

# Price Plan Guide



## Vodafone Small Business Plans

Enterprise Customers

This Price Plan Guide applies to the Vodafone Small Business Plans 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 Small Business Plans.

All Charges exclude VAT. Please note that Customers cannot change their Small Business Plan until the Minimum Term has been fulfilled.

### 1. Small Business Plans Price Plan

Small Business Plans										
	Business Value 500MB	Business Value 1GB	Business Value 3GB	Business Value 6GB	Business Premier 4GB	Business Premier 12GB	Business Premier 25GB	Business Premier 60GB	Business Black	Business Black Global
<b>Calls to UK mobiles and UK landlines (starting 01, 02, 03)</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Standard UK text message</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>UK Data Allowance</b>	500MB	1GB	3GB	6GB	4GB	12GB	25GB	60GB	60GB	60GB
<b>Roaming</b>	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller + Global Traveller
<b>Security</b>	Inclusive Secure Net	Inclusive Secure Net	Inclusive Secure Net	Inclusive Secure Net	Inclusive Device Support	Inclusive Device Support	Inclusive Device Support	Inclusive Device Support	Inclusive Device Support	Inclusive Device Support
<b>Premium Service</b>					Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact
<b>Vodafone Pass</b>					Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass
<b>Insurance</b>						Inclusive Damage and Breakdown Insurance	Inclusive Damage and Breakdown Insurance	Inclusive Damage and Breakdown Insurance	Inclusive Damage and Breakdown Insurance	Inclusive Damage and Breakdown Insurance
<b>Vodafone Rapid</b>						Inclusive Vodafone Rapid	Inclusive Vodafone Rapid	Inclusive Vodafone Rapid	Inclusive Vodafone Rapid	Inclusive Vodafone Rapid
<b>Business Support</b>							Inclusive Business Support	Inclusive Business Support	Inclusive Business Support	Inclusive Business Support
<b>Productivity</b>								Mobile Wi-Fi or PayPal Here Device	Mobile Wi-Fi or PayPal Here Device	Mobile Wi-Fi or PayPal Here Device

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Calling Abroad									Business International 500 min	Business International 500 min

### 2. Included in Price Plan

#### Unlimited Minutes and Texts:

- (a) Each Voice Connection on the Vodafone Small Business Plans has unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages sent (as applicable) from and to the UK.
- (b) All other call and text types on the Vodafone Small Business Plans shall be charged at the out of bundle rates set out in this Price Plan Guide.
- (c) Calls made through the return call service via voicemail are not included and subject to the out of bundle rates set out in this Price Plan Guide.

#### Wi-Fi Calling:

- (d) Wi-Fi calling is available to Customer on Small Business Plans whose Users have compatible devices.
- (e) Please see [www.vodafone.co.uk/wificalling](http://www.vodafone.co.uk/wificalling) for a list of compatible devices and more information on Wi-Fi Calling.
- (f) Customer should refer to the Mobility Service Terms for limitations to Wi-Fi Calling (please see [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms)).

#### 2.2 Small Business Traveller:

- (a) **Europe Zone:** All Vodafone Small Business Plans include Small Business Traveller which allows Customers to take their UK minutes, texts and data to our Europe Zone for free.
- (b) **World Zone:**
  - (i) Customers on the Vodafone Business Value and Vodafone Business Premier plans can use Small Business Traveller in our World Zone for £5 (excluding VAT) a day per Connection.
  - (ii) Customers on the Vodafone Business Black plans can take their UK minutes, texts and data to our World Zone for free.
- (c) Customer will automatically opt out of the 50 euro monthly spend limit for data in Small Business Traveller countries, together with associated notifications, because Customer will be using its UK data allowance.
- (d) Customer can opt out of Small Business Traveller with Vodafone Business Value and Business Premier at any time and will revert back to Standard List Price roaming rates and the 50 euro monthly spend data cap.
- (e) Customer cannot opt out of Small Business Traveller with a Vodafone Business Black plan as the service is included in the price plan.
- (f) The Small Business Traveller Price Plan Guide applies to Customer's use of Small Business Traveller (please see [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad)).

#### 2.3 Global Traveller

- (a) Customers who have purchased Vodafone Business Black Global are automatically opted into Global Traveller at no extra cost. As well as being able to use their UK minutes, texts and data in our Europe and World Zones Zone for free, they will have an allowance of 500 minutes, 500 texts and 3GB of data to use in our Rest of World Zone. Please note that Customers cannot opt out of Global Traveller.

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- (b) Please note:
  - (i) Should the Customer use all of their UK data allowance whilst roaming in the Europe Zone, the Customer will be charged the UK Internet Usage out of bundle rates detailed in this Price Plan Guide, not the regulated Europe zone roaming rates
  - (ii) In the Europe Zone and the Rest of World Zone the 50 euro monthly mobile data spend cap will only be triggered once the inclusive allowance has been used.
- (c) The Global Traveller price plan guide applies to Customer's use of Global Traveller (please see [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad)).

### 2.4 Secure Net

- (a) Secure Net is included on all Vodafone Small Business Value plans, please visit [www.vodafone.co.uk/secure-net](http://www.vodafone.co.uk/secure-net).
- (b) Please see [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms) for Service Terms.

### 2.5 Device Support

- (a) Vodafone Device Support is included in all Vodafone Business Premier and Vodafone Business Black plans – see [www.vodafone.co.uk/devicesupport](http://www.vodafone.co.uk/devicesupport) for details.
- (b) Device Support is provided by Lifestyle Services Group Limited trading as Assurant. Third Party terms apply to Customer's use of Device Support and by using Device Support Customer will enter into a separate agreement with Lifestyle Service Group Limited for the use of the service. Please visit [www.vodafone.co.uk/devicesupport](http://www.vodafone.co.uk/devicesupport) for details. Please be aware that by using Device Support that your personal data may be stored outside of the European Economic Area – see the Device Support terms for further details.

### 2.6 Prime Contact

- (a) Prime Contact is included in all Vodafone Business Premier and Vodafone Business Black plans.
- (b) The following Prime Contact Service Terms shall apply which can be found at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms):
  - (i) Customers which are businesses of 9 or fewer employees: The Service Terms found under Prime Contact Service Terms (SMB); or
  - (ii) Customers which are businesses of 10 or more employees: The Service Terms found under Prime Contact Service Terms (SME).

### 2.7 Email and Maps Pass

- (a) All Vodafone Business Premier and Vodafone Business Black plans have the Email and Maps Pass included. Please visit [www.vodafone.co.uk/businesspass](http://www.vodafone.co.uk/businesspass) for more information on how Vodafone Email and Maps Pass work and the apps included.
- (b) Please see [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms) for Service Terms.

### 2.8 Insurance (Accidental Damage and Breakdown)

- (a) Vodafone Business Premier (excluding Business Premier 4GB), Vodafone Business Black and Vodafone Business Black Global plans include Accidental Damage and Breakdown insurance.
- (b) This cover is administered by Lifestyle Service Group Limited with a sole provider, Assurant General Insurance Limited. Lifestyle Service Group Limited administer and handle claims on behalf of Assurant General Insurance Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register No. 202735. Lifestyle Service Group Limited is authorised and regulated by the Financial Conduct Authority, Financial Services Register No. 315245.
- (c) The insurance benefit will be shown on the bill as a separate line to the main tariff to comply with tax requirements.

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- (d) This insurance element of the tariff is inclusive in the applicable price plan and may not be treated as a separate item, nor may it be discounted whilst on a relevant Small Business Plan.
- (e) This policy does not provide cover for problems with Customer's mobile device that are covered by the manufacturer warranty.

#### 2.9 Vodafone Rapid

- (a) Vodafone Rapid is provided to Customers on behalf of Vodafone by Lifestyle Services Group Limited, and is included on Vodafone Business Premier (excluding Business Premier 4GB), Vodafone Business Black and Vodafone Business Black Global plans.
- (b) Vodafone Rapid aims to provide Customers with the rapid replacement of its mobile phone on each successful claim for accidental damage or breakdown in accordance with its Insurance terms and conditions. Please note this service does not cover device warranty claims.
- (c) Vodafone Rapid will aim to deliver to most UK mainland and Northern Ireland locations within a 4-hour period, but some exclusions apply. Please see the Vodafone Rapid Service Terms at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms).

#### 2.10 Business Support

- (a) Business Support is included in Vodafone Business Premier plans above 25GB and all Business Black plans – see [www.vodafone.co.uk/businesssupport](http://www.vodafone.co.uk/businesssupport) for details.
- (b) Business Support is provided by Lifestyle Services Group Limited trading as Assurant. Third Party terms apply to Customer's use of Business Support and by using Business Support Customer will enter into a separate agreement with Lifestyle Service Group Limited for the use of the service. Please visit [www.vodafone.co.uk/businesssupport](http://www.vodafone.co.uk/businesssupport) for details.

#### 2.11 Mobile Wi-Fi or PayPal Here device

- (a) The Vodafone Business Premier 60GB and Business Black and Black Global plans are eligible for either a free Mobile Wi-Fi or a PayPal Here device. For details on how to redeem a device please visit [www.vodafone.co.uk/paypal-wifi](http://www.vodafone.co.uk/paypal-wifi).
- (b) One device per Connection.
- (c) **Mobile WiFi.** SIM card not included.
- (d) **PayPal Here.** 12-month warranty included, for out of warranty support, please contact PayPal directly. For more details please visit [www.vodafone.co.uk/paypal-wifi](http://www.vodafone.co.uk/paypal-wifi)

#### 2.12 International (500 Minutes)

- (a) All Vodafone Business Black plans include 500 international minutes to make calls to the Business Traveller footprint. Please see [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad) for eligible destinations.
- (b) Out of bundle rates for International are set out in this Price Plan Guide below.

#### 2.13 Flexi-Upgrade Fee

- (a) If Customer qualifies for Flexi-upgrades (see the Welcome Letter), Customer will need to pay a fee to upgrade early. The fee is based on the cost of the equipment and the remaining time left of the Minimum Term, and can be calculated as follows:

Equipment Subsidy ÷ Minimum Term (months) X remaining contract (months)

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### 3. Voice Calls, Internet and Messaging from the UK

#### Vodafone Small Business Plans

Standard UK call Charges (1 minute minimum call Charge, then charged per second)	Charge per minute
Calls to any Vodafone UK mobile, standard UK landline (starting 01,02 or 03) and UK voicemail access	45.84p
Calls to other UK mobile networks	45.84p
Video calling to any Vodafone UK mobile	45.84p
Video calling to other UK mobile networks	45.84p
Video calling to international mobile networks	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 (1 minute minimum call Charge)	Charge per minute
Non-geographic numbers starting 0500	45.84p
Non-geographic numbers starting 0800, 0808	Free
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	45.84p a minute plus a service charge* (one-minute minimum call charge)
Charity numbers starting 0800 or 0808	Free – <a href="#">more details</a>
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

\* 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)

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 Customer know the cost of the call.	Free to £2.00 per minute (one-minute call charge)
Calls to Vodafone's preferred directory enquiry number (118 881)	45.84p a minute, plus a service charge of 80p a

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Premium rate Charges	Charges
	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 in the UK	Cost per megabyte
Additional UK internet use on plans with internet included	£5.42 per 250MB

\* 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)

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

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

### 5. International Calls, Texts and Video Calls from the UK

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

All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada and other Worldwide destinations are measured in 60-second increments.

#### (a) Countries within each international group:

**Europe:** Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands ,Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway,

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Poland, Portugal (inc. Azores & Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden, Switzerland, Turkey (including Turkish sector of Cyprus), Vatican City.

**USA and Canada: USA, Canada**

**Other worldwide destination:** All other countries

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

6.1 These are the Charges Customer will pay if not opted into Small Business Traveller. If opted into Small Business Traveller, Customer will pay these Charges for any countries not covered by Small Business Traveller.

6.2 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 [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad).

Zone	Making calls & Sending texts within Europe Zones and Back to the UK; Using the internet		Making Calls & Sending SMS from Europe Zones to any other Zone				Sending Picture messages	Receiving calls		
Europe Zone 1 & 2	Usage taken from inclusive UK allowance, or charged at home rate		Usage charged at International rates				Usage taken from inclusive UK allowance, or charged at home rate	Free		
Zone	Making calls back to the UK (per min)	Making calls to the Europe Zones (per min)	Making calls to Rest of World Zones (per min)				Receiving Calls (per min)	Sending Texts (per text)	Sending Picture messages (per picture message)	Using the Internet
			Zone 1	Zone 2	Zone 3	Zone 4				
Zone 1	50p	£1.25	50p	£1.67	£1.67	£1.67	30p	7p	55p	10p per MB
Zone 2	£1.00	£1.25	£1.67	£1.00	£1.67	£1.67	60p	25p	55p	50p per MB
Zone 3	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£1.30	50p	55p	£1.50 per MB
Zone 4	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£1.50	50p	55p	£6.00 per MB

6.3 In Europe Zone 1 and Europe Zone 2 Customers will be charged their domestic rates. 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 and Europe Zone 2. Any applicable International add-ons and/or inclusive International minutes apply for usage charged at International rates.

6.4 In Rest of World Zone 1, Rest of World Zone 2, Rest of World Zone 3 and Rest of World Zone 4 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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- 6.5 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.
- 6.6 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).

#### 6.7 List of Countries by Roaming Zone:

- (a) **Europe Zone 1:** Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (Incl. Corsica), French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy (Incl. Vatican City), Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Saint Martin, Slovakia, Slovenia, Spain (Incl. Balearic Islands), Sweden
- (b) **Europe Zone 2:** Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey
- (c) **Rest of World - Zone 1:** Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bhutan, Bonaire, Bosnia and Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cambodia, Cameroon, Canada, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Democratic Republic of Congo, Peoples Republic of Congo, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, FIJI, French Polynesia, Gabon, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea, Kuwait, Laos, Lesotho, Macau, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Saudi Arabia, Qatar, Russia, Rwanda, Saba (Netherland Antilles), Samoa Western, Serbia, Seychelles, Singapore, Sint Eustatius (Netherland Antilles), Sint Maarten (Netherland Antilles), Solomon Islands, South Africa, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turks & Caicos, Uganda, Ukraine, United Arab Emirates, United States of America, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia
- (d) **Rest of World - Zone 2:** Algeria, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe
- (e) **Rest of World - Zone 3:** Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia
- (f) **Rest of World - Zone 4:** Angola, Belize, Comoros, Cook Islands, Cuba, Djibouti, East Timor, Equatorial Guinea, Ethiopia, Falkland Islands, Greenland, Lebanon, Maldives, New Caledonia, Saint Helena

## 7. Inclusive European Roaming Fair Usage Policy

- 7.1 Inclusive European Roaming services are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.
- 7.2 If Customer or Customer's Users use its mobile in the inclusive European Roaming Zone for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of Vodafone's roaming services.
- 7.3 If Customer's or Customer's Users usage in the inclusive European Roaming Zones 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 Customer from using Vodafone's roaming services. Customer will be notified before Vodafone applies the bar.

## 8. General

- 8.1 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.





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8.2 The detailed functionality of Small Business Plans is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.

### 9. Vodafone Business Premier Damage and Breakdown Insurance (Inclusive with your Vodafone Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global plans)

The following additional terms and conditions apply:

9.1 This insurance, administered by Lifestyle Service Group Limited (LSG) and underwritten by Assurant General Insurance Limited, covers the mobile device purchased from Vodafone and registered with us which must be owned by you.

9.2 This tariff has been designed for Vodafone Business customers. We recognise that mobile devices are so much more than just a device to make and receive calls. As a benefit of being a Vodafone Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global Inclusive Damage and Breakdown Insurance customer, we will repair or replace the insured mobile device in the circumstances summarised below. These are explained in full detail in the Policy Document.

9.3 Where the policyholder of this insurance is a business or corporate entity references to "you" or "your" shall mean the policyholder and any employee or person who has been authorised by the policyholder to use the insured device. This policy is designed to cover the device which is connected to the Vodafone airtime contract.

9.4 You must have a Vodafone airtime contract in place throughout the duration of this policy for the insured device. This policy will be cancelled if your Vodafone Business Premier (excluding Business Premier 4GB), Business Black or Business Black Global price is cancelled or changed.

#### 9.5 Your demands and needs

This insurance is included as part of your Vodafone Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global and provides cover for the device purchased direct from Vodafone, against damage and breakdown. This means that no advice on the suitability of this insurance has been given by Vodafone. You are also aware that the replacement of your mobile device may be from refurbished stock.

9.6 This is your mobile device insurance policy and in this document you will find everything you need to know about your cover. Please read this carefully to make sure this policy is right for you and if you have any questions call us on 0333 304 3346. This policy constitutes an agreement between you and the insurer, Assurant General Insurance Limited. The insurer has appointed Lifestyle Services Group Limited to administer the policy. References to 'we/us/ our relates to Assurant General Insurance Limited and Lifestyle Services Group Limited.

#### 9.7 Who is this cover designed for?

Summary	Description
<p>For many of us, our mobile device is much more than a device for making calls. It means you can stay in contact wherever you are, stores valuable memories, provides entertainment on the move and so much more.</p>	<p>This insurance is included as part of your Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global plan and provides cover for the device purchased direct from Vodafone, against damage and breakdown. This policy has been designed to cover the cost of repairing or replacing your mobile device against damage and breakdown (including faults). Successful claims are subject to an excess payment by you and you should take this into consideration when deciding if this policy, included as part of your tariff, is suitable for you.</p> <p>You should review the terms and conditions of this policy regularly to ensure that this insurance meets your requirements.</p>



<p>It is important to note that this insurance is valid on the understanding that you will take care of your mobile device.</p>	<p>Having insurance does not mean that you can take risks with your mobile device which you would not take if your mobile device was not insured as doing so may result in your claim being declined. Further details can be found in the section 'What you are NOT covered for'</p>
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We do understand that every claim can be quite different and we will make every effort to take this into consideration when we review a claim.

### 9.8 The cover you receive

Risks you are covered for	Benefits you receive
<p>Your registered mobile device is covered for:</p> <ul style="list-style-type: none"> <li>(a) Damage</li> <li>(b) Breakdown (including faults)</li> </ul> <p>occurring anywhere in the world</p>	<p>Insurance cover is included as part of the Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global plans and covers the mobile device associated with this tariff which must be owned by you.</p> <p>If your mobile device is damaged or breaks down, we will either:</p> <ul style="list-style-type: none"> <li>repair the mobile device (where possible) or</li> <li>replace it with a mobile device of the same make, model and memory size. If we cannot do this, you will be given a choice of models with an equivalent specification</li> </ul> <p>Replacements</p> <p>Where we replace the mobile device the replacement may be a refurbished (not brand new) device</p> <p>We will attempt to replace your device with one of the same colour but we can't guarantee to do this or replace any limited or special edition mobile devices</p> <p>Where we send you a replacement or repaired item, this will only be sent to a UK address.</p> <p>If you are unable to provide the damaged mobile device to support your claim for a damage or breakdown incident, then this will be classified as a lost mobile device, and will not be covered on this policy.</p> <p>If your mobile device is replaced in the first three months of your contract, we will only deliver to your billing address.</p> <p>Worldwide cover is only eligible where the duration of any single trip outside the UK is 30 days or less.</p>

### 9.9 What you are NOT covered for

Summary	Description
<p><b>Loss or Theft</b></p>	<p>This policy provides insurance for damage or breakdown (including faults) only.</p> <p>The loss or theft of your mobile device is not covered under any circumstances.</p>

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<p><b>Excess</b></p>	<p>You need to pay a contribution every time you make a successful claim on the insured device. This will be:</p> <ul style="list-style-type: none"> <li>(a) Apple - £50</li> <li>(b) Non Apple - £25</li> </ul> <p>This is the excess. <b>Your excess</b> will be added to your next Vodafone bill after the claim has been settled.</p>
<p><b>More than 3 claims in a 12 month period</b></p>	<p>There is a limit of 3 successful claims on the insured device in any twelve-month period, beginning from the date of the first claim. When we have settled the third claim then this policy will automatically cancel.</p> <p>For example, if you make your first claim on the 1<sup>st</sup> January, you are limited to only two more claims up until 1st January the following year. The policy will cancel on the date which we settle your third claim</p>
<p><b>Damage or breakdown as a result of not taking care of your mobile device</b></p>	<p>We know how important your mobile device is to you and we expect that you will take care of it. If you don't take care of your mobile device, then we may not pay your claim.</p> <p>Taking care of your mobile device means -</p> <ul style="list-style-type: none"> <li>(a) Following manufacturer instructions on the use of your phone</li> <li>(b) Not knowingly leaving your mobile device where others can see it but you cannot and your mobile device could be damaged by another person</li> <li>(c) Not intentionally damaging your phone</li> </ul> <p>These examples increase the risk of it being damaged and may result in your claim being declined. The examples are to help you understand what's covered, and are not the only reasons a claim could be rejected.</p>
<p><b>Breakdown covered by the manufacturer's warranty</b></p>	<p>This policy does not provide cover for problems with your mobile device that are covered by the manufacturer warranty.</p> <p>If your mobile device does develop a fault whilst still under warranty you should follow the warranty re-returns process as specified by the manufacturer.</p>
<p><b>Cosmetic damage</b></p>	<p>We only cover damage if it stops the normal functioning of your mobile device. If it is just a scratch or dent, and your mobile device still works as expected, then we will not repair or replace it.</p> <p>We know scratches and scrapes to your mobile device aren't nice but we are here to fix your mobile device when it isn't working, so if it still functions as you would expect then we can't help. For example, a scratched screen would not be covered but a cracked screen would be covered.</p>
<p><b>Contents of your mobile device</b></p>	<p>We only cover the mobile device, we don't cover the contents. This means that any pictures, software, downloads, apps, music or any</p>

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	<p>other content is not covered by this policy so make sure you back it up regularly.</p> <p>There are lots of ways to back up the contents of your mobile device and we suggest you do this regularly so if you have a claim and you lose your mobile device's contents as a result, you can download it on to your replacement mobile device and be up and running again in no time.</p>
<b>Other losses</b>	<p>Any cost or losses that can't be resolved by the repair or replacement of your mobile device.</p> <p>We don't cover any loss of profit, opportunity, goodwill or similar losses. We just cover the mobile device.</p>
<b>Modifications</b>	<p>If your mobile device has been modified in any way we will only replace the mobile device, we do not cover the modifications that have been made.</p> <p>Modifications are anything that changes the way your mobile device looks or operates from the original specifications. This includes things like adding gems, precious metals or making software changes such as unlocking your mobile device from a network.</p>

### 9.10 How to make a claim:

Summary	Description
<b>Step One:</b>	You should tell us about your claim as soon as you can after discovering the incident. You can do this by calling us on 0333 304 3346 or from abroad; +44 7836 191 191.
<b>Step Two:</b>	<p>We will walk you through the simple claims process and tell you what information you will need to provide for us to assess your claim.</p> <p>You may be asked to complete a claim form or provide additional information in order to progress Your claim. Failure to do so may result in Your claim being delayed.</p>
<b>Step Three:</b>	You will need to pay your excess for every accepted claim on the insured device. Your excess will be applied to your next Vodafone bill.
<b>Step Four:</b>	<p>We will either repair your mobile device or send you a replacement.</p> <p>If you are sending your damaged device to us for repair you must remove any locking mechanism (e.g. Find My iPhone) before we receive it. If this is not done it will delay your claim and your mobile device may be returned to you unrepaid in order to remove any locking mechanism. We will not be able to complete a claim until we can confirm the security features have been removed.</p>

#### What you need to know about the claims process

- Where we replace the mobile device the replacement may be a refurbished (not brand new) device

#### What if your claim is rejected?

If you're not happy with the claims decision, we want to hear from you as soon as possible. Please follow the complaints process.

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- Any postage costs incurred in sending your mobile device to us for repair are not covered under this insurance
- If we are unable to replace your device with the same make and model, we will contact you to discuss an alternative claim settlement
- Damaged mobile devices, parts and materials replaced by us shall become the property of the insurer
- A free courtesy phone may be available for you to use whilst your mobile device is being repaired, please note this phone is subject to availability and is available in-store only
- Lifestyle Services Group Limited handles all claims on behalf of the insurer.

If false or inaccurate information is provided and fraud is identified then we will:

- Not honour the claim and we will cancel your policy. If an excess has been paid this will not be returned, this is not a penalty this is to cover administration costs.
- Report you to the relevant authorities and take legal action, if necessary, to recover any money already paid to you under this insurance policy.
- Pass the details onto your bank or our distribution partner providing this service as part of a wider offering.
- Put the details of the fraudulent claim onto a Register of Claims through which insurers share information to prevent fraudulent claims. A list of participants and the name and address of the operator are available on request.
- Pass details to fraud prevention agencies.

Law enforcement agencies may access and use this information. We and Other organisations may also access and use this information to prevent fraud and money laundering, for example, when –

- Checking details on applications for credit and credit related accounts or facilities.
- To prevent and detect fraud
- Managing credit and credit related accounts or facilities.
- Recovering debt.
- Checking details on proposals and claims for all types of insurance.
- Checking details of job applicants and employees.

We and other organisations may access and use from other countries the information recorded by fraud prevention agencies.

Please contact us at 0333 304 3346 for details of the relevant fraud prevention agencies.

### Duration of this Policy

This insurance is included within your Vodafone Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global plan and displayed on your monthly bill. You can cancel this insurance within 30 days of receiving these terms and conditions without paying any extra fees or charges. Please refer to the “Cancelling your insurance” section of the Policy Summary for more information. This insurance policy

### Fraud

We do not tolerate any aspect of fraudulent activity. We work closely and share data with other insurers, law enforcement agencies, fraud prevention agencies and airtime providers to identify fraud and support prosecution where the appropriate evidence exists. Our Fraud Team works tirelessly to prevent and detect fraud.

We, and other organisations, may access and use the information recorded by fraud prevention agencies, from both the UK and from other countries. It is important that when applying for insurance, or submitting a claim you or anyone acting on your behalf must take reasonable care to answer all questions honestly and to the best of your knowledge. Failure to do so may affect the validity of your policy or the payment of your claim.

- The insurer cancels the insurance
- In the event 3 successful claims are made in continuous 12 month period

### Cancelling your insurance

You may cancel the insurance at any time. As there is no separate insurance premium payable for this policy and it is provided on an inclusive basis as part of your tariff on your Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global plan, no refunds will be due and this will not change the amount you pay for your Business Premier price plan.

To cancel this insurance policy please contact Lifestyle Services Group Limited on 0333 304 3346.

The insurer can cancel the insurance without notice if you make a claim which we believe to be fraudulent. Otherwise the insurer can cancel your insurance by giving you 30 days written notice to your last known address or an email to the email address you provided.

This policy will be cancelled if your Vodafone Business Premier price plan 4,,5, 6 or 7 is cancelled or changed.

### Making an enquiry or complaint

We will always try to be fair and reasonable. If you believe we have not provided you with a satisfactory level of service, please tell us so that we can do our best to resolve the problem. The easiest way to contact us is to call 0333 304 3346. We will do everything possible to ensure that your query is dealt with promptly.

Alternatively, you can email [Vodafone.insurance@lifestylegroup.co.uk](mailto:Vodafone.insurance@lifestylegroup.co.uk), or write to:

Vodafone Insurance,  
Lifestyle Services Group Limited,  
PO Box 98,  
Blyth  
NE24 9DL

Please quote your mobile phone number in any correspondence.

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will continue until one of the following events happens:

- The Vodafone Business Premier (excluding Business Premier 4GB), Business Black and Business Black Global plan you are on is cancelled or changed.
- At the end of the 60 month period after the purchase date of your insurance
- You contact us to cancel the insurance

Nothing in these terms, including referral to the Financial Ombudsman Service affects your statutory rights.

### Choice of law

English law applies to this policy. It's written in English and all communication with you will be in English.

### If we need to change the terms of the policy

In the event that the insurer needs to change the terms, we will give you 30 days' notice in writing to your last known address. This will only be for valid reasons such as to respond proportionately to changes in the law or decisions of the Financial Ombudsman Service, to meet regulatory requirements, industry guidance or codes of practice, to proportionately reflect other legitimate cost increases or reductions associated with providing the cover.

### Financial Services Compensation scheme

Lifestyle Services Group Limited and Assurant General Insurance Limited are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if they cannot meet their obligations. General insurance contracts are covered for 90% of the entire claim, without any upper limit. You can get more information about the compensation scheme arrangements by contacting the FSCS on 0207 741 4100 or 0800 678 1100 or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

### Status disclosure

This cover is administered by Lifestyle Services Group Limited with a sole provider, Assurant General Insurance Limited, whose address is Emerald Buildings, Westmere Drive, Crewe CW1 6UN. Lifestyle Services Group Limited administer and handle claims on behalf of Assurant General Insurance Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, Financial Services Register No. 202735. Lifestyle Services Group Limited is authorised and regulated by the Financial Conduct Authority, Financial Services Register No. 315245.

All firms' register details can be checked on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register)

### Data Protection - How We Handle Your Personal Information

Lifestyle Services Group Limited handles all queries and complaints on behalf of the insurer.

If you are not happy with our decision you can, within 6 months of our final decision, refer your complaint for an independent assessment to the Financial Ombudsman Service. You can contact them at; The Financial Ombudsman Service, Exchange Tower, Harbour Exchange, London, E14 9SR  
Telephone: 0800 023 4567 / 0300 123 9123,  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Web: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)  
No. No. 2341082, with mailing address at PO Box 98, Blyth, NE24 9DL, is committed to preserving the privacy of our customers. Please read the following privacy notice to understand how we, as a data controller, collect, use and protect the personal information that you ("Policyholder" or "you") provide to us for purposes of providing the insurance policy ("Policy") to you.

### Personal information that we collect from you

We collect and use the following personal information from you as part of providing your Policy to you:

- Name and contact details (e.g., postal address, telephone number, mobile number, email address, etc.);
- Policyholder information (e.g., policy number, certificate number, billing and payment history, etc.);
- Claims information (e.g., claim number, date of loss and reason, call history, loss details, Police reference number and supporting documentation, etc.);
- Covered device information (e.g., make, model, serial number, IMEI, etc.);
- Records of any correspondence regarding any specific enquiry; and
- Feedback that you provide on our services (including through customer experience surveys).

You can choose whether or not you provide this information to us, but if you decide not to do so, we will be unable to provide services under this Policy to you.

This information is intended to be used by Assurant General Insurance Limited for the following purposes:

- Performance of our obligations under the Policy and provision of the benefits under this Policy and including claims management. We use your information for these purposes where necessary for the performance of your contract of insurance with us.
- For statistical analysis, customer experience surveys (where permitted and in compliance with applicable laws), performing internal administrative functions, handling customer enquiries, managing customer relationships and evaluating the appropriateness of this Policy and its benefits. We use your information for these purposes where necessary for pursuit of our legitimate interests (monitoring and improving our offerings and our customer experience and administering our internal processes).
- Risk evaluation and management (including operational risk), debt recovery, fraud and payment default prevention and evidence management. We use your information for these purposes where necessary for pursuit of our legitimate interests (protecting our business

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Assurant General Insurance Limited (part of the Assurant, Inc. group companies), registered in England

- Anti-money laundering, anti-terrorism efforts and sanctions screening. We use your information for these purposes where necessary for compliance with our legal obligations.

### Personal information that we collect from other sources

We also collect and use personal information about you from third parties. We will receive your name, contact information (including postal address and telephone number), customer number and policy information (e.g., level of cover) from your mobile carrier (through whom you have procured this insurance product) to enable us to administer and perform your contract of insurance with us.

We also receive information about you (relating to your identity and previous claims made) from fraud prevention agencies and similar organisations to help us to make decisions on insurance policies and claims for you; trace debtors, recover debt, prevent fraud and to manage your insurance policy and any claims; check your identity to prevent money laundering; and undertake additional fraud searches, where necessary in pursuit of our legitimate interests in protecting our business from fraudulent activity and recovering sums due.

### Who we share your personal information with

Your personal information will be disclosed to other Assurant group companies, our service providers (such as Lifestyle Services Group Limited, an Assurant group company located in the United Kingdom), other insurance companies (e.g., reinsurers), and to any other entity or service provider contractually obligated to us for the purpose of performing tasks that directly relate to the above-described purposes.

To fulfill your claim, we also share your name, contact details (including postal address, email address and mobile number), and IMEI of your covered device with the manufacturer. For example, if you have an iPhone, then we will share your device IMEI with Apple, and may also share your name and contact details as necessary.

In order to prevent or detect fraud or other criminal activity we share information about you with other organisations and public bodies including law enforcement agencies; within the Assurant group companies and with other insurers; with recognised centralised insurance industry claims review systems, where your details may be checked and updated; with fraud prevention agencies and databases - if you give us false or inaccurate information and we suspect fraud, we record this with fraud prevention agencies.

You may also submit your request in writing to Data Protection Officer, PO Box 98, Blyth, NE24 9DL, or by sending an email to [DataProtectionOfficer@assurant.com](mailto:DataProtectionOfficer@assurant.com)

from fraudulent activity and recovering sums due).

Your personal information will also be disclosed to public bodies and organisations to satisfy our legal and regulatory obligations, where required.

### Where we send your personal information

With respect to the aforementioned purposes, your personal information may be transferred outside the European Economic Area to countries that do not have equivalent data protection laws (for example, if we share your data with Apple Distribution International - or ADI - that data will be processed and managed by Apple, Inc. which is located in the United States). To ensure an adequate level of security and protection, these transfers will be secured by standard contractual clauses adopted by the European Commission, in line with applicable law. The Policyholder may request information about these international transfers, and/ or request access to a copy of the standard contractual clauses using the contact details provided below.

### How long we keep your personal information

Your personal information will be retained as long as necessary for the performance of the contract of insurance and for as long as required or permitted by applicable law or regulation.

### How and why we will contact you

We may contact you by post, mobile phone, text, or email to obtain your views on our services and to let you know about important changes to the services which we are providing or to ask you to complete a customer satisfaction survey. Any information that you provide to us in response to these communications will not be used or disclosed other than in accordance with this privacy notice, or without your permission, unless required by law. If you would prefer us not to contact you to obtain your views and feedback on the service or you change your mind in the future and would like us to stop contacting you for this purpose, you can request this at any time by calling us on 0333 304 3346 or in writing to: Lifestyle Services Group Limited, PO Box 98, Blyth, NE24 9DL.

### Your rights

Pursuant to the General Data Protection Regulation and/or applicable local law, you have a right of notice, access, data portability, rectification, restriction of processing, erasure of the information we hold about you, as well as an objection right which you may exercise at any time by sending your request in writing to: Lifestyle Services Group Limited, PO Box 98, Blyth, NE24 9DL.

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Please note that the exercise of such rights is not absolute and is subject to the limitations provided by applicable law.

You may address a complaint or question concerning the processing of your personal information at the above-mentioned contact details. You may also lodge a complaint with your local data protection authority, which in the UK is the Information Commissioner's Office, in the country where you live, work, or where you consider the problem has occurred.