

Your Price Plan



Vodafone Home Broadband and Phone

Consumer Customers – Prices effective from 6 January 2023

Vodafone Home Broadband and Phone - Your Price Plan

The Vodafone Home Broadband and Phone Terms and Conditions (the “**Broadband Terms**”) apply to Vodafone Home Broadband and Phone Services. These can be found at www.vodafone.co.uk/terms

A full long-form version of this Vodafone Home Broadband and Phone Price Plan (“Price Plan”) (which includes a complete list of all our premium rate and international call costs and charges) can be found on our website at www.vodafone.co.uk/callchargeguide.

All capitalised words which are used in this Price Plan, but are not defined shall have the meaning given to them in the Broadband Terms.

Price disclaimer: Whilst we do everything we can to make sure that all our prices and charges are accurately reflected across all our documentation and other materials, including this Price Plan, occasionally inconsistencies may occur.

VAT: All charges quoted in this Price Plan are inclusive of VAT, if VAT applies.

Please note: In the event of conflicting pricing information the latest Price Plan available at www.vodafone.co.uk/priceguide (in PDF format) shall apply.

If you signed up to a Price Plan before the date stated above one of our previous Price Plans will apply. You can find our previous Price Plans at: www.vodafone.co.uk/broadband/homephone

1. Vodafone Home Broadband and Phone Plans

The tables below set out the monthly price for our Vodafone Home Broadband and Phone plans. This price per month includes the standard monthly line rental charge (£0.00). One off charges may also apply. Please see below for more details.

Please note, your monthly price per month will increase after your initial minimum contract ends. Out of contract prices are set out in the tables below for each plan:

Vodafone Home Broadband and Phone plans	24-month plans - Prices per month	
	In contract (0-24 month)	Out of contract (from month 25)
Full Fibre 1	£22.00	£30.00
Full Fibre 1 Xtra	£30.00	£38.00
Full Fibre 2	£22.00	£33.00
Full Fibre 2 Xtra	£30.00	£41.00
Full Fibre 100	£25.00	£36.00
Full Fibre 100 Xtra	£33.00	£44.00
Full Fibre 200	£30.00	£43.00
Full Fibre 200 Xtra	£38.00	£51.00
Full Fibre 500	£35.00	£48.00
Full Fibre 500 Xtra	£43.00	£56.00
Full Fibre 900	£45.00	£55.00
Full Fibre 900 Xtra	£53.00	£63.00
Pro Full Fibre 1	£34.00	£38.00
Pro Full Fibre 1 Xtra	£42.00	£46.00
Pro Full Fibre 2	£34.00	£41.00
Pro Full Fibre 2 Xtra	£42.00	£49.00

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Pro Full Fibre 100	£37.00	£44.00
Pro Full Fibre 100 Xtra	£45.00	£52.00
Pro Full Fibre 200	£42.00	£51.00
Pro Full Fibre 200 Xtra	£50.00	£59.00
Pro Full Fibre 500	£45.00	£56.00
Pro Full Fibre 500 Xtra	£53.00	£64.00
Pro Full Fibre 900	£55.00	£63.00
Pro Full Fibre 900 Xtra	£63.00	£71.00
Pro II Full Fibre 1	£34.00	£44.00
Pro II Full Fibre 1 Xtra	£42.00	£52.00
Pro II Full Fibre 2	£34.00	£47.00
Pro II Full Fibre 2 Xtra	£42.00	£55.00
Pro II Full Fibre 100	£37.00	£50.00
Pro II Full Fibre 100 Xtra	£45.00	£58.00
Pro II Full Fibre 200	£42.00	£57.00
Pro II Full Fibre 200 Xtra	£50.00	£65.00
Pro II Full Fibre 500	£45.00	£62.00
Pro II Full Fibre 500 Xtra	£53.00	£70.00
Pro II Full Fibre 900	£55.00	£68.00
Pro II Full Fibre 900 Xtra	£63.00	£76.00

Vodafone Essentials Broadband: In addition to the plans above Vodafone also offers the following 12-month plan to customer receiving eligible government benefits:

	12-month plan - Prices per month	
	In contract (0-12 month)	Out of contract (from month 13)
Vodafone Essentials Broadband	£12.00	£22.00

For more information and details on Vodafone Essentials Broadband see: www.vodafone.co.uk/broadband/essentials-broadband.

Important information about Vodafone Home Broadband and Phone charges

One off charges:

- Connection Charge:** Standard Connection charge for new line provisions is £0.00.
- Router Charge:** There are no router charges applicable when purchasing Vodafone Home Broadband
- Upfront charges:** May apply and will be communicated in your Service Confirmation Letter

Other pricing/charges:

- Line Rental:** £0.00 per month for customers who are new or upgrading to fibre broadband. Details of our call charges and how we calculate and round up call charges can be found below in this Price Plan.

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- b) **Out of contract pricing:** Your monthly price will increase after your initial 24-month minimum contract ends. Out of contract prices (from month 25) are set out in the table above for each plan.
- c) **Monthly in contract discounts:** From time to time, we may offer in contract discounts on some of our Vodafone Home Broadband and Phone plans through all of our sales channels all channels, we may also offer additional in contract discounts through selected sales channels or in selected locations. This means that the prices set out above may not reflect the price you are paying for your Vodafone Home Broadband and Phone plan. Please check your Vodafone account, service confirmation letter or contact us if you are unsure about the price of your plan.

Existing Customer Discounts (Vodafone Together)

You may be eligible for a Vodafone Together discount on your Home Broadband plan if you have an eligible Pay Monthly Plan. To check if you're eligible, please visit: www.vodafone.co.uk/vodafonetgether.

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2. Vodafone Home Phone Rates and Charges

Standard calling charges

These rates are set out below as price per minute for making a call from your landline. These rates are for standard calling charges as price per minute and are charged on top of your monthly broadband price. For a full list of charges please go to www.vodafone.co.uk/callchargeguide.

	Call connection charge	Daytime	Evening	Weekend
UK landlines (numbers beginning with 01, 02 and 03)	19p	11.5p	11.5p	11.5p
UK mobiles	19p	13p	13p	13p
0800 and 0808 (Freephone numbers)	Free	Free	Free	Free
International calls	19p	Search for 'international calls' in our Price Plan for charges.		

Home Phone Extras	Monthly Charge
Evening & Weekend Calls	£4.00
Anytime Landline & Mobile Calls	£8.00
International 300	£5.00

Please note: You must keep a Home Phone Extra for at least 30 days. Customers on Xtra packages will receive Anytime Landline & Mobile Calls as standard.

Home Broadband Extras	Monthly Charge
Content Control	Free
Static IP	Free

Please note: If you have requested a static IP address the address allocated by us to you is for use only in connection with your Vodafone Broadband and all rights in this address belongs to Vodafone and will revert to Vodafone on termination of this Agreement. If you move house, we may need to issue you with a new static IP address.

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Inclusive Calling Periods

Your Price Plan may include some calls to certain numbers at particular times of the day. This is how we define these times:

- 'Daytime' is 7am – 7pm, Monday to Friday
- 'Evening' is 7pm – 7am, Monday to Friday
- 'Weekend' is all day Saturday and Sunday (midnight Friday – midnight Sunday) Please note that bank holidays are treated as normal weekdays.

International 300

International 300 includes 300 minutes per month to the following destinations:

- Andorra
- Argentina
- Australia
- Austria
- Azores
- Bangladesh (incl. Mobile)
- Belgium
- Bulgaria
- Canada (incl. Mobile)
- Canary Islands
- China (incl. Mobile)
- Croatia
- Cyprus
- Czech Republic
- Denmark
- France
- Germany
- Greece
- Hong Kong
- Hungary
- Iceland
- India (incl. Mobile)
- Ireland
- Israel
- Italy
- Japan
- Korea South
- Luxembourg
- Madeira
- Malaysia
- Malta
- Martinique
- Netherlands
- New Zealand
- Poland
- Portugal
- Puerto Rico (incl. Mobile)
- Romania
- Singapore (incl. Mobile)
- Slovakia
- Slovenia
- Spain
- Sweden
- Taiwan
- Thailand (incl. Mobile)
- USA (incl. Mobile)

Any unused minutes will not be carried over to the next billing period. Minutes above 300 will be charged at standard international calling rates plus prevailing call connection charge.

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3. Vodafone Home Phone Features

Feature (included within Line Rental)	Charges
Last Calling Number (1471)	Free
Last Calling Number Return (1471-3)	10p/use
Number Conceal (141)	Free
Permanent Number Conceal	Free*
Present Withheld Number (1470)	Free
Remove Last Calling Number (1475)	Free
3-Way Calling	30p/use*
Ring Back When Free	10p/use*

*Not available on our full fibre broadband plans.

Please note: For 3-Way Calling, whoever starts the call pays for the call. To keep a 3-Way call open you must stay on the line. When you hang up, the other two callers will be disconnected.

Feature (available on request)	Charges
Caller Display	Free
Free Voicemail	Free*
Voicemail Plus	£2.65/month*

Call Management Bundle (available on request)	Charges
Call Management Bundle: Anonymous Caller Rejection, Call Divert and Call Waiting	£2.50/month*

*Not available on our full fibre broadband plans.

Please note: For Call Divert, call charges for the diverted part of the call may apply as per your Vodafone Home Broadband and Phone Services plan and add-ons.

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4. Vodafone Home Broadband and Phone Service & Maintenance charges

Description	Charges
Missed engineer appointment charge (Please note, we reserve the right to apply this charge)	£110.00
Amend Order (prior to install)	£15.00
Late cancellation of order - any time or day after 12pm (noon) two working days before your scheduled visit	£60.00
Connection Charge (new line provision)	£0.00
Connection Charge (for Fibre only)	£0.00
Fault within customer premises - first hour charge	£115.00
Fault within customer premises - hourly charge (chargeable after the first hour)	£52.00
Customer requested service visit - phone socket relocation	£130.00
Customer requested service visit - additional phone socket relocation	£65.00
Replacement Vodafone Broadband router	£72.00
Failure to return Apple TV 4K (2017) (for cancelled orders)/ returned in damaged state (other than fair wear and tear)	£179.00
Failure to return Vodafone Broadband router (for cancelled orders)/returned in damaged state (other than fair wear and tear)	£99.00
Failure to return Vodafone Broadband Ultra Hub router (for customers on Pro II plans) (for cancelled orders)/returned in damaged state (other than fair wear and tear)	£199.00
Failure to return Super WiFi Booster/ returned in damaged state (other than fair wear and tear) – charge per Super WiFi Booster	£40.00
Failure to return Broadband Back-up equipment/ returned in damaged state (other than fair wear and tear)	£40.00
Special Fault Investigation	£150.00
and/or + Special Fault Investigation - Internal wiring issue	£35.00
and/or + Special Fault Investigation - Internal equipment issue	£22.00
Transfer of account ownership	£20.00
Home phone number change	£45.00
Vodafone Broadband router charge	£0.00
Vodafone Broadband router P&P	£0.00

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5. Administrative and Late Payment Charges

Description	Charge
Itemised Paper Bill Charge	£1.54 per month
Bill Copy	£1.54 (charge for each copy)
Late Payment	£4.17 (for each late payment)

6. Early Termination Fee

- Under the terms Broadband Terms an Early Termination Fee may apply to you when you cancel your Vodafone Home Broadband and Phone Price Plan during your minimum contract (while still in contract with us).
- Your Early Termination Fee will be calculated using an amount which is not more than the standard monthly price of your Vodafone Home Broadband and Phone Price plan multiplied by the number of months remaining in your Minimum Period at the time you give us notice to terminate your Agreement.
- We will apply any discount you are eligible for following cancellation to your Early Termination Fee (subject to any requirements for such discounts).
- For disconnections completed on or after 24 February 2021, any Early Termination Fee will include VAT.

How we calculate your Early Termination Fee

We add together all outstanding monthly charges for the remainder of your minimum contract, taking into account any discounts you might receive.

We then take off;

- VAT at the current rate;
- any savings we make as a result of you leaving early, such as payments to suppliers; and,
- 1% if we receive your final payment early (as we'll receive it in one lump sum, instead of staggered over the remaining months on your contract).
- Finally, we add on VAT at the current rate.

For example:

Your plan costs £25 a month. You have 6 months left until your plan ends, and you want to leave.

To work out your outstanding charges for these remaining 6 months, we multiply what you pay each month (£25) by 6 = £150

We then subtract VAT (20%) from that £150 = £125

We take off any cost savings (for example, £14 a month, multiplied by six = £84), leaving £41. If applicable, we apply a 1% discount for receiving your payment early, leaving £40.59

Finally, we add on VAT at the current rate. The Early Termination Fee would be £48.71

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As stated above, when calculating your Early Termination Fee we'll subtract any savings we make as a result of you leaving early. If you'd like to know how much your Early Termination Fee will be at any time during your minimum period, please contact us.

7. Direct Dialed Call Charges

Call charges are in pence per minute, with a charging period determined by the time you are connected to the network. If the price point is published as price per minute (ppm) then charging is rounded up to the nearest minute. Fixed fee charges are not rounded as these are not based on call duration.

Call durations are accurate to the nearest second.

The rates set out in the Call Charge Guide at www.vodafone.co.uk/callchargeguide only apply in respect of out of bundle usage.

Any inclusive minutes purchased via one of our Home Phone Extras are subject to a 60-minute maximum duration per call. Standard call charges apply if you exceed the 60-minute maximum duration. To continue making inclusive calls simply hang up and redial before the 60 minutes.

Please be aware of any manufacturer specific issues which may affect your call charges (such as your home phone manufacturer). For more information, please refer to your device's manufacturer documentation.

Details of our call charges and how we calculate and round up call charges can be found in our Call Charge Guide at www.vodafone.co.uk/callchargeguide.

8. Vodafone Home Phone Services

Call costs: Details of our call costs are set out in the detailed Price Plan. The most up to date version can be found at www.vodafone.co.uk/callchargeguide.

We will publish these changes on our website, so please check www.vodafone.co.uk/callchargeguide regularly. The changes will take effect when posted on the website. Further terms may apply, see www.vodafone.co.uk/priceguide for details.

Evening & Weekend Calls: We apply all-inclusive tariffs to the first 60 minutes of UK landlines only (for numbers beginning 01, 02, 03) which you dial directly starting on weekday evenings and throughout the weekend. Please see details of our all-inclusive calling periods above.

If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60-minute call cap. Further details of call charges and Broadband fees can be found in this Price Plan and at www.vodafone.co.uk/broadband.

Anytime Landline & Mobile: We apply all-inclusive tariffs to the first 60 minutes of UK landlines (numbers beginning 01, 02, 03) and UK mobile numbers (numbers beginning with 07) which you dial directly. Anytime calls can be made during daytime, evening & weekend periods. Inclusive calls are to UK mobiles only (this does not include other numbers that begin with 07 such as personal numbers, Wi-Fi services etc.) Please note: this comes as standard with the Xtra packages.

If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap. Full details of call charges and Broadband fees can be found in this Price Plan and at www.vodafone.co.uk/broadband.

International 300: Includes 300 minutes of calls to landlines to pre-defined International destinations and calls to mobiles to limited destinations each month (see below for included countries). Minutes above 300 will be charged at

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standard international calling rates plus prevailing call connection charge. You must keep your International 300 package for at least 30 days. Available to Vodafone Home Broadband and Phone customers only.

We reserve the right to vary the inclusive minutes and/or the countries included within the International 300 package. We will publish these changes on our website, so please check www.vodafone.co.uk/broadband regularly. The changes will take effect when posted on the website. Further terms and conditions may apply, see www.vodafone.co.uk/broadband for details. Inclusive destinations: Andorra, Argentina, Australia, Austria, Azores, Bangladesh (incl. Mobile), Belgium, Bulgaria, Canada (incl. Mobile), Canary Islands, China (incl. Mobile), Croatia, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Hong Kong, Hungary, Iceland, India (incl. Mobile), Ireland, Israel, Italy, Japan, Korea South, Luxembourg, Madeira, Malaysia, Malta, Martinique, Netherlands, New Zealand, Poland, Portugal, Puerto Rico (incl. Mobile), Romania, Singapore (incl. Mobile), Slovakia, Slovenia, Spain, Sweden, Taiwan, Thailand (incl. Mobile), USA (incl. Mobile)

Number transfer: Our ability to transfer your number is subject to availability.

Last number call back: Where a charge applies for using 1471 Call Return feature the cost is detailed in this Price Plan, plus any standard call connection and pence per minute rates.

3 Way Calling: Where a charge applies for using the 3 Way Calling feature the cost is detailed in this Price Plan, plus the standard call connection and pence per minute rates.

Subscription features: Where a feature or feature bundle attracts a monthly subscription charge, you must retain the feature for a minimum of 30 days. Costs are detailed in this Price Plan.

9. Vodafone Broadband Services

Broadband and Wi-Fi Speeds: Any Vodafone broadband speeds referred to in this Price Plan, on our website or any of our other materials are maximum download speeds.

Broadband speeds are dependent on all hardware, computing and other equipment components meeting certain minimum specifications, being fully functional and working at full speed.

The range of wireless equipment can vary according to the layout of your home. Other factors can also impact internet speeds, such as distance of your home from the network exchange, the number of people using the internet, the level of use of the internet and other environmental and technological influences.

Please refer to our www.vodafone.co.uk/priceguide within our service pack for further information.

Vodafone Broadband router: We will provide a Vodafone Broadband router to any new customers who wish to take our Vodafone Home Broadband and Phone Services (subject to successful Vodafone Home Broadband and Phone Services availability checks and credit checks). To connect wirelessly to the router, your equipment will need to have wireless compatibility in order to be able to access the internet.

Downloading third party content: A copyright owner's permission may be required for downloading protected content. Downloading protected content without the copyright owner's consent may constitute a criminal offence. Further details are contained in our Vodafone Home Broadband and Phone Acceptable Use Policy at www.vodafone.co.uk/broadband.

Content Controls: Content Controls are currently available to all Vodafone Broadband customers. Content Controls will be automatically set to off as default. Users can choose and change their Content Control settings at any time by accessing their account via www.vodafone.co.uk/myvodafone. Content Control may not block all unsafe or inappropriate online content and is intended only to assist parents with keeping their family safe online. Vodafone accepts no responsibility for personal online activity.

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Third party anti-virus software: Whilst Vodafone recommends the use of anti-virus software, we are not responsible for its performance or any impact which it may have to your systems, equipment or any materials stored on those systems or equipment. Please refer to the End User License Agreement with the relevant third party anti-virus software provider.

Pre-order window: The pre-order window is defined as the period prior to the network being available in each geographical area. During this period Vodafone may offer a discount on installation costs.

Non-standard installation: Where over 15 metres of fibre is required to connect your premise to the network, a non-standard installation fee may be payable. We will confirm at point of sale which installation is applicable to you

Returns Policy: Our Vodafone Home Broadband and Phone Delivery and Returns Policy (including details relating to your Cooling Off Period) can be found at www.vodafone.co.uk/broadband (and will be referenced in the FAQ section of our website).

10. Supplemental Broadband Terms

- 1) **Application of this section:** The following terms and conditions set out in this Price Plan are supplemental to the Broadband Terms (available at www.vodafone.co.uk/terms) and Service Confirmation Letter, which, together with this Price Guide, forms our Agreement with you.
- 2) The terms and conditions set out in this clause 2 apply to customers that purchase a plan which includes Broadband Back-up or Super WiFi.
 - a) **Broadband Back-up.** If you have a broadband back-up device (“**4G Back-up Device**”) included in your plan, you acknowledge and agree that:
 - i) The 4G Back-up Device uses our 4G network, which means the service, speed and consistency of your connection may vary due to a number of factors, including location, coverage and demand;
 - ii) Your use of the 4G Back-up Device is subject to the applicable terms and conditions relating to our mobile broadband products, which can be found at: vodafone.co.uk/terms-and-conditions/;
 - iii) You will receive an allowance of 50GB of data for use on your 4G Back-up Device with your plan;
 - iv) If you require additional data for your 4G Back-up Device beyond the 50GB allowance included in your plan, please contact us. The provision of additional data for your 4G Back-up Device is at our discretion and is subject to your compliance with the terms and conditions of the Agreement;
 - v) Your 4G Back-up Device must be plugged into the relevant port of your Vodafone-supplied router in order for it to provide a connection after a total loss of service on your fixed line broadband;
 - vi) Your router must be connected to your fixed line at all times for your broadband to function, and your failure to connect the router to your fixed line shall not constitute a fault with your fixed line broadband;
 - vii) You must only use the 4G Back-up Device when you have a fault with your fixed line broadband;
 - viii) You must not roam with your 4G Back-up Device;
 - ix) If your devices are connected to the internet via your 4G Back-up Device rather than via your fixed line:
 - (1) You will be unable to use static or fixed IP addresses and any devices that are reliant on a static or fixed IP address to function, will not function as intended; and
 - (2) You will be unable to make VoIP calls or utilise VoIP services on devices that are connected to the 4G Back-up Device, including calls to emergency services. We recommend that you ensure you have an alternative means of contacting the emergency services in the event that your router stops working, including without limitation where there is a total loss of service on your fixed line broadband.
 - b) **Super WiFi:** Subject to clause 4 below, if you have our Super WiFi product included in your plan, we will send you one Super WiFi Booster with your router. If you do not receive a WiFi signal and throughput speeds of at least 10Mbps in each room of your home, we will send you up to two more Super WiFi Boosters (three in

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total). Subject to clause 2(c) below, if you are still unable to receive a WiFi signal and throughput speeds of at least 10Mbps in each room of your home:

- i) Please contact us so that we can attempt to resolve your WiFi signal and speed issues; and
 - ii) If we are unable to resolve your WiFi signal and speed issues, so that you receive a WiFi signal and throughput speeds of at least 10Mbps in each room of your home, you may terminate your Agreement with us, without paying an early termination fee, provided that you notify us that you are terminating the Agreement within 30 days of receipt of the final Super WiFi Booster.
- c) Please note:
- i) The router must be connected to the fixed line broadband network and the internet for the Super WiFi Boosters to work;
 - ii) The Super WiFi Boosters will not work when there is a broadband fault, including without limitation a fault with your fixed line;
 - iii) You must use the router and Super WiFi Boosters we supply to you as part of your Pro Broadband plan;
 - iv) You must follow our reasonable instructions when seeking to resolve any WiFi signal issues you may have;
 - v) Your right to terminate your Agreement with us without paying an early termination fee (as set out in clause 2.2 above) does not apply where:
 - vi) there is a broadband fault;
 - vii) your router is not connected to the fixed line or the internet;
 - viii) you are not using the router and Super WiFi Boosters we supply to you as part of your Pro Broadband plan;
 - ix) you have failed to follow our reasonable instructions in respect of any WiFi signal issues you may have; or
 - x) there is a fault with the device on which you conduct any throughput speed test we may request for the purposes of assessing your WiFi signal and speed issues, where such fault materially affects the accuracy of that throughput speed test.
- 3) **Equipment:** The terms and conditions in this clause 3 apply to all Vodafone Home Broadband customers.
- a) **Ownership of Equipment:** Except where we expressly state otherwise, you will own the equipment we supply to you under our Agreement (**Equipment**) 14 days after your service activation date (the "**Equipment Transfer Date**").