15.00
5GB of UK internet usage	£25.00
10GB of UK internet usage	£50.00
20GB of UK internet usage	£100.00
50GB of UK internet usage	£250.00
100GB of UK internet usage	£500.00
250GB of UK internet usage	£1250.00
500GB of UK internet usage	£2500.00
1000GB of UK internet usage	£5000.00

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The Charges below will apply once Customer exceeds its included allowance, or where Customer's allowance does not include any of the services listed above (out of bundle rates).

### 5. Voice Calls, Data and Texts From the UK to the UK

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) and UK voicemail access	37.5p
Calls to other UK mobile networks	37.5p
Video calling to any Vodafone UK mobile	33.3p
Video calling to other UK mobile networks	46.8p
Video calling to international mobile networks	46.8p
Standard UK text Charges	Charge per text
Standard UK text message	15p
Standard UK picture message	33.3p
Standard UK video message	51p
Non-geographic call Charges (1 minute minimum call Charge)	Cost per message
Non-geographic numbers starting 0500	17p
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	37.5p 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 – <a href="#">more details</a>
Radio-paging services (starting 076)	42.5p a call
Personal numbering services (starting 070)	55.34p
Call forwarding services (e.g. 07744, 07755)	29.7p
Premium rate Charges	Charges
Premium rate services (starting 09)	37.5p 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 the caller know the cost of the call.	Free to £2.00 per minute (one-minute call Charge)
Directory enquiries call Charges (1 minute minimum call Charge)	Charge per minute
Calls to Vodafone's preferred directory enquiry number (118 881)	37.5p a minute, plus a service charge of 80p a minute (one-minute minimum call Charge)
Calls to directory enquiries numbers (118)	37.5p a minute plus a service charge* (one-minute minimum call Charge)

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UK internet usage within the UK	Charge per megabyte
UK internet usage once a Connection has exceeded its included data allowance	£5.42 per 250MB
UK internet use on price plans where Customer has no data allowance	£5.42 per 250MB per Connection

\* 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 a bank or travel agent). More information is available at [www.ukcalling.info](http://www.ukcalling.info)

### 6. 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	83p
Calls to USA and Canada	125p
Calls to Asia Pacific countries	125p
Calls to any other worldwide destination	125p
Text messages (per message)	
Text message to any destination outside the UK (up to 160 characters)	29.17p
Video calls (one minute minimum call Charge)	
Video calls to any destination outside the UK	46.8p

### 7. Calls to the Channel Islands and Isle of Man from the UK

Standard calls (one minute minimum call Charge)	Charge per minute
Calls to any Channel Islands and Isle of Man mobile and landline (starting 01481, 01534, 01624)	30p
Text messages (per message)	
Texts to Channel Islands or Isle of Man numbers	15p

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### 8. Calls, Texts and Data Outside the UK

8.1 Vodafone divided the world into Roaming Zones which carry different Charges. As zones, countries and Charges change from time to time, please check Vodafone's website before travelling at [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad).

Roaming Zones	Receiving calls; Making calls & sending texts within Europe Zone 1 and back to the UK; Using the internet			Sending picture messages	Making calls & sending SMS from Europe Zone 1 to any other Zone
Europe Zone 1	Domestic (†)			Domestic (†)	International (*)
Roaming Zones	Making calls	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone 2	24.5p per min	7.1p per min	8.1p per text	37p per picture message	45.9p per MB
Asia Pacific	80p per min	75p per min	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5 Mb, then £15 per 5MB thereafter
USA & Canada	£1.35 per min	£1 per min	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5 Mb, then £15 per 5MB thereafter
Rest of World Zone 1	£1.65 per min	£1.30 per min	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5 Mb, then £15 per 5MB thereafter
Rest of World Zone 2	£2.00 per min	£1.50 per min	50p a text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

(†) Customers are charged standard UK Charges and standard UK out-of-bundle Charges. UK off-net Charges ('Calls to other UK mobile networks') apply for all calls. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged **3.9p** per min. Calls to FreePhone numbers (0800, 0808) are **free of charge**. UK Non-geographic minutes bundles can't be used in Europe Zone 1.

(\*) Cross-zone calls & texts are charged as standard International calls and texts. Any applicable International Add-ons and/or inclusive International minutes apply. (See 'International calls, texts and video calls from the UK' for the standard International Charges and Add-ons).

- 8.2 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.
- 8.3 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.
- 8.4 In Asia Pacific, Rest of World Zone 1 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.

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- 8.5 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.
- 8.6 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).
- 8.7 **List of Countries by Roaming Zone:**
- (a) **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
  - (b) **Europe Zone 2:** Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey
  - (c) **USA & Canada**
  - (d) **Asia Pacific:** Australia, New Zealand, Singapore, South Africa, Taiwan, Thailand.
  - (e) **Rest of World Zone 1:** All other countries
  - (f) **Rest of World Zone 2:** Airlines (Aeroplane, Flight), Andorra, Belize, Bhutan, Burundi, Comoros, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Greenland, Laos, Lebanon, Libya, Madagascar, Maldives, Maritime (Cruise, Ferry, Ship), Sao Tome and Principe, Solomon Islands, Turkmenistan, Uzbekistan

## 9. Inclusive Roaming Fair Usage Policy

- 9.1 Inclusive European roaming services in Europe Zone 1 are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.
- 9.2 If Customer or Customer's Users use their mobile in Vodafone's Europe Zone 1 for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of the roaming services.
- 9.3 If Customer or Customer's Users usage in Vodafone's inclusive Europe Zone 1 continues to exceed 50% as described above, over the 2-week period following the first notification, Customer may be charged for further use or Vodafone may bar them from using its roaming services. Customer will be notified before Vodafone applies the bar.

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### 10. Data Threshold and Capping Notifications

- 10.1 Customer can elect to receive data threshold notifications.
- 10.2 Lead/Deputy SMS Notifications: Note that Lead and Deputy Connections can't opt out of receiving SMS notifications.
- 10.3 Out of bundle charging for the group will be charged to the Lead Connection.
- 10.4 Below are the available notifications sent by Vodafone:

Message Description	Lead/Deputy Connection	Message Description	Lead/Deputy Connection when Member has capping
<b>Data pool usage text</b> - Sent to Customer at 80% and 100% of its data pool usage. Deputy Connection membership is optional.	✓	<b>Data pool usage text</b> - Sent to Customer at 80% and 100% of its data pool usage. Deputy Connection membership is optional.	✓
<b>Out of Bundle Step text</b> - Sent to Customer at 80% and 100% of its out of bundle usage in the pool. Out of bundle Charges are calculated in steps of 1GB.	✓	<b>Out of Bundle Step text</b> - Sent to Customer at 80% and 100% of its out of bundle usage in the pool. Out of bundle Charges are calculated in steps of 1GB.	✓
<b>Pool usage query</b> - Text 'INTERNETBALANCE' to 40506.	✓	<b>Pool usage query</b> - Text 'INTERNETBALANCE' to 40506.	✓
<b>Pool update text</b> - When optional internet packs or Member Connections are added.	✓	<b>Pool update text</b> - When optional internet packs or Member Connections are added.	✓
<b>Lead administrator change text</b> - The Lead Connection can be changed by calling customer services. A message is sent to the old Lead Connection and current Deputy Connection notifying them of any change.	✓	<b>Lead administrator change text</b> - The Lead Connection can be changed by calling customer services. A message is sent to the old Lead Connection and current Deputy Connection notifying them of any change.	✓
<b>Threshold notification and bar text</b> - When data usage has reached 100% of the Member Connection's data threshold limit, a text notification is sent to the Lead Connection. The Lead Connection can respond to this message by texting 'BAR INTERNET' to 40506 to bar data usage to that Member Connection for the rest of the billing month only. The Member Connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Customer's account.	✓	<b>Capping notification and bar text</b> - When data usage has reached 100% of the Member Connection's data capping limit, a text notification is sent to the Lead Connection to inform them that the Member Connection has had a data bar applied. The Lead Connection can contact the account administrator to remove the data bar. The Member Connection the data bar applies to is for the rest of the billing month only. The Member Connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Customer's account.	✓

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Message Description	Lead/Deputy Connection	Message Description	Lead/Deputy Connection when Member has capping
<b>Member UNBAR text</b> - The Lead Connection can text "UNBAR INTERNET" to 40506 to allow the Member Connection to use data if a bar was applied. A text is also sent to the Member Connection (where enabled) to advise of the removal.	✓	<b>Member UNBAR text</b> - The Lead Connection can text "REMOVE DATA CAP" to 40506 to allow the Member Connection to use data if a bar was applied. A text is also sent to the Member Connection (where enabled) to advise of the removal. To remove their cap send **I REMOVE DATA CAP to 40506	✓

### 10.5 Member SMS Notifications:

Message Description	Member Connection	Message Description	Member Connection with capping
<b>Member's Threshold Limit text</b> - Sent when data usage has reached 80% and 100% of a Member Connection's data threshold limit. The Member Connection's data threshold limit must be applied for this feature to operate which can be set during initial set up of Customer's account.	✓	<b>Member's Cap Limit text</b> - Sent when data usage has reached 80% and 100% of a Member Connection's data cap limit. The Member Connection's data Capping limit must be applied for this feature to operate which can be set during initial set up of Customer's account.	✓

### 10.6 Data Threshold/Capping Notifications:

The following data threshold/capping notifications are available for the Lead Connection and / or the Deputy Connection (where applicable) to receive for Member Connections. Note that the Connection can either add a data threshold notification or a data capping threshold but not both. Customer's account can have a mixture of data thresholds notifications and data capping thresholds i.e. 10 Connections with 1GB data threshold notifications and 20 Connections with 20GB data capping notifications.

Data Threshold/Capping Allowance			
250MB	3GB	10GB	100GB
500MB	4GB	20GB	125GB
1GB	5GB	50GB	150GB
2GB	8GB	75GB	

### 10.7 Email notifications:

Customer will be able to opt in to receive email notifications which provide copies of SMS notifications received. Customer must be opted in to receive SMS notifications on the Connection. The email address allocated by Customer could be the Connection's email address or could be an administrator's Group email address. There are four email message types that are available:



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Email message types
Group Email Notification Daily (sends previous day's summary of SMS notifications)
Group Email Notify Per Message
User Email Notification Daily (sends previous day's summary of SMS notifications)
User Email Notify Per Message

### 11. RED Sharer data functionality

11.1 The detailed functionality of RED Sharer is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.

### 12. Billing Rules

12.3 The following billing rules apply to the RED Sharer price plan:

- (a) **National usage:** National calls are charged per second, rounded up to the nearest whole second and then rounded to next tenth of a penny. A one minute minimum call Charge applies.
- (b) **International usage:** International calls to International Bands 1R to 2a are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to International Bands 4 to 13 are measured in 60-second increments. Call Charges are rounded up to the next tenth of a penny and have a 4.2 pence minimum call Charge.

### 13. General

13.1 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. 4G price plans are not currently compatible with private APNs.