

# Price Plan Guide



## Vodafone Business Premier Plans – SIM only

Enterprise Customers

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, Mobility Service Terms, Service Specific Terms, Order and any applicable policies and guidelines shall form the Agreement for the Vodafone Business Premier Plan. Customer cannot change the Business Premier Plan until the Minimum Term has been fulfilled.

All Charges detailed in this Price Plan Guide are Standard List Price and subject to change.

### 1. Overview

	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
<b>Calls to UK mobiles and UK landlines (starting 01, 02, 03)</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Standard UK text message</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>UK Data Allowance</b>	2GB	4GB	8GB	16GB	20GB	40GB
<b>Secure Net Basic</b>	Inclusive Secure Net Basic	Inclusive Secure Net Basic	Inclusive Secure Net Basic	Inclusive Secure Net Basic	Inclusive Secure Net Basic	Inclusive Secure Net Basic
<b>Roaming</b>	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe	Inclusive Business Traveller Europe
<b>Premium Service</b>	Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact
<b>International</b>	Business International 100 min	Business International 100 min	Business International 100 min	Business International 100 min	Business International 100 min	Business International 100 min
<b>Non-Geo</b>	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

### 2. Unlimited Minutes and Texts

- 1.1 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.
- 1.2 All other call and text types on the Vodafone Business Premier Plan shall be charged the out of bundle Charges set out in this Price Plan Guide.
- 1.3 Calls made through the return call service via voicemail are not included in the Customer's allowance.

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### 3. Inclusive Prime Contact

- 3.1 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.
- 3.2 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.
- 3.3 The following Prime Contact Service Terms shall apply:
- 3.4 Customers which are businesses of 9 or fewer employees: the Service Specific Terms found at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms) under Prime Contact Service Terms for Small Business; or
- 3.5 Customers which are businesses of 10 or more employees: the Service Specific Terms found at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms) under Prime Contact Service Terms for SME.
- 3.6 In either case Prime Contact shall be an inclusive Service within Customer's price plan and may not be removed.

### 4. Inclusive Secure Net

- 4.1 Inclusive Secure Net is free on all Vodafone Business Premier price plans and helps protect against viruses, malware and phishing when Customer and Customer's Users browse the internet, download files or use email on Customer's mobile devices. See <http://www.vodafone.co.uk/securenet> for terms and details.

### 5. RPI

- 5.1 Vodafone will, in April of each year, apply an increase to Access Fees by the Retail Price Index ("RPI") published by the Office for National Statistics in January of that year. If the RPI rate is a decrease, Access Fees will not be adjusted and if that index is not published for the given month, Vodafone may use a substituted index or index figures published by that office for that month.

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### 6. International (100 Minutes)

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

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 Charges for Business International are set out in this Price Plan Guide below.

### 7. Inclusive Business Traveller Europe

7.1 All Vodafone Small Business plans include Business Traveller which allows Customer to take their UK minutes, texts and data to Vodafone's Europe Zone for free and to Vodafone's World Zone for £5 excluding VAT a day on all small business plans.

7.2 By opting into Vodafone Business Traveller:

- Customer will automatically opt out of the 50 euro spend data cap and associated notifications whilst in the World Zone
- Customer will still be opted into the monthly spend limit in countries outside Vodafone's World Zone

7.2 Customer can opt out of Business Traveller at any time and will revert back to Standard List Price roaming rates and the 50 euro monthly spend data cap and associated notifications whilst in the World Zone. Customer will not lose the Europe Zone benefit.

7.3 The Business Traveller price plan guide applies to Customer's use of Business Traveller (please see [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad)).

### 8. Inclusive Roaming Fair Usage Policy

8.1 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.

8.2 If Customer or Customers Users 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 the roaming services.

8.3 If Customer or Customer's Users usage in inclusive Europe Zone 1 and 2 continues to exceed 50% as described above, over the 2-week period following the first notification, Customer may be charged for further

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use or Vodafone may bar Customer from using its roaming services. Customer will be notified before Vodafone applies any bar.

### 9. Inclusive Non-Geographic Minutes

9.1 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.

### 10. 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 – <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 Customer know the cost of the call.	Free to £2.00 per minute (one-minute call Charge)

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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 a bank or travel agent). More information is available at [www.ukcalling.info](http://www.ukcalling.info)

### 11. 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
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 – <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

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Standard UK call Charges (1 minute minimum call Charge)	Charge per 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 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 a bank or travel agent). More information is available at [www.ukcalling.info](http://www.ukcalling.info)

### 12. 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 To ROW £1.67

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

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### 13. Calls to the Channel Islands or Isle of Man From the UK

13.1 Making a call to the Channel Islands or the Isle of Man is not 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.

### 14. Calls, Texts and Data Outside the UK

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

Roaming Zone	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							
Roaming 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

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							per 5MB thereafter
<b>Rest of World 2</b>	£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

- 14.2 In Europe Zone 1 and Europe Zone 2 Vodafone will charge Customer their Standard List Price 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.
- 14.3 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.
- 14.4 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.
- 14.5 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.
- 14.6 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).
- 14.7 **List of Countries by Roaming Zone:**
- (a) **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.
  - (b) **Europe Zone 2:** Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey.
  - (c) **USA & Canada**
  - (d) **Asia Pacific:** Australia, New Zealand, Singapore, South Africa, Taiwan, Thailand.
  - (e) **Rest of World Zone 1:** All other countries (Including Albania and Bosnia & Herzegovina)
  - (f) **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.