

# Price Plan Guide



## Vodafone Business Premier SIM Only Plans

Enterprise Customers

This Price Plan Guide applies to the Vodafone Business Premier SIM Only price plan 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 SIM Only Price Plans.

All Charges exclude VAT. Please note that Customers cannot change their Business Premier SIM Only Plan until the Minimum Term has been fulfilled.

### 1. Business Premier SIM Only Price Plans

	Business Premier 500MB	Business Premier 2GB	Business Premier 4GB	Business Premier 8GB	Business Premier 16GB	Business Premier 20GB	Business Premier 40GB
<b>Calls to UK mobiles and UK landlines (starting 01, 02, 03)</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>Standard UK text message</b>	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
<b>UK Data Allowance</b>	500MB	2GB	4GB	8GB	16GB	20GB	40GB
<b>Roaming</b>	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller	Inclusive Small Business Traveller
<b>Premium Service</b>	Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact	Prime Contact
<b>Vodafone Pass</b>	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass	Inclusive Email and Maps Pass
<b>Business Support</b>	Inclusive Business Support	Inclusive Business Support	Inclusive Business Support	Inclusive Business Support	Inclusive Business Support	Inclusive Business Support	Inclusive Business Support

### 2. Included in Price Plan

#### 2.1 Unlimited Minutes and Texts:

- Each Voice Connection on the Vodafone Business Premier SIM Only Plans has unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03) and standard UK text messages sent (as applicable) from and to the UK.
- All other call and text types on the Vodafone Business Premier SIM Only 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 and subject to the out of bundle rates set out in this Price Plan Guide.

#### 2.2 Wi-Fi Calling:

- Wi-Fi calling is available to Customer on Business Premier SIM Only plans whose Users have compatible devices.

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- (b) Please see [www.vodafone.co.uk/wificalling](http://www.vodafone.co.uk/wificalling) for a list of compatible devices and more information on Wi-Fi Calling.
- (c) Customer should refer to the Mobility Service Terms for limitations to Wi-Fi Calling (please see [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms)).

### 2.3 Small Business Traveller:

- (a) **Europe Zone:** All Vodafone Business Premier SIM Only include Small Business Traveller which allows Customers to take their UK minutes, texts and data to our Europe Zone for free.
- (b) **World Zone:** Customers can use Small Business Traveller in our World Zone for £5 (excl. VAT) a day per Connection.
- (c) Customer will automatically opt out of the 50 euro monthly spend limit for data in Small Business Traveller countries, together with associated notifications, because Customer will be using its UK data allowance.
- (d) Customer can opt out of Small Business Traveller with Vodafone Business Premier SIM Only and will revert back to Standard List Price roaming rates and the 50 euro monthly spend data cap.
- (e) The Small Business Traveller Price Plan Guide applies to Customer's use of Small Business Traveller (please see [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad)).

### 2.4 Prime Contact

- (a) Prime Contact is included in all Vodafone Business Premier SIM Only plans.
- (b) The following Prime Contact Service Terms shall apply which can be found at [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms):
  - (i) Customers which are businesses of 9 or fewer employees: The Service Terms found under Prime Contact Service Terms (SMB); or
  - (ii) Customers which are businesses of 10 or more employees: The Service Terms found under Prime Contact Service Terms (SME).

### 2.5 Email and Maps Pass

- (a) All Vodafone Business Premier plans have the Email and Maps Pass included. Please visit [www.vodafone.co.uk/businesspass](http://www.vodafone.co.uk/businesspass) for more information on how Vodafone Email and Maps Pass work and the apps included.
- (b) Please see [www.vodafone.co.uk/terms](http://www.vodafone.co.uk/terms) for Service Terms.

### 2.6 Business Support

- (a) Business Support is included in all Vodafone Business Premier SIM Only plans – see [www.vodafone.co.uk/businesssupport](http://www.vodafone.co.uk/businesssupport) for details.
- (b) Business Support is provided by Lifestyle Services Group Limited trading as Assurant. Third Party terms apply to Customer's use of Business Support and by using Business Support Customer will enter into a separate agreement with Lifestyle Service Group Limited for the use of the service. Please visit [www.vodafone.co.uk/businesssupport](http://www.vodafone.co.uk/businesssupport) for details.

## 3. Voice Calls, Internet and Messaging from the UK

### 3.1 Vodafone Business Premier SIM Only plans

Standard UK call Charges (1 minute minimum call Charge, then charged per second)	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

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Standard UK call Charges (1 minute minimum call Charge, then charged per second)	Charge per minute
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 text
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 0800, 0808	Free
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	45.84p a minute plus a service charge* (one-minute minimum call charge)
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

\* 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)

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)
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	Charge per megabyte

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Premium rate Charges	Charges
Additional UK internet use on plans with internet included	£5.42 per 250MB

\* 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 [ukcalling.info](http://ukcalling.info)

### 4. Calls to the Channel Islands and 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 any Channel Islands and Isle of Man mobile and landline (starting 01481, 01534, 01624)	45.84p
Text messages (per message)	Charge per text
Texts to Channel Islands or Isle of Man numbers	29.17p

### 5. International Calls, Texts and Video Calls from the UK

International calls (one minute minimum call Charge)	Charge per minute
Calls to 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
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

All Charges are stated in pence per minute or pence per text as applicable. International calls to International Band Europe are charged in one 60-second increment and thereafter measured in 1-second increments. Calls to International Bands USA and Canada and other Worldwide destinations are measured in 60-second increments.

#### (a) Countries within each international group:

**Europe:** Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Azores & Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden, Switzerland, Turkey (including Turkish sector of Cyprus), Vatican City.

**USA and Canada:** USA, Canada

**Other worldwide destination:** All other countries

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

- 6.1 These are the Charges Customer will pay if not opted into Small Business Traveller. If opted into Small Business Traveller, Customer will pay these Charges for any countries not covered by Small Business Traveller.

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6.2 Vodafone has divided 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 [www.vodafone.co.uk/workingabroad](http://www.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		
Europe Zone 1 & 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	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

6.3 In Europe Zone 1 and Europe Zone 2 Customers will be charged their domestic rates. Calls to non-standard UK numbers (premium rate, directory enquiry, non-geographical, etc.) are charged **3.9p** per min. Calls to 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.

6.4 In Rest of World Zone 1, Rest of World Zone 2, Rest of World Zone 3 and Rest of World Zone 4 Vodafone will charge Customer in increments (depending on Customer's price plan) with a minimum call charge.

6.5 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.

6.6 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).

### 6.7 List of Countries by Roaming Zone:

- (a) **Europe Zone 1:** Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (Incl. Corsica), French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy (Incl. Vatican City), Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Saint Martin, Slovakia, Slovenia, Spain (Incl. Balearic Islands), Sweden
- (b) **Europe Zone 2:** Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, Turkey
- (c) **Rest of World - Zone 1:** Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bhutan, Bonaire, Bosnia

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and Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cambodia, Cameroon, Canada, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Democratic Republic of Congo, Peoples Republic of Congo, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, FIJI, French Polynesia, Gabon, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea, Kuwait, Laos, Lesotho, Macau, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Saudi Arabia, Qatar, Russia, Rwanda, Saba (Netherland Antilles), Samoa Western, Serbia, Seychelles, Singapore, Sint Eustatius (Netherland Antilles), Sint Maarten (Netherland Antilles), Solomon Islands, South Africa, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turks & Caicos, Uganda, Ukraine, United Arab Emirates, United States of America, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia

- (d) **Rest of World - Zone 2:** Algeria, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe
- (e) **Rest of World - Zone 3:** Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia
- (f) **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

### 7. Inclusive European Roaming Fair Usage Policy

- 7.1 Inclusive 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.
- 7.2 If Customer or Customer's Users use its mobile in the inclusive European Roaming Zone for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of Vodafone's roaming services.
- 7.3 If Customer's or Customer's Users usage in the inclusive European Roaming Zones continues to exceed 50% as described above, over the 2-week period following the first notification, Customer may be charged for further use or Vodafone may bar Customer from using Vodafone's roaming services. Customer will be notified before Vodafone applies the bar.

### 8. General

- 8.1 Any data allowance or usage increment relates to use of all or part of the specified amount. Charges are correct at time of print. Unless Customer is on a '4G Ready' or '4G' plan, upload data speed will be limited to 8Mbps and download data speed will be limited to 10Mbps.
- 8.2 The detailed functionality of Business Premier SIM Only plans is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.