

Enterprise price plan guide



Vodafone Business Plan 36

This Price Plan Guide applies to the Vodafone Business Plan 36 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 Plan 36. All Charges exclude VAT.

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.

Device Support

Vodafone Device Support is included in all Vodafone Business Plans 36 – see www.vodafone.co.uk/devicesupport for details.

Device Support is provided by Lifestyle Services Group Limited trading as Assurant. Third Party terms apply to Customer's use of Device Support and by using Device 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/devicesupport for details. Please be aware that by using Device Support that your personal data may be stored outside of the European Economic Area – see the Device Support terms for further details.

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) 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	To Europe €1.25 To ROW €2.50

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 (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
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 you 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)

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Calls to directory enquiries numbers (118)

54.16p a minute plus a service charge* (one-minute minimum call charge)

UK internet usage	Charge per MB
Additional UK internet use on plans with internet included (excluding Unlimited)	Requires purchasing an additional data bundle (Please contact your Vodafone Partner or Account Manager for more information)

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

Mobile data speed limits

Mobile data speed limits apply to our Vodafone Business Unlimited Lite and Vodafone Business Unlimited plans only. The maximum upload and download speeds you could experience on your device with these plans are as follows: Vodafone Business Unlimited Lite - 2Mbps and Vodafone Business Unlimited - 10Mbps. If you have chosen one of these plans, please note you are not guaranteed to experience the maximum speed stated for your particular plan - the actual speed you experience will depend on a number of factors including location, network coverage and network signal.

* 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 for Business Plans 36

International calls (one minute minimum call charge)	Charge per Minute
Calls to the EU and EEA (Iceland, Lichtenstein and Norway)	15.83p
Calls to Other European Destination	£1.25
Calls to any Other Worldwide Destination	£2.50

Text messages (per message)	Charge per Text
To the EU and EEA (up to 160 characters) per text	5p
To Other European Destination (up to 160 characters) per text	29.17p
To any Other Worldwide Destination (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.

Countries within each international group:

EU and EEA: Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, French Territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal (inc. Azores & Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden,

Other European destination: Andorra, Monaco, San Marino, Switzerland, Turkey (including Turkish sector of Cyprus)

Other worldwide destination: All other countries

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
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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 for Business Unlimited Max Plans 36 with Vodafone Global Roaming Plus

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.

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			
Roam-Free (Europe Zone 1, Europe Zone 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	Receiving calls; Making calls & Sending texts within the country and Back to the UK; Using the internet	Making Calls & Sending SMS from Europe Zones to any other Zone	Sending Picture messages	Receiving calls			
Roam-Further*	Usage taken from inclusive UK allowance, or charged at home rate	Usage charged at International rates	45p per picture message	Free			
£5 daily fee charged							
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

* Customers will receive these rates if either (1) they have been automatically opted in to Vodafone Global Roaming/Roam Further (they will be notified if this is the case) or (2) if they have voluntarily opted in to World Traveller.

In Roam free destinations (Europe Zone 1 and 2) and Roam further destinations calls are charged by the second with a one-minute minimum call charge.

In Rest of World Zones 1,2,3,4 we will charge you for the call you make in one minute increments with a one-minute minimum call charge. For receiving calls, we will charge you in increments (depending on your agreement) with a minimum call charge.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply.

If we are charged an admin fee from a foreign network operator for you to receive a text, we will pass this charge to you.

Roaming services may be available to you from other providers.

List of Countries by Zone for Business Unlimited Max plans with Vodafone Global Roaming Plus:

Roam-Free: Albania, Anguilla, Antigua and Barbuda, Aruba, Australia, Austria, Azores, Barbados, Belgium, Bermuda, Bosnia and Herzegovina, British Virgin Islands, Bulgaria, Canada, Canary Islands, Cayman Islands, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Estonia, Faroe Islands, Finland, France (Incl. Corsica), French Guiana, Germany, Ghana, Gibraltar, Greece, Grenada, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy (Incl. Vatican City), Jamaica, Jersey, Kenya, Latvia, Lesotho, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Mexico, Monaco, Montserrat, Mozambique, Netherlands, New Zealand, Norway, Poland, Portugal, Reunion, Romania, Saba, Saint Martin, San Marino, Sint Eustatius, Sint Maarten, Slovakia, Slovenia, South Africa, Spain (Incl. Balearic Islands), St Kitts and Nevis, St Lucia, St Vincent and Grenadines, Sweden, Switzerland, Trinidad and Tobago, Turkey, Turks and Caicos Islands, United States

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Roam Further: Afghanistan, Andorra, Argentina, Armenia, Bahrain, Bangladesh, Bonaire, Brazil, Cambodia, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of the Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kazakhstan, Korea, Kuwait, Laos, Macau, Macedonia, Malaysia, Moldova, Mongolia, Montenegro, Morocco, Myanmar, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Samoa, Saudi Arabia, Serbia, Singapore, Sri Lanka, Sudan, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Uzbekistan Vanuatu, Vietnam

Rest of World Zone 1: Azerbaijan, Bahamas, Benin, Bhutan, Botswana, Brunei, Burkina Faso, Cameroon, Central African Republic, Chad, French Polynesia, Gabon, Guam, Iran, Iraq, Ivory Coast, Madagascar, Niger, Nigeria, Palestinian Territory, Republic of the Congo, Rwanda, Seychelles, Solomon Islands, Tajikistan, Togo, Uganda, Venezuela, Yemen, Zambia

Rest of World Zone 2: Algeria, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe

Rest of World Zone 3: Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia

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

Calls, texts and data outside the UK for Business Plans 36 with Vodafone Global Roaming

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.

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		
Roam-Free (Europe Zone 1, Europe Zone 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	Receiving calls; Making calls & Sending texts within the country and Back to the UK; Using the internet		Making Calls & Sending SMS from Europe Zones to any other Zone				Sending Picture messages	Receiving calls		
Roam-Further*	Usage taken from inclusive UK allowance, or charged at home rate		Usage charged at International rates				45p per picture message	Free		
£5 daily fee charged										
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

* Customers will receive these rates if either (1) they have been automatically opted in to Vodafone Global Roaming/Roam Further (they will be notified if this is the case) or (2) if they have voluntarily opted in to World Traveller.

In Roam free destinations (Europe Zone 1 and 2) and Roam further destinations calls are charged by the second with a one-minute minimum call charge. In Rest of World Zones 1,2,3,4 we will charge you for the call you make in one minute increments with a one-minute minimum call charge. For receiving calls, we will charge you in increments (depending on your agreement) with a minimum call charge.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply.

If we are charged an admin fee from a foreign network operator for you to receive a text, we will pass this charge to you.

Roaming services may be available to you from other providers.

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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

Roam Further: Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Bangladesh, Barbados, Bermuda, Bonaire, Bosnia and Herzegovina, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of the Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Ghana, Grenada, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Korea, Kuwait, Laos, Lesotho, Macau, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro,Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saba, Samoa, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent and Grenadines, Sudan, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turks and Caicos Islands, Ukraine, United Arab Emirates, United States, Uruguay, US Virgin Islands, Uzbekistan Vanuatu, Vietnam

Rest of World Zone 1: Azerbaijan, Bahamas, Benin, Bhutan, Botswana, Brunei, Burkina Faso, Cameroon, Central African Republic, Chad, French Polynesia, Gabon, Guam, Iran, Iraq, Ivory Coast, Madagascar, Niger, Nigeria, Palestinian Territory, Republic of the Congo, Rwanda, Seychelles, Solomon Islands, Tajikistan, Togo, Uganda, Venezuela, Yemen, Zambia

Rest of World Zone 2: Algeria, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe

Rest of World Zone 3: Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia

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

Inclusive Roaming Fair Usage Policy

If you have one of our Unlimited plans, data usage when roaming is capped at 25GB per billing month in Roam-free and Roam further destinations. We will notify you as you approach this limit. If you reach this limit, you will need to purchase an additional data bundle to continue using data in a Roam-free or Roam-further destination until your monthly allowance renews. Please go to <http://www.vodafone.co.uk/travelling> for details of our additional data bundles. Any unused data on additional data bundles you have purchased will expire at the end of your billing period. Roam-free, Roam-further Europe Zone 1 and 2 are intended for periodic travel and not for users roaming 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.