

Price Plan Guide



Vodafone 4G RED and 4G RED Business

Enterprise Customers

This Price Plan Guide applies to the Vodafone 4G RED and 4G RED Business price plans 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 4G RED Business price plan or the Vodafone 4G RED price plan.

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

1. Unlimited Minutes and Texts

- 1.1 Each Connection on a 4G RED or 4G RED Business Voice price plan has unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages made and sent (as applicable) from and to the UK.
- 1.2 All other call and text types are charged at the rates set out in this Price Plan Guide.
- 1.3 The 'data share' Connection is not a Voice Connection and will not have unlimited calls and texts.
- 1.4 Calls made through the return call service via voicemail are not included in Customer's allowance.

2. Data

- 2.1 Data allowances apply to data usage within the UK.
- 2.2 Up to four (4) Connections on a 4G RED Business price plan on the same Customer account can share their UK data allowances (where applicable), plus any 4G RED Business optional internet packs, in a 'data pool'. Any 'data share' Connection provided with a Connection on a 4G RED Business price plan can also use the 'data pool'. Connections on other price plans or on other accounts will not be able to share data.
- 2.3 Where Customer has multiple Connections on the 4G Red Business price plan in its account, Customer must have a 'Lead Connection' among its 'Member Connections'. The Lead Connection and the Member Connections on the 4G RED Business price plan are called the "**Group**".
- 2.4 The 'data share' Connection provided with selected 4G RED Business price plans, is a Data-only SIM which should be used in mobile broadband devices like dongles and tablets. If Customer disconnects, terminates, migrates or upgrades the primary 4G RED Business price plan Connection (which the 'data share' Connection is attached to), then out of bundle Charges shall apply to any usage on the 'data share' Connection as set out below or the 'data share' Connection may be terminated if Customer leaves Vodafone.
- 2.5 The 'data share' Connection is Customer's responsibility. If the 'data share' SIM is lost or stolen, Customer must notify Vodafone customer services immediately. If Customer does not want the 'data share' Connection, Customer shall contact Vodafone who will remove it from Customer's account.
- 2.6 If Customer uses a Data-only SIM (including the 'data share' SIM) meant for a mobile broadband device (like a tablet or dongle) to make voice calls or send texts, the out of bundle charges in the tables below will apply.
- 2.7 The Lead Connection:
 - (a) will incur all Charges incurred by the Group;
 - (b) cannot have a content bar applied because out of bundle charges will be recorded as content purchases; and
 - (c) must be a 'smartphone'.
- 2.8 If the Lead Connection is disconnected: (a) the last voice-enabled Member Connection in the Group will be assigned 'Lead Connection' status; and (b) Vodafone shall text the Lead Connection notifying it of the disconnection.
- 2.9 4G RED Business is not compatible with: (a) individual data allowances (but Customer may still be charged); and (b) Data Test Drive (where available).
- 2.10 Customer may not have more than 4 primary Connections (excluding 'data share' SIMs) in its Group.
- 2.11 Vodafone 4G RED Business billing does not support automatic cost centre allocations of Charges.

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2.12 The data sharing functionality of the 4G RED Business plan is set out at the bottom of this Price Plan Guide under '4G RED Business Data Functionality'.

3. Other Services

3.1 For 4G RED and 4G RED Business price plans which include content, please see the Vodafone Entertainment Terms and Conditions under 'Entertain Packs' at www.vodafone.co.uk/terms.

3.2 The charges below will apply once Customer exceeds any of its included monthly minutes, texts or data (as applicable) or where Customer's included allowance doesn't include any of the services listed above.

4. Voice Calls, Internet and Messaging within the UK to the UK

Standard UK call charges (1 minute minimum call charge)	Charge per minute
Calls to any Vodafone UK mobile, standard UK landline (starting 01,02 or 03) and UK voicemail access	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 message
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 0870, 0871, 0872, 0843, 0844, 0845	45.84p a minute plus a service charge* (one-minute minimum call charge)
Non-geographic numbers starting 0800, 0808	Free
Charity numbers	Free – more details
Radio-paging services (starting 076)	45.84p a call
Personal numbering services (starting 070)	Op 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)	45.84p
Premium rate Charges	Charges
Premium rate services (starting 09)	45.84p a minute plus a service charge* (one-minute minimum call charge)

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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)
Directory enquiries call charges (1 minute minimum call charge)	Charge per minute
Calls to Vodafone's preferred directory enquiry number (118 881)	45.84p a minute, plus a service charge of 80p a minute (one-minute minimum call charge)
Calls to directory enquiries numbers (118)	45.84p a minute plus a service charge* (one-minute minimum call charge)
UK internet usage in the UK	Charge per megabyte
UK internet use on plans without internet included	£2.09 per 100MB per day (midnight to 11.59pm).
Additional UK internet use on plans with internet included	£5.42 per 250MB

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

* 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 Customer's bank or travel agent). More information is available at www.ukcalling.info.

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

International calls (1 minute minimum call Charge)	Charge per minute
Calls to the 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
Text message to any destination outside the UK	29.17p
Video calls (1 minute minimum call Charge)	Charge per minute
Calls to any destination outside of the UK	To Europe £1.25 To ROW £1.67

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

6. Calls to the Channel Islands or Isle of Man from the UK

6.1 Making a call to the Channel Islands or the Island of Man will not be included in Customer's monthly price plan.

Standard calls (one minute minimum call Charge)	Charge per minute
Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	45.84p

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

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

7. Calls, Texts and Data outside the UK

7.1 Vodafone divides 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 roaming at www.vodafone.co.uk/working-abroad.

Roaming Zone	Receiving calls; Making calls & sending texts within Europe zones and back to the UK; Using the internet			Sending picture messages	Making calls & sending SMS from Europe zones to any other zone		
Europe Zone 1	Usage taken from inclusive UK allowance, or charged at domestic rates			Usage taken from inclusive UK allowance, or charged at domestic rates	Usage charged at International rates		
Europe Zone 2							
Roaming Zone	Making in-zone calls and calls back to the UK	Making calls to the Europe zones	Making calls to zones outside Europe	Receiving calls	Sending texts	Sending picture messages	Using the internet
Asia Pacific	80p per min	£1.50 per min	£2 per min	75p per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5 Mb, then £15 per 5MB thereafter
USA & Canada	£1.35 per min	£1.50 per min	£2 per min	£1 per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5 Mb, then £15 per 5MB thereafter
Rest of World 1	£1.65 per min	£1.65 per min	£2 per min	£1.30 per min	35p per text plus the UK text message rate	45p per picture message	£3 per MB for the first 5 Mb, then £15 per 5MB thereafter
Rest of World 2	£2 per min	£2 per min	£2 per min	£1.50 per min	50p a text plus the UK text message rate	45p per picture message	£6 per MB for the first 5 Mb, then £30 per

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Roaming Zone	Receiving calls; Making calls & sending texts within Europe zones and back to the UK; Using the internet	Sending picture messages	Making calls & sending SMS from Europe zones to any other zone
			5MB thereafter

- 7.2 In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer their domestic rates. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged **3.9p** per min. Calls to UK FreePhone numbers (0800, 0808) are **free of charge**. UK Non-geographic minutes bundles can't be used in Europe Zone 1 and Europe Zone 2. Any applicable International Add-ons and/or inclusive International minutes apply for usage charged at International rates.
- 7.3 In USA & Canada Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.
- 7.4 In Asia Pacific, Rest of World Zone 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes in 1 minute increments with a 1 minute minimum call Charge. For receiving calls Vodafone will charge Customer in increments (depending on Customer's price plan) with a minimum call Charge.
- 7.5 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.
- 7.6 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).
- 7.7 **List of Countries by Roaming Zone:**
 - (a) **Europe Zone:** Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (inc. Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, The Netherlands, Norway, Poland, Portugal (inc. Madeira), Republic of Ireland, Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden
 - (b) **Europe Zone 2:** Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey
 - (c) **Asia Pacific:** Australia, New Zealand, Singapore, South Africa, Taiwan, Thailand
 - (d) **USA & Canada**
 - (e) **Rest of the World 1:** All Other Countries
 - (f) **Rest of World Zone 2:** Andorra, Belize, Bhutan, Burundi, Comoros, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Greenland, Laos, Lebanon, Libya, Madagascar, Maldives, Sao Tome and Principe, Solomon Islands, Turkmenistan, Uzbekistan

8. Inclusive Roaming Fair Usage Policy

- 8.1 Inclusive European Roaming services in Europe Zone 1 and 2 are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.
- 8.2 If Customer or Customer's Users use their mobile in Europe Zone 1 and 2 for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of Vodafone's roaming services.
- 8.3 If Customer's or Customer's Users usage in inclusive Europe Zone 1 and 2 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 the roaming services. Customer will be notified before Vodafone applies any bars.

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9. Optional internet packs

Optional internet pack	Charge
500 MB of UK internet usage	£2.50
1GB of UK internet usage	£5.00
2GB of UK internet usage	£8.33
3GB of UK internet usage	£15.00
5GB of UK internet usage	£25.00

10. 4G RED Business Data Functionality

Message description (all sent to or by the Lead Connection)
Data pool usage text - Sent at 80% and 100% of the data pool usage.
Out of Bundle Step text - Sent at 80% and 100% of the out of bundle usage. Out of Bundle Charges are calculated in steps of 250Mb.
Pool usage query - Text 'INTERNETBALANCE' to 40506.
Pool update text – Sent when additional data or members are added. This is refreshed for the next Working Day.
Lead administrator change text - Change the Lead Connection by calling customer services on 191. A confirmation text is sent to the old Lead Connection.
Additional data text - When data usage has reached 80% of the data pool allowance Vodafone will send a text offering to add more data into the pool. To add more data, text 'ACCEPT' to 40506. Vodafone will send one 'Additional data message' each month.
STOP Messages – If Customer opts out of the 'Data pool usage text', 'Additional data text', or the 'Out of bundle step text' by texting STOP to 40506, this will opt Customer out of all of these texts and any texts about roaming usage.

The detailed functionality of the 4G RED Business price plan is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.

11. General

- 11.1 Any data allowance or usage increment relates to use of all or part of the specified amount. Charges are correct at time of print. Unless Customer is on a '4G Ready' or '4G' plan, upload data speed will be limited to 8Mbps and download data speed will be limited to 10Mbps. 4G price plans are not currently compatible with private APNs.