

Enterprise price plan guide



Vodafone Business Single Plans

This Price Plan Guide applies to the Vodafone Business Single price plans (Basic 100, 300 and 600 Minute Plans for business, Vodafone Red Plans (for business) Vodafone Red Business Plans, Standard Bundle, Red Bundle, Red Value Bundle, Red Essentials, Red Extra and Red Entertainment 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 Single Plan. All Charges exclude VAT.

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 March. 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.

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) within the UK	45.84p
Calls to other UK mobile networks within the UK	45.84p
Video calling to any Vodafone UK mobile within the UK	45.84p
Video calling to other UK mobile networks within the UK	45.84p
Video calling to international mobile networks within the UK	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 (one 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 starting 0800 or 0808	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 (one 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	Charge per MB
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 Basic 100, 300 and 600 Minute Plans for business, Vodafone Red Plans (for business) Vodafone Red Business Plans, Standard Bundle plans.	£5.42 per 250MB of extra UK internet you use.
Additional UK internet use on plans with internet included Red Bundle and Red Value Bundle	£4.17 per 500MB of extra UK internet you use.
Additional UK internet use on plans with internet included	£5.42 per 250MB of extra UK internet you use.

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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 (one minute minimum call charge)	Charge per Minute
Calls to the Vodafone Europe Zone	£1.25
Calls to USA and Canada	£1.67
Calls to any other worldwide destination	£1.67
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	To Europe £1.25 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 for Red Plans (taken after 12th April 2017)

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
Roam Free Destinations	0p per min	0p per min	£1.67/£2 per min	0p per min	0p per text	45.84p per picture message	£5.42 per 250MB
Roam Further Destinations	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
Taiwan	80p per min	£1.50 per min	£2.00 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

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Rest of World 1	£1.65 per min	£1.65 per min	£2.00 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	£2.00 per min	£2.00 per min	£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 Roam free destinations and roam further destinations calls are charged by the second with a one minute minimum call charge.

In Rest of World Zone 1, Rest of World Zone 2 and Taiwan we will charge you for the call you make in one minute increments with a one minute minimum call charge. For receiving calls, we will charge you in increments (depending on your agreement) with a minimum call charge.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply.

If we are charged an admin fee from a foreign network operator for you to receive a text, we will pass this charge to you.

Roaming services may be available to you from other providers.

Calls, texts and data outside the UK for Red Plans (taken between 5th May 2016 – 11th April 2017)

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	0p per picture message	3.9p per MB
Europe Zone 2	0p per min	0p per min	£2 per min	0p per min	0p per text	0p per picture message	45.9p per MB
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	£2.00 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	£2.00 per min	£1.00 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	£2.00 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	£2.00 per min	£2.00 per min	£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

Calls, texts and data outside the UK for Business Single Plans, Basic Plans, and Red Plans (Red Plans taken before 5th May 2016)

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.

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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	3.9p per min	£1.25 per min	£1.67 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	£1.50 per min	£2.00 per min	7.1p per min	8.1p per text	45p per picture message	45.9p per MB
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	£2.00 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	£2.00 per min	£1.00 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	£2.00 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	£2.00 per min	£2.00 per min	£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 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).

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