

# Enterprise price plan guide



## Vodafone Business Single Plans

This Price Plan Guide applies to the Vodafone Standard Bundle, Red Bundle, Red Value Bundle, Red Essentials, Red Extra and Red Entertainment plans including SIM Only and Mobile Broadband 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 – <a href="#">more details</a>
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
Additional UK internet use on plans with internet included		£5.42 per 250MB of extra UK internet you use.

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](http://www.ukcalling.info)

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### International calls, texts and video calls from the UK

<b>International calls (one minute minimum call charge)</b>	<b>Charge per Minute</b>
Calls to the Vodafone Europe Zone	£1.25
Calls to USA and Canada	£1.67
Calls to any other worldwide destination	£1.67
<b>Text messages (per message)</b>	<b>Charge per Text</b>
Worldwide (up to 160 characters) per text	29.17p
<b>Video calls (1 minute minimum call charge)</b>	<b>Charge per Minute</b>
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.

<b>Standard calls (one minute minimum call charge)</b>	<b>Charge per Minute</b>
Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	45.84p
<b>Text messages (per message)</b>	<b>Charge per Text</b>
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.

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### Calls, texts and data outside the UK for Essentials Plan, Red Extra Plan, Red Entertainment Plan (taken after 5<sup>th</sup> August 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](http://vodafone.co.uk/workingabroad).

Zone	Making calls & Sending texts within Europe Zones and Back to the UK; Using the internet		Making Calls & Sending SMS from Europe Zones to any other Zone				Sending Picture messages	Receiving calls		
Roam-Free (Europe Zone 1, Europe Zone 2)	Usage taken from inclusive UK allowance, or charged at home rate		Usage charged at International rates				Usage taken from inclusive UK allowance, or charged at home rate	Free		
Zone	Receiving calls; Making calls & Sending texts within the country and Back to the UK; Using the internet		Making Calls & Sending SMS from Europe Zones to any other Zone				Sending Picture messages	Receiving calls		
Roam-Further*	Usage taken from inclusive UK allowance, or charged at home rate		Usage charged at International rates				45p per picture message	Free		
£5 daily fee charged										
Zone	Making calls back to the UK (per min)	Making calls to the Europe Zones (per min)	Making calls to Rest of World Zones (per min)				Receiving Calls (per min)	Sending Texts (per text)	Sending Picture messages (per picture message)	Using the Internet
			Zone 1	Zone 2	Zone 3	Zone 4				
Zone 1	50p	£1.25	50p	£1.67	£1.67	£1.67	30p	7p	55p	10p per MB
Zone 2	£1.00	£1.25	£1.67	£1.00	£1.67	£1.67	60p	25p	55p	50p per MB
Zone 3	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£1.30	50p	55p	£1.50 per MB
Zone 4	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£1.50	50p	55p	£6.00 per MB

\* Customers will receive these rates if either (1) they have been automatically opted in to Vodafone Global Roaming/Roam Further (they will be notified if this is the case) or (2) if they have voluntarily opted in to World Traveller.

In Roam free destinations (Europe Zone 1 and 2) and Roam further destinations calls are charged by the second with a one-minute minimum call charge. In Rest of World Zones 1,2,3,4 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.

#### List of Countries by Zone for plans taken after 10<sup>th</sup> May 2018:

**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:** Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey

**Roam Further:** Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Bangladesh, Barbados, Bermuda, Bonaire, Bosnia and Herzegovina, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of the Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Ghana, Grenada, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea, Kuwait, Laos, Lesotho, Macau, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saba, Samoa, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent and Grenadines, Sudan, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turks and Caicos Islands, Ukraine, United Arab Emirates, United States, Uruguay, US Virgin Islands, Uzbekistan Vanuatu, Vietnam

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**Rest of World Zone 1:** Azerbaijan, Bahamas, Benin, Bhutan, Botswana, Brunei, Burkina Faso, Cameroon, Central African Republic, Chad, French Polynesia, Gabon, Guam, Iran, Iraq, Ivory Coast, Madagascar, Niger, Nigeria, Palestinian Territory, Republic of the Congo, Rwanda, Seychelles, Solomon Islands, Tajikistan, Togo, Uganda, Venezuela, Yemen, Zambia

**Rest of World Zone 2:** Algeria, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe

**Rest of World Zone 3:** Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia

**Rest of World Zone 4:** Angola, Belize, Comoros, Cook Islands, Cuba, Djibouti, East Timor, Equatorial Guinea, Ethiopia, Falkland Islands, Greenland, Lebanon, Maldives, New Caledonia, Saint Helena, Somalia, Syria, Turkmenistan

### List of Countries by Zone for plans taken before 10<sup>th</sup> May 2018

**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

**Roam Further:** Anguilla, Antigua and Barbuda, Argentina, Aruba, Australia, Barbados, Bermuda, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of the Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Ghana, Grenada, Guatemala, Guyana, Haiti, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Lesotho, Mexico, Mozambique, New Zealand, Panama, Peru, Puerto Rico, Qatar, Russia, Saba, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, St Kitts and Nevis, St Lucia, St Vincent and Grenadines, Suriname, Thailand, Trinidad and Tobago, Turks and Caicos Islands, United States, Uruguay, US Virgin Islands

**Rest of World Zone 1:** Afghanistan, Armenia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Benin, Botswana, Brunei, Bhutan, Burkina Faso, Cambodia, Cameroon, Central African Republic, Chad, Congo (The People's Republic), Fiji, French Polynesia, Gabon, Georgia, Honduras, Iran, Iraq, Ivory Coast, Jordan, Kazakhstan, Korea, Kuwait, Laos, Macau, Macedonia, Madagascar, Malaysia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Myanmar, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Philippines, Rwanda, Samoa Western, Saudi Arabia, Seychelles, Solomon Islands, South Sudan, Sri Lanka, Swaziland, Taiwan, Tajikistan, Tanzania, Togo, Tonga, Uganda, Ukraine, United Arab Emirates, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia

**Rest of World Zone 2:** Algeria, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe

**Rest of World Zone 3:** Andorra, Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia

**Rest of World Zone 4:** Angola, Belize, Comoros, Cook Islands, Cuba, Djibouti, East Timor, Equatorial Guinea, Ethiopia, Falkland Islands, Greenland, Lebanon, Maldives, New Caledonia, Saint Helena, Somalia, Syria, Turkmenistan

### Inclusive Roaming Fair Usage Policy

Inclusive European Roaming services in Europe Zone 1 and 2 are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.

If customers use their mobile in our Europe Zone 1 and 2 for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of our roaming services.

If customers' usage in our inclusive Europe Zone 1 and 2 continues to exceed 50% as described above, over the 2-week period following the first notification, customers may be charged for further use or we may bar them from using our roaming services. Customers will be notified before we do this.

### Calls, texts and data outside the UK for Standard Bundle, Red Bundle, Red Value Bundle (taken before 5<sup>th</sup> August 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](http://vodafone.co.uk/workingabroad).

Zone	Making calls & Sending texts within Europe Zones and Back to the UK; Using the internet	Making Calls & Sending SMS from Europe Zones to any other Zone	Sending Picture messages	Receiving calls
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<b>Roam-Free (Europe Zone 1, Europe Zone 2)</b>	Usage taken from inclusive UK allowance, or charged at home rate			Usage charged at International rates		Usage taken from inclusive UK allowance, or charged at home rate	Free
<b>Zone</b>	<b>Receiving calls; Making calls &amp; Sending texts within the country and Back to the UK; Using the internet</b>			<b>Making Calls &amp; Sending SMS from Europe Zones to any other Zone</b>		<b>Sending Picture messages</b>	<b>Receiving calls</b>
<b>Roam-Further*</b>	Usage taken from inclusive UK allowance, or charged at home rate			Usage charged at International rates		45p per picture message	Free
	£5 daily fee charged						
<b>Zone</b>	<b>Making in- zone calls and calls back to the UK</b>	<b>Making calls to the Europe Zones</b>	<b>Making calls to zones outside Europe</b>	<b>Receiving Calls</b>	<b>Sending Texts</b>	<b>Sending Picture messages</b>	<b>Using the Internet</b>
<b>Asia Pacific</b>	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
<b>USA &amp; Canada</b>	£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
<b>Rest of World 1</b>	£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
<b>Rest of World 2</b>	£2.00 per min	£2.00 per min	£2.00 per min	£1.50 per min	<b>50p a text plus the UK text message rate</b>	45p per picture message	<b>£6 per MB for the first 5 Mb, then £30 per 5MB thereafter</b>

\* Customers will receive these rates if either (1) they have been automatically opted in to Vodafone Global Roaming/Roam Further (they will be notified if this is the case) or (2) if they have voluntarily opted in to World Traveller.

In Roam free destinations (Europe Zone 1 and 2) and Roam further destinations calls are charged by the second with a one minute minimum call charge.

In Asia Pacific, Rest of World Zone 1 and Rest of World Zone 2 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.

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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

**Roam Further:** defined by the World Traveller Zone. Please see Business World Traveller T&Cs ([www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms))

**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

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