

# Price Plan Guide

## Vodafone Business Plus



Enterprise Customers – For contracts taken on or after 1<sup>st</sup> October 2019

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

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

Note: Business Plus is not available to New/Resign customers from 16<sup>th</sup> January 2020.

### 1. Overview

- 1.1 Customer may opt into Vodafone Business Plus at account level only and the whole account must take either Business Plus Value or Business Plus Extra (not a combination of both or wholly Business Plus MBB). Once connected to Business Plus Value or Business Plus Extra, Customer can vary between traveller and non-traveller versions of the applicable price plan. This includes SIM Only options.
- 1.2 The available Business Plus price plans are detailed in the Business Plus price plan ladder below.
- 1.3 SIM Only Business Plus cannot be mixed with Standard Business Plus price plans.

### 2. Business Plus Price Plan Ladder

Business Plus						
	Business Plus MBB No Investment	Business Plus MBB with investment	Business Plus Value	Business Plus Traveller Value	Business Plus Extra	Business Plus Traveller Extra
Monthly Access Fee (per Connection)	£2.05	£25.67	£22.59	£27.72	£26.70	£31.83
Minimum Term	24 months	24 months	24 months	24 months	24 months	24 months
Maximum aggregate Connections across Group	50					
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	No	No	Unlimited	Unlimited	Unlimited	Unlimited
Prime Contact	No	No	Yes	Yes	Yes	Yes
Non Geographic minutes to 084 and 087 numbers	No	No	0 minutes	0 minutes	300 minutes	300 minutes
International Calls Bundle	No	No	0 minutes	200 minutes	100 minutes	300 minutes
Inclusive Business Traveller	No	No	No	Yes	No	Yes
5G Option	Yes	Yes	Yes	Yes	Yes	Yes

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Business Plus Sim Only					
	Business Plus MBB No Investment	Business Plus Value	Business Plus Traveller Value	Business Plus Extra	Business Plus Traveller Extra
Monthly Access Fee (per Connection)	£2.05	£12.32	£16.43	£14.37	£18.48
Minimum Term	12 months	12 months	12 months	12 months	12 months
Maximum aggregate Connections across Group	50				
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	No	Unlimited	Unlimited	Unlimited	Unlimited
Prime Contact	No	Yes	Yes	Yes	Yes
Non Geographic minutes to 084 and 087 numbers	No	0 minutes	0 minutes	300 minutes	300 minutes
International Calls Bundle	No	0 minutes	200 minutes	100 minutes	300 minutes
Inclusive Business Traveller	No	No	Yes	No	Yes
5G Option	Yes	Yes	Yes	Yes	Yes

### 3. Included in Price Plan

#### 3.1 UK Calls and Texts:

- Customer's standard Charges for UK calls, texts and data are set out below.
- Customer has the option of choosing 100 MMS picture messages and/or 300 minutes to 084 and 087 numbers for Business Plus Value with Opt in Options (further detail on "**Opt in Options**" below).

#### 3.2 Unlimited Minutes and Texts:

- Each Voice Connection on the Vodafone Business Plus 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.
- All other call and text types on the Vodafone Business Plus price plan shall be charged the out of bundle Charges set out in this Price Plan Guide.

#### 3.3 Wi-Fi Calling:

- Wi-Fi calling is available to Customer on Business Plus whose Users have compatible devices.
- Please see <http://www.vodafone.co.uk/businesswificalling> for a list of compatible devices and more information on Wi-Fi Calling.
- Customer should refer to the Mobility Service Terms for limitations to Wi-Fi Calling.

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### 3.4 **4G Calling:**

- (a) 4G calling is available to Customer on Business Advance whose Users have compatible devices.
- (b) Please see <https://support.vodafone.co.uk/Using-our-network/Vodafone-4G-Calling/> for a list of compatible devices and more information on 4G Calling.

### 3.5 **5G:**

- (a) 5G is available to customers on Business Plus and with compatible devices, in specific geographic regions. Please see <https://www.vodafone.co.uk/business/why-vodafone/5g-for-business> for a list of compatible devices, availability and more information on 5G.

### 3.6 **Shared Data:**

- (a) Customer purchases a standard lead Business Plus voice price plan and UK data or SIM Only versions (“**Lead Connection**”) and can then add up to 49 additional member Connections (“**Member Connections**”), which will share UK data from the Lead Connection.
- (b) The Member Connections are subject to a monthly Access Fee and have no individual data allowance. These are 4G only plans.

### 3.7 **Data Threshold Notifications:**

- (a) Customer can elect to receive data threshold notifications.
- (b) The following data threshold notifications are available for the Lead Connection to receive for Member Connections: 250MB, 500MB, 1GB, 2GB, 3GB, 4GB, 5GB, 8GB, 10GB, 20GB, 50GB, 75GB, 100GB, 125GB and 150GB.
- (c) The following data threshold capping options are available for the Lead Connection to receive for Member Connections: 250MB, 500MB, 1GB, 2GB, 3GB, 4GB, 5GB, 8GB, 10GB, 20GB, 50GB, 75GB, 100GB, 125GB and 150GB. These Connections will be capped from using data once the Connection has reached the capping threshold. The data cap will be removed at the beginning of the next bill cycle unless the administrator has lifted cap prior to this.

### 3.8 **International:**

Customer’s standard Charges for international calls, texts and video calls are set out within this Price Plan Guide further below. Customer has the option of choosing an International Discount (as listed below, one discount only) and/or 100 international text messages with Opt in Options. There is also the option of adding one International Text Discount per Connection (as listed below).

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### 3.9 Inclusive International Calls Bundle (100, 200 or 300 minutes):

Certain international calls are included on Vodafone Business Plus Value Traveller, Vodafone Business Plus Extra and Vodafone Business Plus Extra Traveller (excludes Vodafone Business Plus Value and Vodafone Business Plus MBB). Including SIM Only versions.

Countries included in the International Calls bundle (100, 200 or 300 minutes dependent upon price plan selected)				
Unitisation of the bundle is taken in seconds increments				
Austria	Germany	Netherlands	USA	
Belgium	Gibraltar	Norway	Canada	
Bulgaria	Greece	Poland		
Canary Islands	Hungary	Portugal (inc. Madeira)		
Croatia	Iceland	Romania		
Cyprus	Ireland	Slovakia		
Czech Republic	Italy (inc. Vatican City)	Slovenia		
Denmark	Latvia	Spain (inc. Balearic Islands)		
Estonia	Liechtenstein	Sweden		
Finland	Lithuania	Faroe Islands		
France (inc. Monaco)	Luxembourg	Switzerland		
French Territories	Malta	Turkey		
<b>European destinations excluded from the International Calls Bundle:</b> Channel Islands, Isle of Man				

### 3.10 Roaming and Data:

#### (a) Business Traveller:

- (i) **Business Plus Value and Business Plus Extra including SIM Only versions:** Customer will be automatically opted in to Business Traveller within Vodafone Business Plus Value or Vodafone Business Plus Extra (take UK minutes, texts and data abroad for £2.50 a day per Connection in Vodafone's Europe Zone 2 and £5.00 a day per Connection in Vodafone's World Zone (there is no daily Charge in Europe Zone 1)). Customer may opt out of Business Traveller at any time, and may choose not to opt in if Customer prefers.
- (ii) **Business Plus Value Traveller and Business Plus Extra Traveller ('inclusive Business Traveller') including SIM Only versions:** Alternatively, Customer may opt for Vodafone Business Plus Value Traveller or Vodafone Business Plus Extra Traveller for inclusive Business Traveller (take UK minutes, texts and data abroad for £0.00 a day in Vodafone's Europe Zone 1 and 2 and £5.00 a day per Connection in Vodafone's World Zone).
- (iii) By opting into either Business Traveller options as set out above, Customer will automatically opt out of the 50 euro monthly spend limit for data in Business Traveller countries, together with associated notifications, because Customer will be using its UK data allowance.
- (iv) Customer can opt out of Business Traveller with Vodafone Business Plus at any time and will revert back to Standard List Price roaming Charges and the 50 euro monthly spend data cap
- (v) The Business Traveller Price Plan Guide applies to Customer's use of Business Traveller (please see [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad)).

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(b) **Roaming Discount:**

Customer may also opt into a Roaming Discount (as listed below, **one discount only**) with Opt in Options. Where Customer is opted into both Business Traveller and a Roaming Discount, Business Traveller will apply in the Business Traveller countries/destinations instead of the Roaming Discount.

(c) **Roaming Data Bundle:**

Customer has the option of choosing a 1GB **or** 2GB Roaming Data Bundle with Opt in Options. Where Customer is opted into both Business Traveller and a Roaming Data Bundle, Business Traveller will apply in the Business Traveller countries/destinations instead of the Roaming Data Bundle. Please note that the Roaming Data Bundle is not shared with the Group and will be per Connection only (can be allocated to Lead or Member Connection).

(d) **Roaming Data Cap:**

(i) Customer has the option of choosing a £200, £500, £750, £1,000, £1,250, £1,500 or £2,000 Roaming Data Cap with Opt in Options. The cap covers all Europe Zone 2 and Rest of the World Roaming Zones. Please note that in Business Traveller countries/destinations, the Business Traveller caps (and associated notifications) will apply instead.

(ii) 4G network as standard (available when in a 4G area).

3.11 **Opt in Options:**

Business Plus allows Customer to take ‘opt in’ solutions where appropriate. These are set out in this Price Plan Guide as “**Opt in Options**”. Customer must speak with its account manager as to how these options are utilised and applied.

## 4. Voice Calls, Internet and Messaging From the UK

4.1 **Business Plus Value and Extra (excluding Business Plus MBB) Including SIM Only versions:**

Standard UK call Charges (1 minute minimum call Charge)	Charge per minute
Calls to any Vodafone UK mobile or standard UK landline (starting 01, 02 or 03) within the UK	0p
Calls to other UK mobile networks within the UK	0p
Calls to UK voicemail	0p
Standard UK call Charges (1 minute minimum call Charge)	Charge per minute
Video calling to any Vodafone UK mobile within the UK	29.7p
Video calling to other UK mobile networks within the UK	46.8p
Video calling to international mobile networks within the UK	46.8p
Standard UK text Charges	Charge per text
Standard UK text message	0p
Standard UK picture message	33.3p
Standard UK long text	15p
Standard UK video message	51p
Non-geographic call Charges (1 minute minimum call Charge)	Charge per minute
Non-geographic numbers starting 0500	17p
Non-geographic numbers starting 0800, 0808	Free

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Standard UK call Charges (1 minute minimum call Charge)	Charge per minute
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	Access charge of 37.5p 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)	42.5p a call
Personal numbering services (starting 070)	0p From 1st October 2019: Calls to other UK mobile networks rate (Personal numbering services (starting 070) are part of the Customer's UK minutes bundle inclusive in plan. Any out of bundle charges will be charged at the above rate).
Call forwarding services (e.g. 07744, 07755)	30p

\* 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)	Access charge of 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 Customer know the cost of the call.	Free to £2.00 per minute (one-minute minimum call Charge)
Directory Enquiries Call Charges (1 minute minimum call Charge)	Charge per minute
Calls to Vodafone's preferred directory enquiry number (118 881)	Access charge of 37.5p a minute, plus a service charge of 80p a minute (one-minute minimum call Charge)
Calls to directory enquiries numbers (118)	Access charge of 37.5p a minute, plus a service charge* (one-minute minimum call Charge)

\* 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)

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### 5. 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)	Charge per text
Texts to Channel Islands or Isle of Man numbers	15p

### 6. Voice calls, Internet and Messaging from the UK

#### 6.1 Business Plus MBB (when SIM is placed into device) including SIM Only versions:

Standard UK call Charges (1 minute minimum call Charge, then charged per second) Vodafone Business Plus MBB	Charge per minute
Calls to any Vodafone UK mobile or standard UK landline (starting 01,02 or 03) within the UK	37.5p
Calls to other UK mobile networks within the UK	37.5p
Calls to UK voicemail	37.5p
Standard UK text Charges	Charge per text
Standard UK text message	15p

Other Charges are as per standard Voice Business Plus Charges detailed above.

#### 6.1 Opt in Options for voice calls, internet and messaging from the UK:

Description	Access Fee per Connection per month	Out of bundle charging
100 MMS picture messages	£2.09	100 MMS picture messages then charged Standard List Price for price plan.
300 minutes to 084 and 087 numbers (can only be added to Vodafone Business Plus Value or Business Plus Traveller Value as already included in Vodafone Business Plus Extra and Vodafone Business Plus Traveller Extra) including SIM Only versions.	£2.08	300 minute bundle that includes 0870, 0871, 0872, 0843, 0844, 0845 numbers (including Access and Service Charge), then charges standard access charge (e.g. 37.5p access charge plus the service charge).

### 7. International Calls, Texts and Video Calls From the UK

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	12p
Calls to USA and Canada	12p
Calls to any other worldwide destination	50p
Text messages (per message)	Charge per text
Worldwide (up to 160 characters) per text	29.17p

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International calls (one minute minimum call Charge)	Charge per minute
Video calls (1 minute minimum call Charge)	Charge per minute
Worldwide	46.8p

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.

### 7.1 Opt in Options for international calls and texts from the UK:

#### (a) International Discount 1 Standard List Price £2.50 a month per Connection:

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	10p
Calls to USA and Canada	10p
Calls to any other worldwide destination	30p

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 destination are measured in 60-second increments.

#### (b) International Discount 2 Standard List Price £3.00 a month per Connection:

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	8p
Calls to USA and Canada	8p
Calls to any other worldwide destination	20p

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 destination are measured in 60-second increments.

#### (c) International Discount 3 Standard List Price £3.50 a month per Connection:

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	6p
Calls to USA and Canada	6p
Calls to any other worldwide destination	15p

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 destination are measured in 60-second increments.



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(d) **International Discount 4 Standard List Price £2.75 a month per Connection:**

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	9p
Calls to USA and Canada	9p
Calls to any other worldwide destination	25p

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 destination are measured in 60-second increments.

(e) **Countries within each international group:**

- (i) **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, 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
- (ii) **USA and Canada:** USA, Canada
- (iii) **Other worldwide destination:** All other countries

### 7.2 International Texts:

Description	Access Fee per Connection	Out of bundle charging
100 international text messages	£5.00	100 international text messages then charges standard international SMS rate on price plan.
International SMS Discount 1	£2.00	International SMS discounted to 10p per text from 29.17p
International SMS Discount 2	£1.50	International SMS discounted to 15p per text from 29.17p
International SMS Discount 3	£1.00	International SMS discounted to 20.4p per text from 29.17p

## 8. Travelling and Using Devices Abroad

### 8.1 Business Traveller:

The following Charges apply for Business Traveller (unless Customer opts out in relation to Business Plus Value or Business Plus Extra). The Charges apply per Roaming Zone including SIM Only versions:

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Roaming Zone	Making calls in Europe and back to the UK	Making calls from Europe to USA and Rest of World	Making calls from Europe to USA and Rest of World with International Discount 1	Making calls from Europe to USA and Rest of World with International Discount 2	Making calls from Europe to USA and Rest of World with International Discount 3	Making calls from Europe to USA and Rest of World with International Discount 4	Receiving calls and texts In Europe (no Daily Charge will apply) +	Sending texts	Using the internet
<b>Europe Zone 1:</b> £0.00 <b>Europe Zone 2:</b> £2.50 Daily Charge per Connection (for Business Plus Value and Business Plus Extra). £0.00 Daily Charge per Connection (for Business Plus TRAVELLER Value and Business Plus TRAVELLER Extra) Including SIM Only versions.	0p per minute	12p per minute USA and Canada	10p per minute USA and Canada	8p per minute USA and Canada	6p per minute USA and Canada	9p per minute USA and Canada	0p	0p per text in Europe to a UK mobile	Use UK data bundle then charged £12.77 per GB
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other worldwide destination	20p per minute Calls to any other worldwide destination	15p per minute Calls to any other worldwide destination	25p per minute Calls to any other worldwide destination		29.17p per text when sending from Europe to any other worldwide destination or an international mobile number	
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Making calls to other Country with International Discount 1	Making calls to other Country with International Discount 2	Making calls to other Country with International Discount 3	Making calls to other Country with International Discount 4	Receiving calls and texts In Country (no Daily Charge will apply) +	Sending texts	Using the internet
<b>World Zone</b> £5.00 Daily Charge per Connection	0p per minute	12p per minute Europe	10p per minute Europe	8p per minute Europe	6p per minute Europe	9p per minute Europe	0p	0p per text in Country to a UK mobile	Use UK data bundle then charged £12.77 per GB
		12p per minute USA and Canada	10p per minute USA and Canada	8p per minute USA and Canada	6p per minute USA and Canada	9p per minute USA and Canada		29.17p per text when sending in Country to any other worldwide destination or an international mobile number	
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other worldwide destination	20p per minute Calls to any other worldwide destination	15p per minute Calls to any other worldwide destination	25p per minute Calls to any other worldwide destination			

+ Receiving Standard Text messages is included, Premium texts are not included.

8.2 All Charges are stated in pence per minute or pence per text as applicable. Calls made in Business Traveller countries/destinations have a minimum call Charge of 1 minute then charged per second charging. While using International Discount options, International calls to International Band Europe are charged in one 60-

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second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada, other worldwide destinations are measured in 60-second increments.

- 8.3 List of countries by Roaming Zone are detailed within this Price Plan Guide.
- 8.4 Group data bundle can be used while roaming if opted into Business Traveller, this will only apply to countries in Business Traveller (refer to [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad) for more details).

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

- 9.1 The below sets out Charges Customer will pay if not opted into Business Traveller or any roaming calls extras to save costs on calls, texts and using data. If opted into Business Traveller, Customer will pay these Charges for any countries not covered by Business Traveller.
- 9.2 Vodafone has 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 Zone	Receiving calls; Making calls & sending texts within Europe Zone1 and back to the UK; Using the internet				Sending picture messages	Making calls & sending SMS from Europe Zone 1 to any other Roaming Zone
Europe Zone 1	Domestic (†)				Domestic (†)	International (*)
Roaming Zone	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
<b>Europe Zone 2</b>	20.42p per minute	79p per minute	5.95p per minute	6.8p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Asia Pacific</b>	80p per minute	179p per minute	75p per minute	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
<b>USA &amp; Canada</b>	100p per minute	179p per minute	80p per minute	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
<b>Rest of World Zone 1</b>	140p per minute	179p per minute	100p per minute	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter

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Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per 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. 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 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 International Charges and Add-ons).

9.3 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.

9.4 In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.

9.5 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.

9.6 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).

### 9.7 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:** Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey
- (c) **USA & Canada**
- (d) **Asia Pacific:** Australia, New Zealand, South Africa, Singapore, 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, Uzbekistan

### 9.8 Opt in Options for calls, texts and data outside the UK:

Roaming Discounts 1, 2, 3 don't include Europe Zone 1 from 15-June 2017. Europe Zone 1 is now charged as domestic (including domestic out-of-bundle Charges). Cross-zone calls and SMS (i.e. from Europe Zone 1 to any other Zone) are charged as standard International calls/SMS. Any eligible International Add-on or inclusive minutes can be used.

- (a) **Roaming Discount 1 Standard List Price £3.00 a month per Connection:**

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- (i) Vodafone has 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 Zone	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
<b>Europe Zone 2</b>	20p per minute	65p per minute	5p per minute	6p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Asia Pacific</b>	60p per minute	145p per minute	55p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
<b>USA &amp; Canada</b>	70p per minute	145p per minute	65p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
<b>Rest of World Zone 1</b>	115p per minute	145p per minute	90p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

- (ii) 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 Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.
- (iii) 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.
- (iv) 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).
- (v) List of Countries by Roaming Zone are detailed within this Price Plan Guide.

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## Vodafone Business Plus



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(b) **Roaming Discount 2 Standard List Price £5.00 a month per Connection:**

- (i) Vodafone has 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 Zone	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
<b>Europe Zone 2</b>	18p per minute	55p per minute	4p per minute	5p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Asia Pacific</b>	50p per minute	125p per minute	45p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
<b>USA &amp; Canada</b>	60p per minute	125p per minute	55p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
<b>Rest of World Zone 1</b>	100p per minute	125p per minute	75p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

- (ii) 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.
- (iii) In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.
- (iv) 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.
- (v) 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).
- (vi) List of Countries by Roaming Zone are detailed within this Price Plan Guide.

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## Vodafone Business Plus



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(c) **Roaming Discount 3 Standard List Price £7.50 a month per Connection:**

- (i) Vodafone has 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 Zone	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
<b>Europe Zone 2</b>	16p per minute	45p per minute	3p per minute	4p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Asia Pacific</b>	40p per minute	110p per minute	35p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
<b>USA &amp; Canada</b>	50p per minute	110p per minute	45p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
<b>Rest of World Zone 1</b>	90p per minute	110p per minute	60p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

- (ii) 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.
- (iii) In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.
- (iv) 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.
- (v) 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).
- (vi) List of Countries by Roaming Zone are detailed within this Price Plan Guide.

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### 9.9 Opt in Options - Roaming Data Bundle:

Description	Monthly Access Fee per Connection	What's Included
1GB Roaming Data	£100.00	1GB allowances to all countries except Europe Zone 1 and Rest of World 2. If used with Business Traveller, the Business Traveller Charges will apply in the Business Traveller countries/destinations and the 1GB allowance will be used in Rest of World countries not included in Business Traveller.
2GB Roaming Data	£150.00	2GB allowances to all countries except Europe Zone 1 and Rest of World 2. If used with Business Traveller, the Business Traveller Charges will apply in the Business Traveller countries/destinations and the 2GB allowance will be used in Rest of World countries not included in Business Traveller.

Description	Daily Access Fee
Optional bundle for using the internet outside Europe	£5.00 per day per Connection, chargeable on use for up to 25MB internet use. Should more than 25MB be used, a Charge of £3.00 per MB for the first 5MB and £15.00 per 5MB thereafter is charged. Please note that this optional bundle will not be shared with the Group and will be per Connection only (can be added to Lead or Member Connections). This option is for use while roaming in Rest of World zones (excluding Europe and Rest of World 2).

### 9.10 Opt in Options - Roaming Data Caps:

When Roaming Data Caps are added, they will override the standard roaming cap of £39.33 (50 euro spend cap) and give a new cap in Europe Zone 2 and Rest of World Zones. Notification sent at 80% of usage, then capped at 100% of usage. When used with Business Traveller will not take into account Business Traveller countries.

Description	Access Fee	Value notification sent at 80% usage	Value cap applied at 100% usage
Roaming Cap £200.00	£0.00	£160.00	£200.00
Roaming Cap £500.00	£0.00	£400.00	£500.00
Roaming Cap £750.00	£0.00	£600.00	£750.00
Roaming Cap £1,000.00	£0.00	£800.00	£1,000.00
Roaming Cap £1,250.00	£0.00	£1,000.00	£1,250.00
Roaming Cap £1,500.00	£0.00	£1,200.00	£1,500.00
Roaming Cap £2,000.00	£0.00	£1,600.00	£2,000.00

## 10. Inclusive European Roaming Fair Usage Policy:

10.1 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.



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## Vodafone Business Plus



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- 10.2 If Customer or Customer's Users use their 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.
- 10.3 If Customer's or Customer's Users usage in Vodafone's 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 them from using its roaming services. Customer will be notified before Vodafone applies the bar.

### 11. Using Data in the UK

#### 11.1 Opt in Options for Using Data in the UK:

(a) **Data Bundles:**

Data bundles can be added together (e.g. 1GB and 3GB added together will give a data bundle of 4GB). The data bundles can be used while roaming if opted into Business Traveller, this will only apply to countries/destinations in Business Traveller (refer to [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad) for more details). Data Bundles can only be added to the Lead Connection apart from 5G with 1GB of UK internet usage which can be added to any User.

Optional internet pack	Monthly Access Fee
5G with 1GB of UK internet usage	£5.00
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
750GB of UK internet usage	£3,750.00
1000GB of UK internet usage	£5,000.00

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(b) **Data Bundles SIM Only:**

Data bundles can be added together (e.g. 1GB and 3GB added together will give a data bundle of 4GB). Customer cannot add two of the same bundles together (e.g. 1GB and 1GB). The data bundles can be used while roaming if opted in Business Traveller, this will only apply to countries/destinations in Business Traveller (refer to [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad) for more details).

Optional internet pack	Monthly Access Fee
5G with 1GB of UK internet usage	£3.00
1GB of UK internet usage	£3.00
2GB of UK internet usage	£6.00
3GB of UK internet usage	£9.00
5GB of UK internet usage	£15.00
10GB of UK internet usage	£30.00
20GB of UK internet usage	£60.00
50GB of UK internet usage	£150.00
100GB of UK internet usage	£300.00
250GB of UK internet usage	£750.00
500GB of UK internet usage	£1,500.00
750GB of UK internet usage	£2,250.00
1000GB of UK internet usage	£3,000.00

(c) 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 Charges).

Data Sharer Out of Bundle Charge	Charge per GB
Charge once the whole sharer group's data has been used	£12.77 per GB charged in per GB increments.

### 12. Inclusive Prime Contact (except for Business Plus MBB)

- 12.1 Prime Contact is included in all Vodafone Value and Extra tariffs.
- 12.2 The Prime Contact Service Terms (SME) shall apply which can be found at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms).

### 13. Data Threshold and Capping Notifications

- 13.1 Customer can elect to receive data threshold notifications.
- 13.2 Lead/Deputy SMS Notifications: Lead and Deputy Connections can't opt out of receiving SMS notifications.
- 13.3 Out of bundle charging for the Group will be charged to the Lead Connection.
- 13.4 Below are the available notifications sent by Vodafone:

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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	✓	<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. Note the Member Connection the data bar applies 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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## Vodafone Business Plus



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Message Description	Lead/Deputy Connection	Message Description	Lead/Deputy Connection when Member has capping
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>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	✓

### 13.5 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.	✓

### 13.6 Data Threshold/Capping Allowance 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

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Data Threshold/Capping Allowance			
1GB	5GB	50GB	150GB
2GB	8GB	75GB	

### 14. Email Notifications

14.1 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 types that are available.

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

### 15. Additional Terms for Business Plus Data Sharer Bundles

#### 15.1 Additional terms fore Business Plus Data Sharer Bundles:

- (a) Vodafone Business Plus allows an overall data bundle to be shared between multiple Connections within a group. The group is composed of a Lead Connection, and linking Member Connections (the “**Group**”). Customer is only permitted to have one Group unless Vodafone expressly agrees otherwise.
- (b) The Lead Connection shall incur all data sharer Charges. Customer shall ensure that it has a Lead Connection on its account at all times. In the event there is no Lead Connection on Customer's account: (a) Vodafone shall notify Customer to connect a Lead Connection; (b) Customer shall connect the Lead Connection within 24 hours of Vodafone's notice; and (c) Customer shall pay Vodafone all data Charges incurred in respect of the Member Connections as though a Lead Connection was present.
- (c) Vodafone Business Plus is available on eligible business voice price plans with the same or longer commitment period than any relevant Data Sharer price plan. Please contact customer services or Customer's account manager for more details regarding price plan eligibility.
- (d) The Business Plus data bundle applies to standard data usage within the UK only (“**Bundle**”) unless Customer has opted in to Business Traveller. Please see [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad) for more details of the roaming Charges which shall apply.
- (e) Customer acknowledges and accepts that its Lead Connection cannot have a content bar applied because out of bundle Charges will be recorded as content purchases.
- (f) All Connections in the Group will be permitted to use the Bundle. Customer accepts that any other data bundles will not be available for use but Customer may still be charged.
- (g) Vodafone shall send Customer a text when Customer has used 80% of its Bundle and a further text when Customer has used 100% of its Bundle. Customer can also text 'INTERNETBALANCE' free to 40506 to check how much data is left in its Bundle. These functionalities are only available on Customer's Lead Connection.
- (h) Thresholds are used to advise the Lead Connection of 80% and 100% of usage used on each Connection in the Group if added at User level. These don't reserve data from the Group. Once the User has used 100% of their threshold, the Lead Connection will be sent a text giving the option of barring the User from using more data via text to 40506.

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- (i) A Minimum Term of 24 months will apply to each Connection in accordance with Customer's selected price plan set out in Customer's Commercial Terms.
- (j) Recovery Charges will apply if Customer terminates a Connection before the end of Customer's minimum price plan period.
- (k) Customer must purchase at least 1GB UK data for the Lead Connection which will be available for the Group to share and each Connection within the Group must average at least 1GB per Connection (with a data allowance) at all times e.g. if there are 4 Connections with a data allowance in the Group, at least 4GB of UK data must be purchased. The Group cannot comprise of Voice Connections only. If Customer has Voice only Connections, a data bar must be applied (via customer services) to ensure such Connection does not share from the Group.
- (l) Customer shall not migrate to a Vodafone Business Plus price plan with a lower data bundle without Vodafone's written consent.
- (m) Customer acknowledges that data sharer billing does not support automatic cost centre allocations of Charges.
- (n) Customer may migrate its Connections to a Vodafone Business Plus price plan with a larger data bundle subject to payment of the applicable Charges for that price plan.
- (o) All new Member Connections must terminate with the Lead Connection.
- (p) Vodafone shall contact Customer if Customer does not comply with this Price Plan Guide to discuss Customer's options for compliance. If Customer does not select an option, Vodafone shall remove the non-complying Connections from the Group and charge Customer the standard data Charges applicable to Customer's Voice and Data price plans terminated.

### 16. General

- 16.1 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.
- 16.2 The detailed functionality of Vodafone Business Plus is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.