

Price Plan Guide



Vodafone Business Single User and Your Plan for Small Business

Enterprise Customers

This Price Plan Guide applies to the Vodafone Business Single User and Your Plan for Small Business price 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 Single and Your Plan for Small Business price plans.

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

1. Included Minutes, Texts and Data

Inclusive UK Minutes	Standard UK texts	UK Data/internet	One Net Express	Monthly Access Fee
300 minutes	250	500MB	Not included	£25
600 minutes	250	500MB	Not included	£30
900 minutes	250	750MB	Not included	£35
1200 minutes	250	750MB	Not included	£45
3000 minutes	250	1GB	Not included	£55

UK minutes include calls to standard UK landlines (starting 01, 02, 03) and UK mobiles within the UK.

The Charges below will apply once Customer's exceeds any of the included monthly minutes, texts or internet, as applicable, or where the included allowance does not include any of the services listed above.

2. Voice calls, internet and messaging within the UK from UK mobiles

Standard UK call Charges (1 minute minimum call Charge)	Charge per minute (per minute charging)
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 £2.50
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 (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	54.16p a minute plus a service charge* (one-minute minimum call Charge)
Non-geographic numbers starting 0800, 0808	Free

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Charity numbers starting 0800 or 0808	Free – more details
Radio-paging services (starting 076)	45.84p a call
Personal numbering services (starting 070)	45.84p Calls to other UK mobile networks rate (Personal numbering services (starting 070) are part of the Customer's UK minutes bundle inclusive in plan. Any out of bundle charges will be charged at the above rate).
Call forwarding services (e.g. 07744, 07755)	45.84p
Premium rate Charges	Charges
Premium rate services (starting 09)	54.16p 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)
Directory enquiries call charges (one minute minimum call Charge)	Charge per minute
Calls to Vodafone's preferred directory enquiry number (118 881)	54.16p a minute, plus a service charge of 80p a minute (one-minute minimum call Charge)
Calls to directory enquiries numbers (118)	54.16p a minute plus a service charge* (one-minute minimum call Charge)
UK internet usage	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

3. International Calls, Texts and Video Calls From the UK

4.

International calls (one minute minimum call Charge)	Charge per minute
Calls to the Vodafone Europe Zone	£1.25
Calls to USA and Canada	£2.50
Calls to any other worldwide destination	£2.50

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Text messages (per message)	Charge per text
Worldwide (up to 160 characters) per text	54.16p
Video calls (1 minute minimum call Charge)	Charge per minute
Worldwide	To Europe £1.25 To ROW £2.50

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

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.

5. Channel Islands and Isle of Man Charges

Making a call to the Channel Islands or the Isle of Man is not included in Customer's monthly price plan and the Charges are as set out below:

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	29.17p

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

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6. Calls, Texts and Data Outside The UK

6.1 Vodafone has divided 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 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

5.2 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.

5.3 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 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.

5.4 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.

5.5 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).

6.6 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)

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- 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) **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 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, Somalia, Syria, Turkmenistan

7. Inclusive Roaming Fair Usage Policy

- 7.1 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.
- 7.2 If Customer or Customer's Users use their mobile in Europe Zone 1 and 2 for more than 50% of the time in any 4 month rolling period, Customer will receive a text requesting more moderate use of Vodafone's roaming services.
- 7.3 If Customer or Customer's Users usage in Vodafone's 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 use or Vodafone may bar Customer from using its roaming services. Customer will be notified before Vodafone applies any bar.