



Your Price Plan for  
**Vodafone Home**  
**Broadband and Phone**

Prices effective from: 23 October

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## **Vodafone Home Broadband and Phone Price Plan**

**Dated 23 October 2019**

**Prices are effective from 23 October 2019.**

The Vodafone Home Broadband and Phone Terms apply to Vodafone Home Broadband and Phone Services. These can be found at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

A full long-form version of this Vodafone Home Broadband and Phone Price Plan ("Price Plan") (which includes a complete list of all our premium rate and international call costs and charges) can be found on our Website at [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide).

All capitalised words which are used in this Price Plan, but are not defined shall have the meaning given to them in our Vodafone Home Broadband and Phone Terms.

Price disclaimer: Whilst we do everything we can to make sure that all our prices and charges are accurately reflected across all our documentation and other materials, including this Price Plan, occasionally inconsistencies may occur.

VAT: All charges quoted in this Price Plan are inclusive of VAT, if VAT applies.

Please note: In the event of conflicting pricing information the latest Price Plan available at [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide) (in PDF format) shall apply.

## Vodafone Home Broadband and Phone Plans

The table below sets out the monthly price for your Vodafone Home Broadband and Phone plan. One off charges may also apply. Please see below for more details.

You may also be eligible for a discount on your Home Broadband Plan if you have an eligible Pay Monthly Plan (including Handset, SIM Only mobile and Mobile Broadband) ('Pay Monthly Plan'). The Pay Monthly Plan must remain on an active Vodafone account to receive the discount. Any discount you are eligible for will vary depending on the Pay Monthly Plan and Home Broadband Plan you are connected to. We have set out below how these discounts work.

### Vodafone Home Broadband and Phone Plan Prices

Contract Length (months)	Superfast 1		Superfast 2		Gigafast 100		Gigafast 500		Gigafast 900	
	12	18	12	18	12	18	12	18	12	18
Standard Monthly Line Rental price	£0.00		£0.00		£0.00		£0.00		£0.00	
Standard Monthly Broadband price	£26.00	£23.00	£30.00	£23.00	£42.00	£28.00	£57.00	£38.00	£72.00	£48.00
Total Monthly price	£26.00	£23.00	£30.00	£23.00	£42.00	£28.00	£57.00	£38.00	£72.00	£48.00
Monthly Broadband Price for Broadband & Pay Monthly Customers	Please refer to table below if you have a Pay Monthly Plan (including Mobile Broadband, Handset or SIM Only plan) for your eligible Vodafone Together discount.				£34.50	£23.00	£49.50	£33.00	£64.50	£43.00

## Important information about Vodafone Home Broadband and Phone charges

### One off charges:

- a) **Connection Charge:**
  - a. *Superfast:* Standard Connection Charge for new line provisions is £60.
  - b. *Gigafast:* Free Connection Charge for Gigafast products only applies during pre-order window for standard installations (see page 13). Non-standard installations incur a fee of £49. Orders placed after the pre-order window are subject to £49 fee for standard installation and £149 for non-standard.

We will confirm prior to purchase which installation fee is applicable to you (see **Vodafone Broadband Services** below for more information).

- b) **Router Charge:** A Router charge may apply to your order. We will confirm prior to purchase any charge that applies. Router charge is not applicable for Gigafast services.

### Other pricing/charges:

- a) **Line Rental:** £0 per month for customers who are new or upgrading to fibre broadband. Details of our call charges and how we calculate and round up call charges can be found below in this Price Plan.
- b) **Superfast out of contract pricing:** On Superfast 1 and Superfast 2 your monthly bill will increase by £3 a month after your initial 12 or 18 month minimum contract ends.

## Vodafone Together Discount

If you have an active Superfast 1 or Superfast 2 plan (purchased on or after **19 August 2019**) and an active Pay Monthly Plan, you are a “Vodafone Together” customer and will be eligible for a Vodafone Together Discount (‘Discount’) as per the table below.

Eligible Home Broadband and Phone Plan	Eligible Pay Monthly Plan	Vodafone Together Discount on Home Broadband Plan
Superfast 1 and Superfast 2 12 or 18 month plan	<ul style="list-style-type: none"> <li>Mobile Broadband plan</li> <li>30 day or 12 month SIM Only plan</li> </ul>	<b>£2 Vodafone Together Discount</b> off Total Monthly Broadband Charge
Superfast 1 and Superfast 2 12 or 18 month plan	<ul style="list-style-type: none"> <li>RedExtra Together 18 month SIM Only plan</li> <li>Pay Monthly Handset plan</li> </ul>	<b>£3 Vodafone Together Discount</b> off Total Monthly Broadband Charge

### How does your Discount work?

- The Discount is applied to your Superfast Home Broadband Plan and the value of the discount will depend on the Home Broadband Plan and Pay Monthly Plan that you have.
- The Discount will be available each month as long as you have an active Superfast plan and an active Pay Monthly Plan.
- The Home Broadband and Pay Monthly Plan must be on the same Vodafone account.
- It may take up to 5 days for the Discount to be applied once you are connected to both plans.
- Your Discount may be reduced if you downgrade either your Pay Monthly Plan or Home Broadband Plan.
- If you transfer your services to another account, that account must also have an eligible Pay Monthly Plan to retain the Discount.

### Cancellation and Termination

- If you cancel your Pay Monthly Plan, you will no longer be eligible for the Discount and you will be charged at the Standard Monthly Broadband price for your Home Broadband Plan, from the date the cancellation of your Pay Monthly Plan is effective.
- If you cancel either or both your Home Broadband and Pay Monthly Plan before the end of your applicable Minimum Period you will have to pay Early Termination Fees in accordance with your relevant Charges Guide. Please refer to the section below to calculate your Home Broadband Early Termination Fee. You will need to refer to your Pay Monthly Plan Charges Guide on how to calculate your Mobile Early Termination Fee.

## Vodafone Home Phone Rates and Charges

### Standard calling charges

These rates are set out below as price per minute for making a call from your landline. These rates are for standard calling charges as price per minute and are charged on top of your Standard Monthly Broadband price and Standard Monthly Line Rental price. For a full list of charges please go to [www.vodafone.co.uk/callchargeguide](http://www.vodafone.co.uk/callchargeguide)

	Call connection charge	Daytime	Evening	Weekend
<b>UK landlines</b> (numbers beginning with 01, 02 and 03)	19p	11.5p	11.5p	11.5p
<b>UK mobiles</b>	19p	13p	13p	13p
<b>0800 and 0808</b> (Freephone numbers)	Free	Free	Free	Free
<b>International calls</b>	19p	Search for 'international calls' in our Price Plan for charges.		

Home Phone Extras	Monthly Charge
Evening & Weekend Calls	£4.00
Anytime Landline & Mobile Calls	£5.00
International 300	£5.00

**Please note:** You must keep a Home Phone Extra for at least 30 days.

Home Broadband Extras	Monthly Charge
Content Control	Free
Static IP	Free

**Please note:** If you have requested a static IP address the address allocated by us to you is for use only in connection with you Vodafone Broadband and all rights in this address belongs to Vodafone and will revert to Vodafone on termination of this Agreement. If you move house, we may need to issue you with a new static IP address.

## Inclusive Calling Periods

Your Price Plan may include some calls to certain numbers at particular times of the day. This is how we define these times:

- 'Daytime' is 7am – 7pm, Monday to Friday
- 'Evening' is 7pm – 7am, Monday to Friday
- 'Weekend' is all day Saturday and Sunday (midnight Friday – midnight Sunday)

Please note that bank holidays are treated as normal weekdays.

## International 300

International 300 includes 300 minutes per month to the following destinations:

- Andorra
- Argentina
- Australia
- Austria
- Azores
- Bangladesh (incl. Mobile)
- Belgium
- Bulgaria
- Canada (incl. Mobile)
- Canary Islands
- China (incl. Mobile)
- Croatia
- Cyprus
- Czech Republic
- Denmark
- France
- Germany
- Greece
- Hong Kong
- Hungary
- Iceland
- India (incl. Mobile)
- Ireland
- Israel
- Italy
- Japan
- Korea South
- Luxembourg
- Madeira
- Malaysia
- Malta
- Martinique
- Netherlands
- New Zealand
- Poland
- Portugal
- Puerto Rico (incl. Mobile)
- Romania
- Singapore (incl. Mobile)
- Slovakia
- Slovenia
- Spain
- Sweden
- Taiwan
- Thailand (incl. Mobile)
- USA (incl. Mobile)

Any unused minutes are not carried over to the next billing period. Minutes above 300 will be charged at standard international calling rates plus prevailing call connection charge.

## Vodafone Home Phone Features

<b>Feature (included within Line Rental)</b>	<b>Superfast Charge</b>	<b>Gigafast Charge</b>
<b>Last Calling Number (1471)</b>	Free	Free
<b>Last Calling Number Return (1471-3)</b>	10p/use	10p/use
<b>Number Conceal (141)</b>	Free	Free
<b>Permanent Number Conceal</b>	Free	Not available
<b>Present Withheld Number (1470)</b>	Free	Free
<b>Remove Last Calling Number (1475)</b>	Free	Free
<b>3-Way Calling</b>	30p/use	Not available
<b>Ring Back When Free</b>	10p/use	Not available

**Please note:** For 3-Way Calling, whoever starts the call pays for the call. To keep a 3-Way call open you must stay on the line. When you hang up, the other two callers will be disconnected.

<b>Feature (available on request)</b>	<b>Superfast Charge</b>	<b>Gigafast Charge</b>
<b>Caller Display</b>	Free	Free
<b>Free Voicemail</b>	Free	Not available
<b>Voicemail Plus</b>	£2.65/month	Not available

<b>Call Management Bundle (available on request)</b>	<b>Superfast Charge</b>	<b>Gigafast Charge</b>
<b>Call Management Bundle: Anonymous Caller Rejection, Call Divert and Call Waiting</b>	£2.50/month	Not available

**Please note:** For Call Divert, call charges for the diverted part of the call may apply as per your Vodafone Home Broadband and Phone Services plan and add-ons.



## Vodafone Home Broadband and Phone Service & Maintenance charges

Description	Superfast Charge	Gigafast Charge
Missed engineer appointment charge	£110.00	£110.00
Amend Order (prior to install)	£15.00	£15.00
Late cancellation of order - anytime or day after 9pm (noon) two working days before your scheduled visit	£60.00	£60.00
Connection Charge (new line provision)	£60.00	£60.00 (standard)
Connection Charge (for Fibre only)	£0.00	£49.00 (standard) £149 (non-standard)
Fault within customer premises - first hour charge	£115.00	£115.00
Fault within customer premises - hourly charge (chargeable after the first hour)	£52.00	£52.00
Customer requested service visit - phone socket relocation	£130.00	£130.00
Customer requested service visit - additional phone socket relocation	£65.00	£65.00
Replacement Vodafone Broadband router	£72.00	£99.00
Failure to return Vodafone Broadband router (for cancelled orders)/returned in damaged state (other than fair wear and tear)	£99.00	£99.00
SureSignal discount removal (for cancelled orders)	£40.00	£40.00
Special Fault Investigation	£150.00	£150.00
and/or + Special Fault Investigation - Internal wiring issue	£35.00	£35.00
and/or + Special Fault Investigation - Internal equipment issue	£22.00	£22.00
Transfer of account ownership	£20.00	£20.00
Home phone number change	£25.00	£25.00
Vodafone Broadband router charge	£0.00	£0.00
Vodafone Broadband router P&P	£0.00	£0.00

## Administrative and Late Payment Charges

Description	Charge
Itemised Paper Bill Charge	£1.54 per month
Bill Copy	£1.54 (charge for each copy)
Late Payment	£4.17 (for each late payment)

## Early Termination Fee

- Under the terms of your Home Broadband and Phone Terms an Early Termination Fee may apply to you when you cancel your Vodafone Home Broadband and Phone Price Plan during your Minimum Period (while still in contract with us).
- Your Early Termination Fee will be calculated using an amount which is not more than the standard monthly price of your Vodafone Home Broadband and Phone Price plan multiplied by the number of months remaining in your Minimum Period at the time you give us notice to terminate your Agreement.
- We will apply any discount you are eligible for, following the cancellation from your Early Termination Fee so long as you are still connected to your Pay Monthly Mobile Service.
- To calculate your Early Termination Fee take the value stated in the table below for your applicable Vodafone Home Broadband and Phone Plan and multiply it by the number of months remaining in your Home Broadband Minimum Period.

Contract Length (months)	Superfast 1				Superfast 2			
	12	18	12	18	12	18	12	18
Standalone Superfast Broadband Customer x months remaining (exc. VAT)	£13.03	£10.39	£15.96	£10.39				
Vodafone Together customer (i.e. Broadband Superfast Broadband and Pay Monthly or SIM Only Mobile Plan) x months remaining (exc. VAT)	-£2 Vodafone Together Discount	-£3 Vodafone Together Discount	-£2 Vodafone Together Discount	-£3 Vodafone Together Discount	-£2 Vodafone Together Discount	-£3 Vodafone Together Discount	-£2 Vodafone Together Discount	-£3 Vodafone Together Discount
	£12.20	£11.37	£8.72	£7.89	£15.53	£14.40	£8.72	£7.89

  

Contract Length (months)	Gigafast 100		Gigafast 500		Gigafast 900	
	12	18	12	18	12	18
Standalone Gigafast Customer x months remaining (exc. VAT)	£19.36	£15.11	£27.69	£23.44	£36.03	£31.78
Gigafast customer with a Pay Monthly or SIM Only Mobile Plan x months remaining (exc. VAT)	£15.19	£10.94	£23.53	£19.28	£31.86	£27.61

**Example 1:** If you are a Pay Monthly Customer on the 18 month Superfast 2 plan with a £3 Vodafone Together Discount and terminate your agreement with us with 6 months remaining in your Minimum Period, your Early Termination Fee would be £47.34 (£7.89 x 6 months left in contract).

**Example 2:** If you are on the 12 month standalone Gigafast 100 plan and terminate your agreement with us with 4 months remaining in your Minimum Period, your Early Termination Fee would be £77.44 (£19.36 x 4 months left in contract).

## Direct Dialed Call Charges

Call charges are in pence per minute, with a charging period determined by the time you are connected to the network. If the price point is published as price per minute (ppm) then charging is rounded up to the nearest minute. Fixed fee charges are not rounded as these are not based on call duration.

Call durations are accurate to the nearest second.

The rates set out in the Call Charge Guide at [www.vodafone.co.uk/callchargeguide](http://www.vodafone.co.uk/callchargeguide) only apply in respect of out of bundle usage.

Any inclusive minutes purchased via one of our Home Phone extras are subject to a 60-minute maximum duration per call. Standard call charges apply if you exceed the 60-minute maximum duration. To continue making inclusive calls simply hang up and redial before the 60 minutes.

Please be aware of any manufacturer specific issues which may affect your call charges (such as your home phone manufacturer). For more information, please refer to your device's manufacturer documentation.

Details of our call charges and how we calculate and round up call charges can be found in our Call Charge Guide at [www.vodafone.co.uk/callchargeguide](http://www.vodafone.co.uk/callchargeguide).

## Vodafone Home Phone Services

**Call costs:** Details of our call costs are set out in the detailed Price Plan. The most up to date version can be found at [www.vodafone.co.uk/callchargeguide](http://www.vodafone.co.uk/callchargeguide).

We will publish these changes on our Website, so please check [www.vodafone.co.uk/callchargeguide](http://www.vodafone.co.uk/callchargeguide) regularly. The changes will take effect when posted on the Website. Further terms may apply, see [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide) for details.

**Evening & Weekend Calls:** We apply all-inclusive tariffs to the first 60 minutes of UK landlines only (for numbers beginning 01, 02, 03) which you dial directly starting on weekday evenings and throughout the weekend. Please see details of our all-inclusive calling periods above.

If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60-minute call cap. Further details of call charges and Broadband fees can be found in this Price Plan and at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

**Anytime Landline & Mobile:** We apply all-inclusive tariffs to the first 60 minutes of UK landlines (numbers beginning 01, 02, 03) and UK mobile numbers (numbers beginning with 07) which you dial directly. Anytime calls can be made during daytime, evening & weekend periods. Inclusive calls are to UK mobiles only (this does not include other numbers that begin with 07 such as personal numbers, Wi-Fi services etc.).

If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap. Full details of call charges and Broadband fees can be found in this Price Plan and at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

**International 300:** Includes 300 minutes of calls to landlines to pre-defined International destinations and calls to mobiles to limited destinations each month (see below for included countries). Minutes above 300 will be charged at standard international calling rates plus prevailing call connection charge. You must keep your International 300 package for at least 30 days. Available to Vodafone Home Broadband and Phone customers only.

We reserve the right to vary the inclusive minutes and/or the countries included within the International 300 package. We will publish these changes on our website, so please check [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband) regularly. The changes will take effect when posted on the website. Further terms and conditions may apply, see [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband) for details. Inclusive destinations: Andorra, Argentina, Australia, Austria, Azores, Bangladesh (incl. Mobile), Belgium, Bulgaria, Canada (incl. Mobile), Canary Islands, China (incl. Mobile), Croatia, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Hong Kong, Hungary, Iceland, India (incl. Mobile), Ireland, Israel, Italy, Japan, Korea South, Luxembourg, Madeira, Malaysia, Malta, Martinique, Netherlands, New Zealand, Poland, Portugal, Puerto Rico (incl. Mobile), Romania, Singapore (incl. Mobile), Slovakia, Slovenia, Spain, Sweden, Taiwan, Thailand (incl. Mobile), USA (incl. Mobile)

**Number transfer:** Our ability to transfer your number is subject to availability.

**Last number call back:** Where a charge applies for using 1471 Call Return feature the cost is detailed in this Price Plan, plus any standard call connection and pence per minute rates.

**3 Way Calling:** Where a charge applies for using the 3 Way Calling feature the cost is detailed in this Price Plan, plus the standard call connection and pence per minute rates.

**Subscription features:** Where a feature or feature bundle attracts a monthly subscription charge, you must retain the feature for a minimum of 30 days. Costs are detailed in this Price Plan.

## Vodafone Broadband Services

**Broadband and Wi-Fi Speeds:** Any Vodafone broadband speeds referred to in this Price Plan, on our Website or any of our other materials are maximum download speeds.

Broadband speeds are dependent on all hardware, computing and other equipment components meeting certain minimum specifications, being fully functional and working at full speed.

The range of wireless equipment can vary according to the layout of your home. Other factors can also impact internet speeds, such as distance of your home from the network exchange, the number of people using the internet, the level of use of the internet and other environmental and technological influences.

Please refer to our [Vodafone Home Broadband and Phone Guides](#) within our service pack for further information.

**Vodafone Broadband router:** We will provide a Vodafone Broadband router to any new customers who wish to take our Vodafone Home Broadband and Phone Services (subject to successful Vodafone Home Broadband and Phone Services availability checks and credit checks). To connect wirelessly to the router, your equipment will need to have wireless compatibility in order to be able to access the internet.

**Downloading third party content:** A copyright owner's permission may be required for downloading protected content. Downloading protected content without the copyright owner's consent may constitute a criminal offence. Further details are contained in our Vodafone Home Broadband and Phone Acceptable Use Policy at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

**Content Controls:** Content Controls are currently available to all Vodafone Broadband customers. Content Controls will be automatically set to off as default.

Users can choose and change their Content Control settings at any time by accessing their account via [www.vodafone.co.uk/myvodafone](http://www.vodafone.co.uk/myvodafone).

Content Control may not block all unsafe or inappropriate online content and is intended only to assist parents with keeping their family safe online. Vodafone accepts no responsibility for personal online activity.

**Third party anti-virus software:** Whilst Vodafone recommends the use of anti-virus software, we are not responsible for its performance or any impact which it may have to your systems, equipment or any materials stored on those systems or equipment.

Please refer to the End User License Agreement with the relevant third party anti-virus software provider.

**Pre-order window:** The pre-order window is defined as the period prior to the network being available in each geographical area. During this period Vodafone may offer a discount on installation costs.

**Non-standard installation:** Where over 15 metres of fibre is required to connect your premise to the network, a non-standard installation fee may be payable. We will confirm at point of sale which installation is applicable to you

**Returns Policy:** Our Vodafone Home Broadband and Phone Delivery and Returns Policy (including details relating to your Cooling Off Period) can be found at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband) (and will be referenced in the FAQ section of our Website).