

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	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					
Roaming	Inclusive Business Traveller Europe					
Premium Service	Prime Contact					
International	Business International 100 min					
Non-Geo	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/smallbusinessprimecontactterms 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/smeprimecontactterms 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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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

All Vodafone Small Business plans include 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 all small business plans.

Customers can opt out of Business Traveller at any time and will revert back to standard roaming rates in the World Zone. They will not lose their Europe Zone benefit.

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

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.

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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
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

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International calls, texts and video calls from the UK

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
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Non-geographic numbers starting 0800, 0808		Free
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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

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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 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.

	Receiving calls; Making calls & Sending texts within Europe Zones and Back to the UK; Using the internet				Sending Picture messages	Making Calls & Sending SMS from Europe Zones to any other Zone	
Europe Zone 1	Usage taken from inclusive UK allowance, or charged at domestic rate				Usage taken from inclusive UK allowance, or charged at domestic rate	Usage charged at International rates	
Europe Zone 2							
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

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per 5MB
thereafter

In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer their domestic rates. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged **3.9p** per min. Calls to UK FreePhone numbers (0800, 0808) are **free of charge**. UK Non-geographic minutes bundles can't be used in Europe Zone 1 and Europe Zone 2. Any applicable International add-ons and/or inclusive International minutes apply for usage charged at International rates.

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 : 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. (Including Albania and Bosnia & Herzegovina)

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.