

Enterprise price plan guide



Vodafone Business Premier Plans – SIM Only

This Price Plan Guide applies to the Vodafone Business Premier SIM Only Plans purchased through a Vodafone Partner 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 | Business Premier SIM Only 6 |
|---|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| Calls to UK mobiles and UK landlines (starting 01, 02, 03) | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| Standard UK text message | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited | Unlimited |
| UK Data Allowance | 2GB | 4GB | 8GB | 16GB | 20GB | 40GB |
| Secure Net Basic | Inclusive Secure Net Basic | Inclusive Secure Net Basic | Inclusive Secure Net Basic | Inclusive Secure Net Basic | Inclusive Secure Net Basic | Inclusive Secure Net Basic |
| Free Data Sharing SIM | Free Data SIM | Free Data SIM | Free Data SIM | Free Data SIM | Free Data SIM | Free Data SIM |
| Roaming | Inclusive Business Traveller Europe | Inclusive Business Traveller Europe | Inclusive Business Traveller Europe | Inclusive Business Traveller Europe | Inclusive Business Traveller Europe | Inclusive Business Traveller Europe |
| International | Business International 100 min | Business International 100 min | 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 | 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.

Free Data Share SIM

All Vodafone Business Premier Plans can benefit from a free data share SIM for the duration of the contract (being a SIM which enables the data allowance to be shared across SIMs. Vodafone reserves the right to disconnect the SIM if it is (wrongly) available under a Vodafone Business Premier Plan.

The 'data share' Connection provided with 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.

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Inclusive Secure Net

Inclusive Secure Net is free in all Vodafone Business Premier plans and helps protect against viruses, malware and phishing when you and your employees browse the internet, download files or use email on your mobile devices.

See <http://www.vodafone.co.uk/securenet> for service terms and more details

RPI

Each April your monthly Access Fee will increase by an amount equal to the Retail Price Index (RPI) rate published by the Office for National Statistics in January. We will apply the RPI rate adjustment in your April bill. If the RPI rate is a decrease, your monthly Access Fee will not be reduced. If we increase your monthly Access Fee above the RPI rate or more than once per calendar year you will have a right to end this agreement.

International (100 Minutes)

Business International is included on all Business Premier SIM Only plans.

| 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.

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 roaming rates and the 50 euro monthly spend data cap and associated notifications whilst in the World Zone. They will not lose their Europe Zone benefit.

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

Fair Usage Policy

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Our 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.

If you use your mobile in our European roaming zones for more than 50% of the time in any 4 month rolling period, you will receive a text from Vodafone requesting your more moderate use of our roaming services.

If your usage in our European zone continues to exceed 50% as described above, over the 2-week period following our notification, we may charge you for further use or bar you from using our roaming services. We'll always let you know before we do this.

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 |
|--|---------------------------------|
| 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) | 45.84p |
| 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) |
| 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) |

| 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 | Cost per megabyte |
|--|-------------------|
| 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 your bank or travel agent). More information is available at www.ukcalling.info

International calls, texts and video calls from the UK

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| 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) | 45.84p |
| 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) |
| 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) |
| 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 | Cost 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 your bank or travel agent). More information is available at www.ukcalling.info

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 |

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To ROW £1.67

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

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 |
|--|-------------------|
| Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624 | 45.84p |
| 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.

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/workingabroad.

| Zone | Making in-zone calls and calls back to the UK | Making calls between the Europe Zones | Making calls to zones outside Europe | Receiving Calls | Sending Texts | Sending Picture messages | Using the Internet |
|-----------------|---|---------------------------------------|--------------------------------------|-----------------|--|----------------------------|---|
| Europe Zone 1 | 0p per min | 0p per min | £1.67 per min | 0p per min | 0p per text | 45.84p per picture message | £5.42 per 250MB |
| Europe Zone 2 | 0p per min | 0p per min | £2 per min | 0p per min | 0p per text | 55p per picture message | £5.42 per 250MB |
| 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 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.

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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, Singapore, South Africa, Taiwan, Thailand.

Rest of World Zone 1: All other countries.

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.