

# Enterprise price plan guide

## Vodafone Business Advance



This Price Plan Guide applies to the Vodafone Business Advance price plan 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 Advance price plan. All Charges exclude VAT.

Customer may opt into Business Advance at account level only (minimum of 50 and maximum of 20,000 Connections in Group) and the whole account must take either Business Advance Value or Business Advance Extra (not a combination of both or wholly Business Advance MBB). Once connected to Business Advance Value or Business Advance Extra, Customer can vary between traveller and non-traveller versions of the applicable price plan.

### Business Advance price plan ladder

Business Advance Value						
	Business Advance MBB Value	Business Advance Value	Business Advance Value 1	Business Advance Value 2	Business Advance Value 5	Business Advance Value 10
Monthly Access Fee (per Connection)	£20.00	£22.00	£27.00	£32.00	£47.00	£72.00
Minimum Term	24 months					
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
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	N/A	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
BT Wifi	2GB	2GB	2GB	2GB	2GB	2GB

For an additional £11.00 per Connection per month, Customer can upgrade to Business Advance Traveller Value. For details of this price plan please see table below.

Business Advance Traveller Value						
	Business Advance MBB Value	Business Advance Traveller Value	Business Advance Traveller Value 1	Business Advance Traveller Value 2	Business Advance Traveller Value 5	Business Advance Traveller Value 10
Monthly Access Fee (per Connection)	£20.00	£33.00	£38.00	£43.00	£58.00	£83.00
Minimum Term	24 months					
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
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	Unlimited
International Calls bundle (100 minutes)	No	Yes	Yes	Yes	Yes	Yes
BT Wifi	2GB	2GB	2GB	2GB	2GB	2GB
Inclusive Business Traveller	No	Yes	Yes	Yes	Yes	Yes

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Business Advance Extra						
	Business Advance MBB Extra	Business Advance Extra	Business Advance Extra 1	Business Advance Extra 2	Business Advance Extra 5	Business Advance Extra 10
Monthly Access Fee (per Connection)	£20.00	£26.00	£31.00	£36.00	£51.00	£76.00
Minimum Term	24 months					
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
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	Unlimited
International Calls bundle (100 minutes)	No	Yes	Yes	Yes	Yes	Yes
BT Wifi	5GB	5GB	5GB	5GB	5GB	5GB
Out of Hours Support	No	Yes	Yes	Yes	Yes	Yes
300 Non Geographic minutes to 084 and 087 numbers	No	Yes	Yes	Yes	Yes	Yes

For an additional £11.00 per Connection per month, Customer can upgrade to Business Advance Traveller Extra. For details of this price plan, see table below.

Business Advance Traveller Extra						
	Business Advance MBB Extra	Business Advance Traveller Extra	Business Advance Traveller Extra 1	Business Advance Traveller Extra 2	Business Advance Traveller Extra 5	Business Advance Traveller Extra 10
Monthly Access Fee (per Connection)	£20.00	£37.00	£42.00	£47.00	£62.00	£87.00
Minimum Term	24 months					
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
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	Unlimited
International Calls bundle (200 minutes)	No	Yes	Yes	Yes	Yes	Yes
BT Wifi	5GB	5GB	5GB	5GB	5GB	5GB
300 Non Geographic minutes to 084 and 087 numbers	No	Yes	Yes	Yes	Yes	Yes
Out of Hours Support	No	Yes	Yes	Yes	Yes	Yes
Inclusive Business Traveller	No	Yes	Yes	Yes	Yes	Yes

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### Included in price plan

#### UK Calls and Texts

Customer's standard Charges for UK calls, texts and data are set out below.

#### Unlimited Minutes and Texts

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

Calls made using call services or through the return call service via voicemail are not included in the Customer's allowance and will be charged 37.5p (minimum call Charge of a minute) and then charged per second thereafter for returning calls made to Vodafone UK mobiles and UK landlines (starting 01, 02 or 03) and other UK mobile networks within the UK. All other calls using call services will be charged in accordance with this Price Plan Guide.

#### Shared Data

All Connections with a data allowance included in its Vodafone Business Advance price plan will share their UK data allowances, plus any Opt in Options internet packs, in a pool ('Data Pool') (unless expressed otherwise in this Price Plan Guide).

Connections on a 'voice only' Vodafone Business Advance price plan (without an allocation of data) will not be able to use the Data Pool unless there are Connections in the group with data. If a Connection on a 'voice only' Vodafone Business Advance price plan uses data when no Data Pool is available, then the out of bundle Charges detailed in this Price Plan Guide shall apply per Connection.

Connections on price plans other than Business Advance will not be able to share data from the Data Pool.

If Customer uses its Vodafone Business Advance Value MBB Connection and/or Vodafone Business Advance Extra MBB Connection (a data-only SIM Card meant for a mobile broadband device (like a tablet or dongle)) to make voice calls and texts, the out of bundle Charges detailed in the applicable tables below will apply. All other Charges are as per Vodafone Business Advance Charges detailed within this Price Plan Guide.

Customer must have a 'Lead Connection' among its 'Member Connections' on the Vodafone Business Advance price plan. The Lead Connection, Deputy Connection and the Member Connections on the Vodafone Business Advance price plan are called the 'Group'.

The Lead Connection:

- will incur all Charges incurred by the Group;
- cannot have a content bar applied because out of bundle charges will be recorded as content purchases; and
- must be a 'smartphone'.

If the Lead Connection is disconnected: (a) the last voice-enabled Member Connection in the Group will be assigned 'Lead Connection' status.

The Deputy Connection:

- is optional

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. Please note if Customer has voice only Connections, a data bar must be applied (via customer services) to ensure such Connection does not share data from the Group.

#### Data Threshold Notifications

Customer can elect to receive data threshold notifications.

The following data threshold notifications are available for the Lead Connection and / or the Deputy Connection (where applicable) to receive for Member Connections: 1GB, 2GB, 3GB, 4GB, 5GB, 8GB, 10GB & 20GB.

Below are the available notifications sent by Vodafone:

Message Description	Lead Connection	Deputy Connection	Member Connection
<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.	✓	✓	-

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<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>Pool usage query</b> - Text 'INTERNETBALANCE' to 40506.	✓	✓	-
<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>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 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>Additional Data text</b> - When the data usage has reached 80% of the initial monthly allowance Vodafone will send the Lead Connection a text asking if Customer wants to add more data into the Data Pool. The Lead Connection can respond to this message by texting 'ACCEPT' to 40506. Vodafone will only send one 'Additional Data message' each month.	✓	-	-
<b>STOP Messages</b> - 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.	✓	✓	-

## International

Customer's standard Charges for international calls, texts and video calls are set out within this Price Plan Guide further below.

### Inclusive International Calls bundle (100 minutes or 200 minutes)

The International Calls bundle is included on Vodafone Business Advance Value Traveller, Vodafone Business Advance Extra and Vodafone Business Advance Extra Traveller.

<b>Below is the list of Countries included in the International Calls bundle (100 minutes or 200 minutes dependent upon price plan selected)</b>				
<b>Unitisation of the bundle is taken in seconds increments.</b>				
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 proposition:</b>				
Channel Islands	Isle of Man	Bosnia & Hercegovina		Albania

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### Roaming and Data

#### Business Traveller:

- Business Advance Value and Business Advance Extra:

Customer will be automatically opted in to Business Traveller within Vodafone Business Advance Value or Vodafone Business Advance Extra (take your UK minutes, texts and data abroad for £2.50 a day per Connection in our Europe Zone and £5.00 a day per Connection in our World Zone). Customer may opt out of Business Traveller at any time, and may choose not to opt in if Customer prefers.

- Business Advance Value Traveller and Business Advance Extra Traveller ('inclusive Business Traveller'):

Alternatively, Customer may opt for Vodafone Business Advance Value Traveller or Vodafone Business Advance Extra Traveller for inclusive Business Traveller (take your UK minutes, texts and data abroad for £0.00 a day in our Europe Zone and £5.00 a day per Connection in our World Zone).

Please note, by opting into either of our Business Traveller options as set out above:

- (i) 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. In addition, Customer will also opt out of the regulated Eurozone roaming rates, which can be found at [www.vodafone.co.uk/goingabroadinfo](http://www.vodafone.co.uk/goingabroadinfo).
- (ii) 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.

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

The Business Traveller Price Plan Guide applies to Customer's use of Business Traveller (please see [www.vodafone.co.uk/businesstraveller](http://www.vodafone.co.uk/businesstraveller)).

Please note that Vodafone EuroTraveller and Vodafone WorldTraveller are not available on Vodafone Business Advance price plans.

### Voice calls, internet and messaging from the UK

#### Vodafone Business Advance MBB (when SIM Card is placed into device)

Standard UK call charges (1 minute minimum call charge, then charged per second)	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 Advance Charges detailed below.

#### Voice Business Advance Value and Extra (excluding Business Advance MBB)

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

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Standard UK picture message	33.3p
Standard UK long text	15p
Standard UK video message	51p
<b>Non-geographic call charges (1 minute minimum call charge)</b>	<b>Charge per minute</b>
Non-geographic numbers starting 0500	17p
Non-geographic numbers starting 0800, 0808	Free
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)	50.3p
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 your bank or travel agent). More information is available at [www.ukcalling.info](http://www.ukcalling.info)

<b>Premium rate charges</b>	<b>Charges</b>
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)

<b>Directory enquiries call charges (1 minute minimum call charge)</b>	<b>Charge per Minute</b>
Calls to Vodafone's preferred directory enquiry number (118 881)	Access charge of 37.5p 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 your bank or travel agent). More information is available at [www.ukcalling.info](http://www.ukcalling.info)

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

<b>Standard calls (one minute minimum call charge)</b>	<b>Charge per Minute</b>
Calls to any Channel Islands and Isle of Man mobile and landline (starting 01481, 01534, 01624)	30p
<b>Text messages (per message)</b>	<b>Charge per Text</b>
Texts to Channel Islands or Isle of Man numbers	15p

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## 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
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.

### Countries within each international group:

**Europe:** Albania, Andorra, Austria, Belgium, Bosnia and Herzegovina, 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

**USA and Canada:** USA, Canada

**Other worldwide destination:** All other countries

## Travelling and using devices abroad

### Business Traveller

The following Charges apply for Business Traveller (unless Customer opts out in relation to Business Advance Value or Business Advance Extra). The Charges apply per Zone.

Zone	Making calls in Europe and Back to the UK	Making Calls From Europe to USA and Rest of World	Receiving calls and texts In Europe (No Daily Fee will apply) +	Sending texts	Using the internet
Europe Zone	0p per minute	12p 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
£2.50 Daily Fee per Connection (for non Business Traveller versions of Business Advance Value and Business Advance Extra)  £0.00 Daily Fee per Connection (for Business Traveller versions of Business Advance Value and Business Advance Extra)		50p 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	

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Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls and texts In Country (No Daily Fee will apply) +	Sending texts	Using the internet
World Zone £5.00 Daily Fee per Connection	0p per minute	12p 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		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			

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

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 Europe Zone are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to USA and Canada and other worldwide destinations are measured in 60-second increments.

List of countries by Zone are detailed on page 9 of this Price Plan Guide.

Group data bundle can be used while roaming if opted in Business Traveller, this will only apply to countries in Business Traveller (refer to <http://www.vodafone.co.uk/businesstraveller> for more details).

## Calls, texts and data outside the UK

These are the rates 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 rates for any countries not covered by Business Traveller.

Vodafone has divided the world into zones which carry different Charges. As zones, countries and Charges change from time to time, please check Vodafone's website before travelling at [vodafone.co.uk/workingabroad](http://vodafone.co.uk/workingabroad).

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
Europe Zone 1	3.9p per minute	79p per minute	0.8p per minute	1.5p per text	3.9p per picture message	3.9p per MB
Europe Zone 2	20.42p per minute	79p per minute	5.95p per minute	6.8p per text	37p per picture message	38.29p per MB

  

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
Asia Pacific	80p per minute	179p per minute	75p per minute	35p per text plus the UK message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
USA & Canada	100p per minute	179p per minute	80p per minute	35p per text plus the UK message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World Zone 1	140p per minute	179p per minute	100p per minute	35p per text plus the UK message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
Rest of World	200p per minute	200p per minute	150p per minute	50p per text plus	37p per picture	£6 per MB for the



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Zone 2	the UK text message	first 5 Mb, then €30 per 5MB thereafter
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In Europe Zone 1, all calls Customer makes and receives are charged per second. 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.

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).

### 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, South Africa, Singapore, Taiwan, Thailand

**Rest of World Zone 1:** All other countries **Rest of World Zone 2 (until 15th October 2016):** Andorra, Greenland, Lebanon, Libya, Uzbekistan

**Rest of World Zone 2 (from 16th October 2016):** 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

## Using Data in the UK

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

#### Data Bundles

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 <http://www.vodafone.co.uk/businesstraveller> for more details).

Optional internet pack	Monthly Charge
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
1000GB of UK internet usage	£5000.00

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 rates).

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Data Sharer Out of Bundle Charge	Charge per GB
Charge once the Group's Data Pool has been used	£12.77 per GB, charged in per GB Increments.

## Out of Hours Support (included as standard in Business Advance Extra excluding Business Advance Extra MBB)

Out Of Hours is a dedicated Vodafone service giving both standard and enhanced support to our Large Enterprise Customers.

The enhanced service provides Customer with 24x7 telephony support. Users (with eligible price plan) can call any time of the day or night in order to get their phone up and working.

<b>Core Hours</b>	Foundation Core Hours - Full Service - Monday to Friday - 8:00 – 18:00	Premium Core Hour options available
<b>Foundation OOH</b>	DPA Process for End Users Bar CTN (Lost or Stolen) Request PUK Codes SIM Activations /SIM Swaps Voicemail Reset	Make PAC Requests Raise a Coverage Issue VCO Log-In Support Device Support
<b>Tier1 OOH</b>	Request a Non Chargeable Recovery Call Back Request a Chargeable Recovery Call Back Lift International + Roaming User Secretaries Allowed	Cancellation Procedure Request NUC Codes Change Diverts Lift Content Control Sure Signal Support Chargeable Requests Unbar CTN

### Vodafone's Out of Hours teams are:

- Based in the UK
- Trained experts in several different areas of Vodafone's business
- Knowledgeable about Customer's account history
- Able to see requests or issues through to resolution fast
- Available seven days a week 6pm – 8am Business Days and 24 hours at weekends

### Out of Hours will not:

- Have commercial conversations, including: managing upgrades, renewals, new Connections, cancellation requests or changes to Customer's plan
- Complete extensive admin tasks – these will still be managed by the standard daytime operation
- Process orders
- Assist with billing queries
- Action anything which needs to be e-mailed in – this is a phone only service

Customer must apply Out of Hours to each Connection requiring the Service e.g. The Out of Hours Service cannot be applied for by the Lead Connection and then applied to each Connection.

Out of Hours will be activated within 60 days of Customer taking the Service. Customer will receive a notification that the request has been received. This will be followed up by a request for additional information regarding how the account needs to be managed out of hours.

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The Out of Hours Support Service Terms applies to Customer's use of Out of Hours Support (please see [www.vodafone.co.uk/terms-and-conditions/index.htm](http://www.vodafone.co.uk/terms-and-conditions/index.htm))

### Opt in Options for Out of Hours Support

Customer has the option of choosing Out of Hours Support as an Opt in Option for £0.50 per Connection.

### General

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.

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