

Enterprise price plan guide



Vodafone Business Premier Plans – SIM Only

This Price Plan Guide applies to the Vodafone Business Premier SIM Only Plans and is incorporated into the Commercial Terms between Vodafone and Customer and, together with the General Terms and Mobile Service Terms, shall form the Agreement for the Vodafone Business Premier Plan. All Charges exclude VAT. Please note that Customers cannot change their Business Premier Plan until the Minimum Term (as set out in the Commercial Terms) has been fulfilled.

	Business Premier SIM Only 1	Business Premier SIM Only 2	Business Premier SIM Only 3	Business Premier SIM Only 4	Business Premier SIM Only 5
Calls to UK mobiles and UK landlines (starting 01, 02, 03)	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text message	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK Data Allowance	2GB	4GB	8GB	12GB	20GB
Content or Free Data Share SIM		6m Content or Free Data SIM	12m Content or Free Data SIM	12m Content or Free Data SIM	12m Content or Free Data SIM
Roaming	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe
Premium Service	Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact
International		Business International 100 min	Business International 100 min	Business International 100 min	Business International 100 min
Non-Geo			Inclusive 300 non-geo minutes	Inclusive 300 non-geo minutes	Inclusive 300 non-geo minutes

Unlimited minutes and texts

Each voice Connection on a Vodafone Business Premier 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 Premier Plan shall be charged at the out of bundle rates set out in this Price Plan Guide.

Calls made through the return call service via voicemail are not included in the Customer's allowance.

Inclusive Prime Contact

Prime Contact provides dedicated support and a named telephone adviser who can give both account and technical help specific to Customer's business. They also undertake quality health checks on Customer's accounts to ensure Customer is getting the most out of its contract.

Prime Contact is reachable through multiple direct channels, and at a time that suits Customer's business. A dedicated Prime Contact with extended working hours, Monday to Friday 8am – 9pm and direct access via 191, web chat, or call back service.

The following Prime Contact Service Terms shall apply:

Customers which are businesses of 9 or fewer employees: the Service Terms found at www.vodafone.co.uk/terms under Prime Contact Service Terms (SMB); or

Customers which are businesses of 10 or more employees: the Service Terms found at www.vodafone.co.uk/terms under Prime Contact Service Terms (SME).

In either case Prime Contact shall be an inclusive Service within Customer's tariff and may not be removed.

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Content or Free Data Share SIM

Selected Vodafone Business Premier Plans can benefit from either (i) Spotify or Sky Content packs (as described in the plan description) or (ii) a data share SIM (being a SIM which enables the data allowance to be shared across SIMs) but not both. Vodafone reserves the right to disconnect such content or SIMs if both are (wrongly) available under a Vodafone Business Premier Plan.

The 'data share' Connection provided with selected Vodafone Business Premier Plans is a data-only SIM Card which should be used in mobile broadband devices like dongles and tablets. If Customer disconnects, terminates, migrates or upgrades the primary Vodafone Business Premier 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.

The 'data share' Connection is Customer's responsibility. If the 'data share' SIM Card is lost or stolen, please 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.

If Customer uses a data-only SIM Card (including the 'data share' SIM Card) 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.

See <http://www.vodafone.co.uk/shop/pay-monthly/entertainment-packs/> for more details on Content packs.

International (100 Minutes)

Business International is included on Business Premier 2, 3, 4 & 5

Below is the list of Countries included in International (100 minutes)			
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	
European destinations excluded from the proposition:			
Channel Islands	Isle of Man	Bosnia & Hercegovina	Albania

Out of bundle rates for Business International are set out in this Price Plan Guide below.

Inclusive Business Traveller Europe

Business Premier includes Business Traveller which allows Customers to take their UK minutes, texts and data to our Europe Zone for free and to our World Zone for £5 ex VAT a day on Business Premier 1, 2, 3, 4 and 5.

Please note that by opting into Vodafone Business Traveller:

- Customer will automatically opt out of the monthly spend limit for data in our Europe Zone because Customer will be using its UK data allowance. Customer will still be opted into the monthly spend limit in countries outside our Business Traveller Zone
- Customer will opt out of the regulated Eurozone roaming rates, which can be found at www.vodafone.co.uk/chargesabroad
- Customer will automatically opt out of the 50 euro rest of the world monthly spend data cap and associated notifications whilst in the World Zone

Customers can opt out of Business Traveller at any time and will revert back to standard regulated Eurozone roaming rates whilst in the Europe Zone and the 50 euro monthly spend data cap and associated notifications whilst in the Europe Zone & World Zone.

The Business Traveller price plan guide applies to your use of Business Traveller (please see www.vodafone.co.uk/businesstraveller).

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Inclusive Non-Geo minutes

Normally starting with 084 and 087, non-geographic numbers are often helplines for organisations like banks, insurance companies, utilities and charities. Calls to these numbers are not usually included in Customer's monthly minutes allowance, however Business Premier SIM Only 3, 4 and 5 includes 300 of these minutes for free.

Voice calls, internet and messaging within the UK from UK mobiles

Standard UK call charges (1 minute minimum call charge)	Charge per minute	Charge per minute (from 23 rd July 2016)
Video calling to any Vodafone UK mobile within the UK	37.5p	45.9p
Video calling to other UK mobile networks within the UK	37.5p	45.9p
Standard UK text charges	Charge per text	Charge per text (from 23 rd July 2016)
Standard UK text message	15p	29.2p
Standard UK picture message	37.5p	45.9p
Standard UK video message	37.5p	45.9p
Non-geographic call charges (one minute minimum call charge)	Charge per Minute	Charge per Minute (from 23 rd July 2016)
Non-geographic numbers starting 0500	37.5p	45.9p
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	37.5p a minute plus a service charge* (one-minute minimum call charge)	45.9p a minute plus a service charge* (one-minute minimum call charge)
Non-geographic numbers starting 0800, 0808	Free	Free
Charity numbers starting 0800 or 0808	Free – more details	Free – more details
Radio-paging services (starting 076)	37.5p a call	45.9p a call
Personal numbering services (starting 070)	37.5p	45.9p
Call forwarding services (e.g. 07744, 07755)	37.5p	45.9p
Premium rate charges	Charge	Charge (from 23 rd July 2016)
Premium rate services (starting 09)	37.5p a minute plus a service charge* (one-minute minimum call charge)	45.9p 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 you know the cost of the call.	Free to £2.00 per minute (one-minute call charge)	Free to £2.00 per minute (one-minute call charge)
Directory enquiries call charges (one minute minimum call charge)	Charge per Minute	Charge per Minute (from 23 rd July 2016)
Calls to Vodafone's preferred directory enquiry number (118 881)	37.5p a minute, plus a service charge of 80p a minute (one-minute minimum call charge)	45.9p a minute, plus a service charge of 80p a minute (one-minute minimum call charge)
Calls to directory enquiries numbers (118)	37.5p a minute plus a service charge* (one-minute minimum call charge)	45.9p a minute plus a service charge* (one-minute minimum call charge)
UK internet usage	Charge per MB	Charge per MB
Additional UK internet use on plans with internet included	£5.42 per 500MB of extra UK internet you use**	£5.42 per 500MB of extra UK internet you use**

* 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 your bank or travel agent). More information is available at www.ukcalling.info

** Until 25th June 2016, you will be charged £5.42 for every 500MB of UK data you use outside your allowance. After this date, you will be charged £5.42 for every 250MB.

International calls, texts and video calls from the UK

International calls (one minute minimum call charge)	Charge per Minute	Charge per Minute (from 23 rd July 2016)
Calls to the Vodafone Europe Zone	83p	125p
Calls to USA and Canada	125p	167p
Calls to any other worldwide destination	125p	167p

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Text messages (per message)	Charge per Text	Charge per Text (from 23 rd July 2016)
Worldwide (up to 160 characters) per text	29.17p	29.2p
Video calls (1 minute minimum call charge)	Charge per Minute	Charge per Minute (from 23 rd July 2016)
Video calling to European international mobile networks within the UK	46.8p	125p
Video calling to Rest of World international mobile networks within the UK	46.8p	167p

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

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

Standard calls (one minute minimum call charge)	Charge per Minute	Charge per Minute (from 23 rd July 2016)
Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	37.5p	45.9p
Text messages (per message)	Charge per Text	Charge per Text (from 23 rd July 2016)
Texts to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	15p	29.2p

Calls, texts and data outside the UK

Vodafone divides the world into zones which carry different charges. As zones, countries and charges change from time to time, please check Vodafone's website before travelling at vodafone.co.uk/chargesabroad.

Zones	Making calls	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone 1	3.6p per min	0.8p per min	1.4p per text	3.6p per picture message	3.6p per MB
Europe Zone 1 (from 23 rd July 2016)	3.9p per min	0.8p per min	1.5p per text	3.9p per picture message	3.9p per MB
Europe Zone 2	24.5p per min	7.1p per min	8.1p per text	45p per picture message	45.9p per MB
Asia Pacific	80p 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 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 Zone 1	£1.65 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 Zone 2	£2.00 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 5MB thereafter

In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer for the calls Customer makes in 1 second increments with a 30 second minimum call charge. All calls Customer receives are charged per second.

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.

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.

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.

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).

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List of Countries by Zone:

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.

Europe Zone 2: Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey.

USA & Canada

Asia Pacific: Australia, New Zealand, Singapore, South Africa, Taiwan, Thailand.

Rest of World Zone 1: All other countries.

Rest of World Zone 2: Andorra, Greenland, Lebanon, Libya, Uzbekistan.