

# Price Plan Guide



## Vodafone Business Advance

Enterprise Customers – For contracts taken on or after 28<sup>th</sup> March 2019

This Price Plan Guide applies to the Vodafone Business Advance 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 Advance price plan.

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

### 1. Overview and Opting in.

Vodafone Business Advance is our most flexible plan ever with 4G built in as standard, as it allows businesses to mix and match between 4G devices, with their data pooled across the entire account or have unlimited data option with 5G. You can have 10 to 20,000 connections on an account meaning it is ideal for large companies and smaller companies who are growing! There are no more complex handset limits either so it is easy to add new connections and manage your business needs. Oh, and let us not forget it has unlimited UK calls and SMS – including calls to UK landlines starting 01, 02 and 03. We offer options for 5G on 5GB, 10GB, MBB plans pooled data, and 5G built into Data Unlimited Plans.

#### What is Vodafone Business Advance?

**Unlimited:** Unlimited UK Voice and Text

##### Why Vodafone for large businesses?

We help businesses embrace digital technologies and drive innovation.

Our network is the UK's Best in Test for voice in Birmingham, Bristol, Liverpool and Manchester

We cover 99% of the UK's outdoor population with 4G 1Mbps connectivity

Customers can enjoy download speeds up to 300Mbps with 150% 4G capacity

Fast growing 5G network offering fast connectivity across many major UK cities.

**Simplicity:** Business Advance makes mobile simpler than ever before by giving our customers the power to control how much data their employees use. Can opt for a sharer plan that lets you spread one pool of data across your employees, or go for unlimited so you never need to worry about mobile getting in the way of a job well done.

With Vodafone Business Advance, our large business customers get:

**More choice:** With a choice of data plan options, as well as roaming and support features to choose from, you can tailor your plan to perfectly suit your organisation needs

**Make the most of 5G:** Our unlimited data option lets you take full advantage of the benefits of 5G

**More efficient mobile:** With our sharer option, you can spread your data across the business efficiently – so everyone has exactly what they need. No more wasted data –and no more unexpected costs when someone exceeds their allowance

- 1.1 Business Advance Pooled Data plans cannot be mixed with Business Unlimited Plans.
- 1.2 Customer may opt into Business Advance at account level only (minimum of 10 and maximum of 20,000 Connections in Group (Group described below)) and the whole account must take either Business Advance Value or Business Advance Extra (not a combination of both or wholly Business Advance MBB). Once connected to Business Advance Value or Business Advance Extra, Customer can vary between traveller and non-traveller versions of the applicable price plan.

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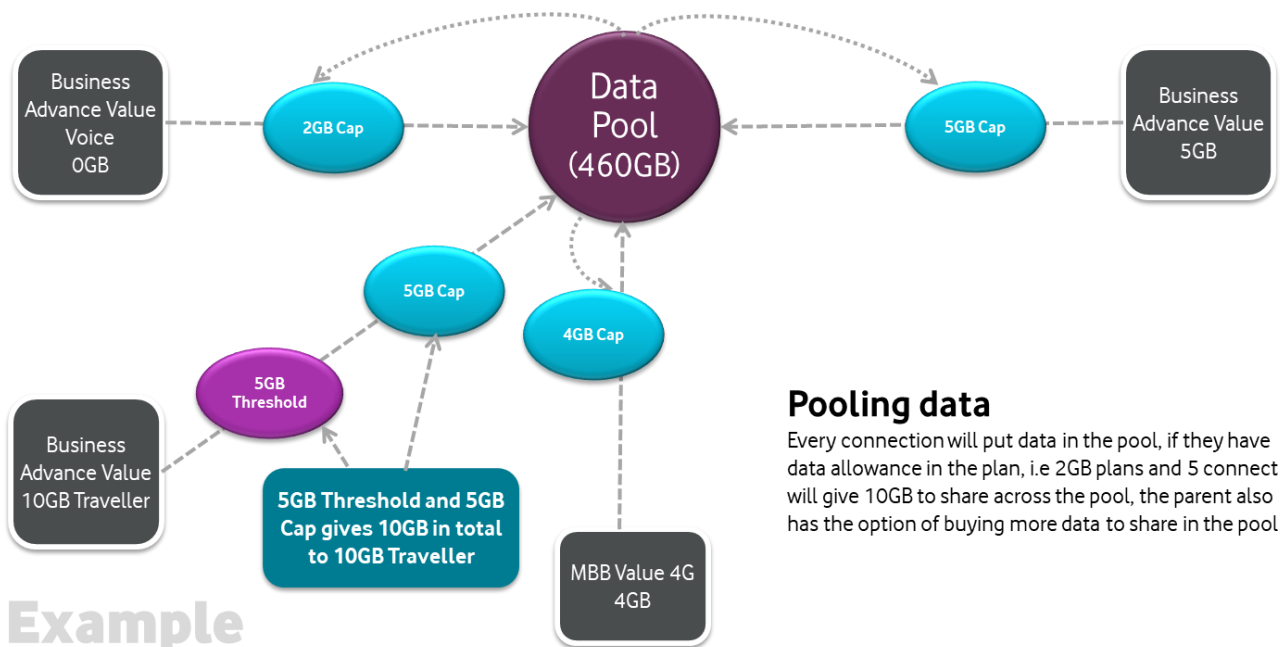
- 1.3 Please note that SIM Only Business Advance cannot be mixed with Standard Business Advance price plans.
- 1.4 Once you have chosen your tariff you then need to decide on what international rates and roaming rates the customer is going to pay. The options are detailed in International and Roaming. (Refer further down guide for countries included in International Bundle and Business Traveller). International Calls to Europe excludes Channel Islands, and Isle of Man.

### Business Advance Example

Customer has 100 Connections:

- 25 Users on Business Advance Value Voice gives no data to pool but can share from group if data added to the pool.
- 10 Users on Business Advance Value 5 adds 50GB into data pool
- 40 Users on Business Value MBB adds 160GB into data pool
- 25 Users on Business Advance 10 Traveller adds 250GB into data pool

### Shared data in Business Advance is pooled Example



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### 2. Business Advance Price Plan Ladder

#### 2.1 Pooled Data with Investment

	Business Advance Value					
	Business Advance MBB Value	Business Advance Value	Business Advance Value 1	Business Advance Value 2	Business Advance Value 5	Business Advance Value 10
Monthly Access Fee (per Connection)	<b>£20.99</b>	<b>£23.08</b>	<b>£28.32</b>	<b>£33.58</b>	<b>£49.32</b>	<b>£75.56</b>
Minimum Term	24 months	24 months	24 months	24 months	24 months	24 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	No	No	No	No	No
Business Traveller	Business Traveller Defaulted					
5G Option	Yes	No	No	No	Yes	Yes

For an additional charge per Connection per month, Customer can upgrade to Business Advance Traveller Value.

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	Business Advance Value	Business Advance Traveller Value				
	Business Advance MBB Value	Business Advance Traveller Value	Business Advance Traveller Value 1	Business Advance Traveller Value 2	Business Advance Traveller Value 5	Business Advance Traveller Value 10
Monthly Access Fee (per Connection)	<b>£20.99</b>	<b>£28.32</b>	<b>£33.58</b>	<b>£38.82</b>	<b>£54.57</b>	<b>£80.80</b>
Minimum Term	24 months	24 months	24 months	24 months	24 months	24 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	(200 minutes)	(200 minutes)	(200 minutes)	(200 minutes)	(200 minutes)
Business Traveller	Business Traveller Defaulted	Inclusive Business Traveller				
5G Option	Yes	No	No	No	Yes	Yes

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For an additional charge per Connection per month, Customer can upgrade to Business Advance Extra.

	Business Advance Extra					
	Business Advance MBB Extra	Business Advance Extra	Business Advance Extra 1	Business Advance Extra 2	Business Advance Extra 5	Business Advance Extra 10
Monthly Access Fee (per Connection)	<b>£20.99</b>	<b>£27.28</b>	<b>£32.53</b>	<b>£37.78</b>	<b>£53.52</b>	<b>£79.76</b>
Minimum Term	24 months	24 months	24 months	24 months	24 months	24 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	(100 minutes)	(100 minutes)	(100 minutes)	(100 minutes)	(100 minutes)
300 Non Geographic minutes to 084 and 087 numbers	No	Yes	Yes	Yes	Yes	Yes
*Out of Hours Support	No	Yes	Yes	Yes	Yes	Yes
Business Traveller	Business Traveller Defaulted					
5G Option	Yes	No	No	No	Yes	Yes

\*Out of hours service will be available only to direct customers with 50+ CTN's that are maintained on our large Enterprise platform.

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For an additional charge per Connection per month, Customer can upgrade to Business Advance Traveller Extra.

	Business Advance Extra	Business Advance Traveller Extra				
	Business Advance MBB Extra	Business Advance Traveller Extra	Business Advance Traveller Extra 1	Business Advance Traveller Extra 2	Business Advance Traveller Extra 5	Business Advance Traveller Extra 10
Monthly Access Fee (per Connection)	<b>£20.99</b>	<b>£32.53</b>	<b>£37.78</b>	<b>£43.02</b>	<b>£58.77</b>	<b>£85.00</b>
Minimum Term	24 months	24 months	24 months	24 months	24 months	24 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	(300 minutes)	(300 minutes)	(300 minutes)	(300 minutes)	(300 minutes)
300 Non Geographic minutes to 084 and 087 numbers	No	Yes	Yes	Yes	Yes	Yes
*Out of Hours Support	No	Yes	Yes	Yes	Yes	Yes
Business Traveller	Business Traveller Defaulted	Inclusive Business Traveller				
5G Option	Yes	No	No	No	Yes	Yes

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### 2.2 Pooled Data SIM Only

	Business Advance Value SIM Only					
	Business Advance MBB Value	Business Advance Value	Business Advance Value 1	Business Advance Value 2	Business Advance Value 5	Business Advance Value 10
Monthly Access Fee (per Connection)	<b>£12.59</b>	<b>£12.59</b>	<b>£15.73</b>	<b>£18.88</b>	<b>£28.32</b>	<b>£44.07</b>
Minimum Term	12 months	12 months	12 months	12 months	12 months	12 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	No	No	No	No	No
Business Traveller	Business Traveller Defaulted					
5G Option	Yes	No	No	No	Yes	Yes

For an additional charge per Connection per month, Customer can upgrade to Business Advance Traveller Value.

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	Business Advance Value SIM Only	Business Advance Traveller Value SIM Only				
	Business Advance MBB Value	Business Advance Traveller Value	Business Advance Traveller Value 1	Business Advance Traveller Value 2	Business Advance Traveller Value 5	Business Advance Traveller Value 10
Monthly Access Fee (per Connection)	<b>£12.59</b>	<b>£16.79</b>	<b>£19.93</b>	<b>£23.08</b>	<b>£32.53</b>	<b>£48.27</b>
Minimum Term	12 months	12 months	12 months	12 months	12 months	12 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	(200 minutes)	(200 minutes)	(200 minutes)	(200 minutes)	(200 minutes)
Business Traveller	Business Traveller Defaulted	Inclusive Business Traveller				
5G Option	Yes	No	No	No	Yes	Yes



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For an additional charge per Connection per month, Customer can upgrade to Business Advance Extra.

	Business Advance Extra SIM Only					
	Business Advance MBB Extra	Business Advance Extra	Business Advance Extra 1	Business Advance Extra 2	Business Advance Extra 5	Business Advance Extra 10
Monthly Access Fee (per Connection)	<b>£12.59</b>	<b>£14.68</b>	<b>£17.83</b>	<b>£20.99</b>	<b>£30.43</b>	<b>£46.17</b>
Minimum Term	12 months	12 months	12 months	12 months	12 months	12 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	(100 minutes)	(100 minutes)	(100 minutes)	(100 minutes)	(100 minutes)
300 Non Geographic minutes to 084 and 087 numbers	No	Yes	Yes	Yes	Yes	Yes
*Out of Hours Support	No	Yes	Yes	Yes	Yes	Yes
Business Traveller	Business Traveller Defaulted					
5G Option	Yes	No	No	No	Yes	Yes

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For an additional charge per Connection per month, Customer can upgrade to Business Advance Traveller Extra.

	Business Advance Extra SIM Only	Business Advance Traveller Extra SIM Only				
	Business Advance MBB Extra	Business Advance Traveller Extra	Business Advance Traveller Extra 1	Business Advance Traveller Extra 2	Business Advance Traveller Extra 5	Business Advance Traveller Extra 10
Monthly Access Fee (per Connection)	<b>£12.59</b>	<b>£18.88</b>	<b>£22.03</b>	<b>£25.18</b>	<b>£34.63</b>	<b>£50.37</b>
Minimum Term	12 months	12 months	12 months	12 months	12 months	12 months
Integrated shared data	4GB	0GB	1GB	2GB	5GB	10GB
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	(300 minutes)	(300 minutes)	(300 minutes)	(300 minutes)	(300 minutes)
300 Non Geographic minutes to 084 and 087 numbers	No	Yes	Yes	Yes	Yes	Yes
*Out of Hours Support	No	Yes	Yes	Yes	Yes	Yes
Business Traveller	Business Traveller Defaulted	Inclusive Business Traveller				
5G Option	Yes	No	No	No	Yes	Yes

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### 2.3 Unlimited Data and Voice Only Option with Investment.

	Business Advance Value Unlimited			Business Advance Traveller Value Unlimited	
	Business Advance MBB Value Unlimited	Business Advance Value Voice Only	Business Advance Value Unlimited	Business Advance Traveller Value Voice Only	Business Advance Traveller Value Unlimited
Monthly Access Fee (per Connection)	£65.00	£22.59	£78.00	£27.72	£84.00
Minimum Term	24 months	24 months	24 months	24 months	24 months
Integrated data	Unlimited	Barred from Data	Unlimited	Barred from Data	Unlimited
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	No	No	(200 minutes)	(200 minutes)
Business Traveller	Business Traveller Defaulted	Business Traveller Defaulted	Business Traveller Defaulted	Inclusive Business Traveller	Inclusive Business Traveller
5G Option	Yes	No	Yes	No	Yes

For an additional charge per Connection per month, Customer can upgrade to Business Advance Traveller Value.

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Additional Data can be purchased, refer to roaming section for more details.

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For an additional charge per Connection per month, Customer can upgrade to Business Advance Extra and or Traveller Extra.

	Business Advance Extra Unlimited			Business Advance Traveller Extra Unlimited	
	Business Advance MBB Extra Unlimited	Business Advance Extra Voice Only	Business Advance Extra Unlimited	Business Advance Traveller Extra Voice Only	Business Advance Traveller Extra Unlimited
<b>Monthly Access Fee (per Connection)</b>	<b>£65.00</b>	<b>£26.70</b>	<b>£83.00</b>	<b>£31.83</b>	<b>£89.00</b>
<b>Minimum Term</b>	<b>24 months</b>	<b>24 months</b>	<b>24 months</b>	<b>24 months</b>	<b>24 months</b>
<b>Integrated shared data</b>	<b>Unlimited</b>	<b>Barred from Data</b>	<b>Unlimited</b>	<b>Barred from Data</b>	<b>Unlimited</b>
<b>Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)</b>	<b>No</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>
<b>Standard UK text messages made or sent (as applicable) from and to the UK</b>	<b>No</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>
<b>International Calls bundle</b>	<b>No</b>	<b>(100 minutes)</b>	<b>(100 minutes)</b>	<b>(300 minutes)</b>	<b>(300 minutes)</b>
<b>300 Non Geographic minutes to 084 and 087 numbers</b>	<b>No</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>*Out of Hours Support</b>	<b>No</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>	<b>Yes</b>
<b>Business Traveller</b>	<b>Business Traveller Defaulted</b>	<b>Business Traveller Defaulted</b>	<b>Business Traveller Defaulted</b>	<b>Inclusive Business Traveller</b>	<b>Inclusive Business Traveller</b>
<b>5G Option</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Additional Data can be purchased, refer to roaming section for more details.

\*Out of hours service will be available only to direct customers with 50+ CTN's that are maintained on our large Enterprise platform.

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### 2.4 Unlimited Data and Voice Only Option SIM Only.

	Business Advance Value Unlimited SIM Only			Business Advance Traveller Value Unlimited SIM Only	
	Business Advance MBB Value Unlimited	Business Advance Value Voice Only	Business Advance Value Unlimited	Business Advance Traveller Value Voice Only	Business Advance Traveller Value Unlimited
<b>Monthly Access Fee (per Connection)</b>	<b>£45.00</b>	<b>£12.32</b>	<b>£47.00</b>	<b>£16.43</b>	<b>£52.00</b>
<b>Minimum Term</b>	<b>12 months</b>	<b>12 months</b>	<b>12 months</b>	<b>12 months</b>	<b>12 months</b>
<b>Integrated data</b>	<b>Unlimited</b>	<b>Barred from Data</b>	<b>Unlimited</b>	<b>Barred from Data</b>	<b>Unlimited</b>
<b>Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)</b>	<b>No</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>
<b>Standard UK text messages made or sent (as applicable) from and to the UK</b>	<b>No</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>	<b>Unlimited</b>
<b>International Calls bundle</b>	<b>No</b>	<b>No</b>	<b>No</b>	<b>(200 minutes)</b>	<b>(200 minutes)</b>
<b>Business Traveller</b>	<b>Business Traveller Defaulted</b>	<b>Business Traveller Defaulted</b>	<b>Business Traveller Defaulted</b>	<b>Inclusive Business Traveller</b>	<b>Inclusive Business Traveller</b>
<b>5G Option</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>

For an additional charge per Connection per month, Customer can upgrade to Business Advance Traveller Value.

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Additional Data can be purchased, refer to roaming section for more details.

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For an additional charge per Connection per month, Customer can upgrade to Business Advance Extra and or Traveller Extra.

	Business Advance Extra Unlimited SIM Only			Business Advance Traveller Extra Unlimited SIM Only	
	Business Advance MBB Extra Unlimited	Business Advance Extra Voice Only	Business Advance Extra Unlimited	Business Advance Traveller Extra Voice Only	Business Advance Traveller Extra Unlimited
Monthly Access Fee (per Connection)	£45.00	£14.37	£50.00	£18.48	£55.00
Minimum Term	12 months	12 months	12 months	12 months	12 months
Integrated shared data	Unlimited	Barred from Data	Unlimited	Barred from Data	Unlimited
Unlimited calls to UK mobiles and UK landlines (starting 01, 02, 03)	No	Unlimited	Unlimited	Unlimited	Unlimited
Standard UK text messages made or sent (as applicable) from and to the UK	No	Unlimited	Unlimited	Unlimited	Unlimited
International Calls bundle	No	(100 minutes)	(100 minutes)	(300 minutes)	(300 minutes)
300 Non Geographic minutes to 084 and 087 numbers	No	Yes	Yes	Yes	Yes
*Out of Hours Support	No	Yes	Yes	Yes	Yes
Business Traveller	Business Traveller Defaulted	Business Traveller Defaulted	Business Traveller Defaulted	Inclusive Business Traveller	Inclusive Business Traveller
5G Option	Yes	No	Yes	No	Yes

For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Additional Data can be purchased, refer to roaming section for more details.

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### 3. Included in Price Plan

#### 3.1 UK Calls and Texts:

- (a) Customer's standard Charges for UK calls, texts and data are set out below.
- (b) Customer has the option of choosing 100 MMS picture messages and/or 300 minutes to 084 and 087 numbers for Business Advance Value with Opt in Options (further detail on 'Opt in Options' below).

#### 3.2 Unlimited Minutes and Texts:

- (a) Each Voice Connection on the Vodafone Business Advance price 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.
- (b) All other call and text types on the Vodafone Business Advance price plan shall be charged at the out of bundle rates set out in this Price Plan Guide.
- (c) Calls made through the return call service via voicemail are included in the Customer's allowance and will be charged 0p (Minimum call charge of a minute and then charged per second) for returning calls made to Vodafone UK mobile standard UK landline (starting 01, 02 or 03), and other UK mobile networks within the UK. All other calls using call service will be charged the Vodafone Business Advance Standard prices detailed in this guide.

#### 3.3 Wi-Fi Calling:

- (a) Wi-Fi calling is available to Customer on Business Advance whose Users have compatible devices.
- (b) Please see <http://www.vodafone.co.uk/businesswificalling> 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.

#### 3.4 4G Calling:

- (a) 4G calling is available to Customer on Business Advance whose Users have compatible devices.
- (b) Please see <https://support.vodafone.co.uk/Using-our-network/Vodafone-4G-Calling/> for a list of compatible devices and more information on 4G Calling.

#### 3.5 5G:

- (a) 5G is available to customers on Business Advance and with compatible devices, in specific geographic regions. Please see <https://www.vodafone.co.uk/business/why-vodafone/5g-for-business> for a list of compatible devices, availability and more information on 5G.

#### 3.6 Shared Data:

- (a) All Connections with a data allowance included in its Vodafone Business Advance price plan will share their UK data allowances, plus any Opt in Options internet packs, in a pool ("Data Pool") (unless expressed otherwise in this Price Plan Guide).
- (b) Connections on a 'Voice only' Vodafone Business Advance price plan (without an allocation of data) will not be able to use the Data Pool unless there are Connections in the group with data. If a Connection on a 'Voice only' Vodafone Business Advance price plan uses data when no Data Pool is available, then the out of bundle Charges detailed in this Price Plan Guide shall apply per Connection.
- (c) Connections on price plans other than Business Advance will not be able to share data from the Data Pool.
- (d) If Customer uses its Vodafone Business Advance Value MBB Connection and/or Vodafone Business Advance Extra MBB Connection including SIM Only and Unlimited options (a data-only SIM meant for a mobile broadband device (like a tablet or dongle)) to make voice calls and texts, the out of bundle Charges detailed in the applicable tables below will apply. All other Charges are as per Vodafone Business Advance Charges detailed within this Price Plan Guide.

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- (e) Customer must have a “**Lead Connection**” among its “**Member Connections**” on the Vodafone Business Advance price plan. The Lead Connection, Deputy Connection and the Member Connections on the Vodafone Business Advance price plan are called the “**Group**”.
- (f) The Lead Connection:
  - (i) will incur all Charges incurred by the Group;
  - (ii) cannot have a content bar applied because out of bundle Charges will be recorded as content purchases; and
  - (iii) must be a ‘smartphone’.
- (g) If the Lead Connection is disconnected, the last Voice-enabled Member Connection in the Group will be assigned Lead Connection status.

### 3.7 The Deputy Connection:

- (a) is optional and if selected, will receive the same SMS messages as the Lead Connection; and
- (b) Customer must purchase at least 1GB UK data for the Lead Connection which will be available for the Group to share and each Connection within the Group must average at least 1GB per Connection (with a data allowance) at all times e.g. if there are 4 Connections with a data allowance in the Group, at least 4GB of UK data must be purchased. The Group cannot comprise of Voice Connections only. If Customer has Voice only Connections, a data bar must be applied (via customer services) to ensure such Connection does not share data from the Group.

### 3.8 Unlimited Data:

- (a) Data within the UK is unlimited.
- (b) For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Customers will be notified as they approach this limit, if they haven’t opted out of notifications. If customer reaches this limit, they will need to purchase an additional roaming data bundle to continue using data in Europe Zone 1 and Business Traveller destinations until their monthly allowance renews. If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.

3.9 **International:** Customer’s standard Charges for international calls, texts and video calls are set out within this Price Plan Guide further below. Customer has the option of choosing an International Discount (as listed below, one discount only) and/or 100 international text messages with Opt in Options. There is also the option of adding one International Text Discount per Connection (as listed below).

### 3.10 Inclusive International Calls bundle (100, 200 or 300 minutes):

The International Calls bundle is included on Vodafone Business Advance Value Traveller, Vodafone Business Advance Extra and Vodafone Business Advance Extra Traveller, including SIM Only and Unlimited versions.

Countries included in the International Calls bundle (100, 200 or 300 minutes dependent upon price plan selected). Unitisation of the bundle is taken in seconds increments.			
Austria	Germany	Netherlands	USA
Belgium	Gibraltar	Norway	Canada
Bulgaria	Greece	Poland	
Canary Islands	Hungary	Portugal (inc. Madeira)	
Croatia	Iceland	Romania	



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Countries included in the International Calls bundle (100, 200 or 300 minutes dependent upon price plan selected). Unitisation of the bundle is taken in seconds increments.			
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	
<b>European destinations excluded from the proposition:</b> Channel Islands, Isle of Man			

### 3.11 Roaming and Data:

#### (a) Business Traveller:

- (i) Business Advance Value and Business Advance Extra including SIM Only and Unlimited versions:
- (ii) Customer will be automatically opted in to Business Traveller within Vodafone Business Advance Value or Vodafone Business Advance Extra (take UK minutes, texts and data abroad for £2.50 a day per Connection in Vodafone's Europe Zone 2 and £5.00 a day per Connection in Vodafone's World Zone (there is no daily fee in Europe Zone 1)). Customer may opt out of Business Traveller at any time, and may choose not to opt in if Customer prefers.
- (iii) Business Advance Value Traveller and Business Advance Extra Traveller including SIM Only and Unlimited versions. ('inclusive Business Traveller'):
- (iv) Alternatively, Customer may opt for Vodafone Business Advance Value Traveller or Vodafone Business Advance Extra Traveller for inclusive Business Traveller (take UK minutes, texts and data abroad for £0.00 a day in Vodafone's Europe Zone 1 and 2 and £5.00 a day per Connection in Vodafone's World Zone).
- (v) For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Customers' will be notified as they approach this limit, if they haven't opted out of notifications. If customer reaches this limit, they will need to purchase an additional roaming data bundle to continue using data in Europe Zone 1 and Business Traveller destinations until their monthly allowance renews. If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
- (vi) By opting into either of the Business Traveller options set out above, Customer will automatically opt out of the 50 euro monthly spend limit for data in Business Traveller countries, together with associated notifications, because Customer will be using its UK data allowance.
- (vii) Customer can opt out of Business Traveller with Vodafone Business Advance at any time and will revert back to Standard List Price roaming rates and the 50 euro monthly spend data cap.
- (viii) The Business Traveller Price Plan Guide applies to Customer's use of Business Traveller (please see [www.vodafone.co.uk/businesstraveller](http://www.vodafone.co.uk/businesstraveller)).
- (ix) Please note that Vodafone EuroTraveller and Vodafone WorldTraveller are not available on Vodafone Business Advance price plans.

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(b) **Roaming Discount:**

- (i) Customer may also opt in to a Roaming Discount (as listed below, **one discount only**) with Opt in Options. Where Customer is opted into both Business Traveller and a Roaming Discount, Business Traveller will apply in the Business Traveller countries/destinations instead of the Roaming Discount.

(c) **Roaming Data Bundle:**

- (i) Customer has the option of choosing a 1GB or 2GB Roaming Data Bundle with Opt in Options. Where Customer is opted into both Business Traveller and a Roaming Data Bundle, Business Traveller will apply in the Business Traveller countries/destinations instead of the Roaming Data Bundle. Please note that the Roaming Data Bundle is not shared with the Group and will be per Connection only.
- (ii) Vodafone Business Advance is not compatible with individual Roaming Data Bundles.

(d) **Roaming Data Cap:**

- (i) Customer has the option of choosing a £200, £500, £750, £1,000, £1,250, £1,500 or £2,000 Roaming Data Cap with Opt in Options. The cap covers all Europe Zone 2 and Rest of the World roaming zones. Please note that in Business Traveller countries/destinations, the Business Traveller caps (and associated notifications) will apply instead.
- (ii) 4G network as standard (available when in a 4G area) built into price plan in the UK.

### 3.12 Opt in Options:

Vodafone Business Advance allows Customer to take ‘opt in’ solutions where appropriate. These are set out in this Price Plan Guide as “**Opt in Options**”. Customer must speak with its account manager as to how these options are utilised and applied.

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

### 4.1 Vodafone Business Advance MBB including SIM Only versions (when SIM is placed into device):

Standard UK call Charges (1 minute minimum call Charge, then charged per second)	Charge per minute
Calls to any Vodafone UK mobile or standard UK landline (starting 01,02 or 03) within the UK	37.5p
Calls to other UK mobile networks within the UK	37.5p
Calls to UK voicemail	37.5p
Standard UK text Charges	Charge per text
Standard UK text message	15p

Other Charges are as per standard Voice Business Advance Charges detailed below.

### 4.2 Voice Business Advance Value and Extra including SIM Only and Unlimited versions (excluding Business Advance MBB):

Standard UK call Charges (1 minute minimum call Charge)	Charge per minute
Calls to any Vodafone UK mobile or standard UK landline (starting 01, 02 or 03) within the UK	0p
Calls to other UK mobile networks within the UK	0p
Calls to UK voicemail	0p
Standard UK call Charges (1 minute minimum call Charge)	Charge per minute

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Video calling to any Vodafone UK mobile within the UK	29.7p
Video calling to other UK mobile networks within the UK	46.8p
Video calling to international mobile networks within the UK	46.8p
<b>Standard UK text Charges</b>	<b>Charge per text</b>
Standard UK text message	0p
Standard UK picture message	33.3p
Standard UK long text	15p
Standard UK video message	51p
<b>Non-geographic call Charges (1 minute minimum call Charge)</b>	<b>Charge per minute</b>
Non-geographic numbers starting 0500	17p
Non-geographic numbers starting 0800, 0808	Free
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845	Access charge of 37.5p 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)	42.5p a call
Personal numbering services (starting 070)	0p From 1st October 2019: 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)	30p

\* 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)	Access charge of 37.5p 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 minimum call Charge)
Directory enquiries call Charges (1 minute minimum call Charge)	Charge per minute
Calls to Vodafone's preferred directory enquiry number (118 881)	Access charge of 37.5p minute, plus a service

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Premium Rate Charges	Charges
	charge of 80p a minute (one-minute minimum call charge)
Calls to directory enquiries numbers (118)	Access charge of 37.5p a minute, plus a service charge* (one-minute minimum call charge)

\* 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)

### 5. Calls to the Channel Islands and Isle of Man from the UK

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)	30p
Text messages (per message)	Charge per text
Texts to Channel Islands or Isle of Man numbers	15p

### 6. Opt in Options for voice calls, internet and messaging from the UK

Description	Access Fee (per Connection per month)	Out of bundle charging
100 MMS picture messages	£2.09	100 MMS picture messages then charged Standard List Price for price plan.
300 minutes to 084 and 087 numbers (can only be added to Vodafone Business Advance Value and Vodafone Business Advance Traveller Value as already included in Vodafone Business Advance Extra and Vodafone Business Advance Traveller Extra including SIM Only and Unlimited versions.	£2.08	300 minute bundle that includes 0870, 0871, 0872, 0843, 0844, 0845 numbers (including Access and Service Charge), then charges standard access charge (e.g. 37.5p access charge plus the service charge).

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

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	17p
Calls to USA and Canada	17p
Calls to any other worldwide destination	50p
Text messages (per message)	Charge per text
Worldwide (up to 160 characters) per text	29.17p

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International calls (one minute minimum call Charge)	Charge per minute
Video calls (1 minute minimum call Charge)	Charge per minute
Worldwide	46.8p

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

### 8. Opt in Options for international calls and texts from the UK

(a) **International Discount 1 - Standard List Price £2.50 a month per Connection:**

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	12p
Calls to USA and Canada	12p
Calls to any other worldwide destination	30p

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.

(b) **International Discount 2 - Standard List Price £3.00 a month per Connection:**

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	9p
Calls to USA and Canada	9p
Calls to any other worldwide destination	20p

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.

(c) **International Discount 3 - Standard List Price £3.50 a month per Connection:**

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	7p
Calls to USA and Canada	7p
Calls to any other worldwide destination	15p

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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 USA and Canada and other worldwide destinations are measured in 60-second increments.

(d) **International Discount 4 - Standard List Price £2.75 a month per Connection:**

International calls (one minute minimum call Charge)	Charge per minute
Calls to Europe Zone	10p
Calls to USA and Canada	10p
Calls to any other worldwide destination	25p

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.

(e) **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

(f) **International Texts:**

Description	Access Fee per Connection per month	Out of Bundle Charging
100 international text messages	£5.00	100 international text messages then charges standard international SMS rate on price plan.
International SMS Discount 1	£2.00	International SMS discounted to 10p per text from 29.17p
International SMS Discount 2	£1.50	International SMS discounted to 15p per text from 29.17p
International SMS Discount 3	£1.00	International SMS discounted to 20.4p per text from 29.17p

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### 9. Travelling and Using Devices Abroad

#### 9.1 Business Traveller:

The following Charges apply for Business Traveller (unless Customer opts out in relation to Business Advance Value or Business Advance Extra including SIM Only and Unlimited versions). The Charges apply per Roaming Zone.

Roaming Zone	Making calls in Europe and back to the UK	Making calls From Europe to USA and Rest of World	Making calls from Europe to USA and Rest of World with International Discount 1	Making calls from Europe to USA and Rest of World with International Discount 2	Making calls from Europe to USA and Rest of World with International Discount 3	Making calls from Europe to USA and Rest of World with International Discount 4	Receiving calls and texts In Europe (no daily Charge will apply) +	Sending texts	Using the internet
<u>Europe Zone 1:</u> £0.00  <u>Europe Zone 2:</u> £2.50 daily Charge per Connection (for Business Advance Value and Business Advance Extra)  £0.00 daily Charge per Connection (for Business Advance TRAVELLER Value and Business Advance TRAVELLER Extra)	0p per minute	17p per minute USA and Canada	12p per minute USA and Canada	9p per minute USA and Canada	7p per minute USA and Canada	10p per minute USA and Canada	0p	0p per text in Europe to a UK mobile	Use UK data bundle then charged £12.77 per GB on Pooled data plans  Unlimited Plans no charges but capped at 25GB within Europe Zone 1, Europe Zone 2 and World Zone. Additional Data can be purchased.
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other worldwide destination	20p per minute Calls to any other worldwide destination	15p per minute Calls to any other worldwide destination	25p per minute Calls to any other worldwide destination		29.17p per text when sending from Europe to any other worldwide destination or an international mobile number	
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Making calls to other Country with International Discount 1	Making calls to other Country with International Discount 2	Making calls to other Country with International Discount 3	Making calls to other Country with International Discount 4	Receiving calls and texts In Country (no daily Charge will apply) +	Sending texts	Using the internet
<u>World Zone:</u> £5.00 daily Charge per Connection	0p per minute	17p per minute Europe	12p per minute Europe	9p per minute Europe	7p per minute Europe	10p per minute Europe	0p	0p per text in Country to a UK mobile	Use UK data bundle then charged £12.77 per GB on Pooled data plans  Unlimited Plans no charges but capped at 25GB within Europe Zone 1, Europe Zone 2 and World Zone. Additional Data can be purchased.
		17p per minute USA and Canada	12p per minute USA and Canada	9p per minute USA and Canada	7p per minute USA and Canada	10p per minute USA and Canada		29.17p per text when sending in Country to any other worldwide destination or an international mobile number	
		50p per minute Calls to any other worldwide destination	30p per minute Calls to any other worldwide destination	20p per minute Calls to any other worldwide destination	15p per minute Calls to any other worldwide destination	25p per minute Calls to any other worldwide destination			

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+ Receiving Standard Text messages is included, Premium texts not included.

- 9.2 All Charges are stated in pence per minute or pence per text as applicable. Calls made in Business Traveller countries/destinations have a minimum call Charge of 1 minute then charged per second charging. While using International Discount options, International calls to Europe Zone are charged in one 60-second increment and thereafter measured in 1 second increments. Calls to USA and Canada and other worldwide destinations are measured in 60-second increments.
- 9.3 For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Customers' will be notified as they approach this limit, if they haven't opted out of notifications. If customer reaches this limit, they will need to purchase an additional roaming data bundle to continue using data in Europe Zone 1 and Business Traveller destinations until their monthly allowance renews. If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
- 9.4 List of countries by Zone are detailed in this Price Plan Guide.
- 9.5 Group data bundle can be used while roaming if opted in Business Traveller, this will only apply to countries in Business Traveller (refer to <http://www.vodafone.co.uk/businesstraveller> for more details).

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

- 10.1 These are the Charges Customer will pay if not opted into Business Traveller or any roaming calls extras to save costs on calls, texts and using data. If opted into Business Traveller, Customer will pay these Charges for any countries not covered by Business Traveller. 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).

Roaming Zone	Receiving calls; making calls & sending texts within Europe Zone 1 and back to the UK; using the internet				Sending picture messages	Making calls & sending SMS from Europe Zone 1 to any other zone
<b>Europe Zone 1</b>	Domestic (†). Unlimited Plans no charges but capped at 25GB within Europe Zone 1, Additional Data can be purchased.				Domestic (†)	International (*)
Roaming Zone	Making calls in Europe and back to the UK	Making calls From Europe to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Europe Zone 2</b>	20.42p per minute	79p per minute	5.95p per minute	6.8p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Asia Pacific</b>	80p per minute	179p per minute	75p per minute	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter



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Roaming Zone	Making calls in Country and back to the UK	Making calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>USA &amp; Canada</b>	100p per minute	179p per minute	80p per minute	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
<b>Rest of World Zone 1</b>	140p per minute	179p per minute	100p per minute	35p per text plus the UK text message rate	37p per picture message	£3 per MB for the first 5MB, £15 per 5MB thereafter
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

(†) Customers are charged standard UK Charges and standard UK out-of-bundle Charges. 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.

(\*) Cross-zone calls & texts are charged as international calls and texts. Any applicable international Add-ons and/or inclusive international minutes apply. (See 'International calls, texts and video calls from the UK' for the international Charges and Add-ons).

- 10.2 In Europe Zone 2, Vodafone will charge Customer for calls Customer makes in 1 second increments with a 30 second minimum call Charge. All calls Customer receives are charged per second.
- 10.3 In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2, Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.
- 10.4 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.
- 10.5 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).
- 10.6 For Unlimited data plans, If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
- 10.7 **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, South Africa, Singapore, Taiwan, Thailand
  - (e) **Rest of World Zone 1:** All other countries

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- (f) **Rest of World Zone 2:** Airlines (Aeroplane, Flight), Andorra, Belize, Bhutan, Burundi, Comoros, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Greenland, Laos, Lebanon, Libya, Madagascar, Maldives, Maritime (Cruise,Ferry,Ship), Sao Tome and Principe, Solomon Islands, Uzbekistan

### 11. Opt in Options for Calls, Texts and Data Outside the UK

11.1 Roaming Discounts 1, 2, 3 exclude Europe Zone 1 from 15-June 2017. Europe Zone 1 is charged as domestic (including domestic out-of-bundle Charges). Cross-zone calls and SMS (i.e. from Europe Zone 1 to any other Zone) are charged as standard international calls/SMS. Any eligible international Add-on or inclusive minutes can be used.

#### 11.2 Roaming Discount 1 - Standard List Price £3.00 a month per Connection:

- a. 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 [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad).

Roaming Zone	Making calls in Europe and back to the UK	Making calls from Europe to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Europe Zone 2</b>	20p per minute	65p per minute	5p per minute	6p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Asia Pacific</b>	60p per minute	145p per minute	55p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
<b>USA &amp; Canada</b>	70p per minute	145p per minute	65p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
<b>Rest of World Zone 1</b>	115p per minute	145p per minute	90p per minute	28p per text plus the UK text message rate	37p per picture message	£2.50 per MB for the first 5MB, £12.50 per 5MB thereafter
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

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- (i) In Europe Zone 2, Vodafone will charge Customer for calls Customer makes in 1 second increments with a 30 second minimum call Charge. All calls Customer receives are charged per second.
- (ii) In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2, Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.
- (iii) 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.
- (iv) For Unlimited data plans, If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
- (v) 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).
- (vi) List of Countries by Roaming Zone are detailed within this Price Plan Guide.

### 11.3 Roaming Discount 2 - Standard List Price £5.00 a month per Connection:

- a. 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 [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad).

Roaming Zone	Making calls in Europe and back to the UK	Making calls from Europe to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
Europe Zone 2	18p per minute	55p per minute	4p per minute	5p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
Asia Pacific	50p per min	125p per min	45p per min	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
USA & Canada	60p per minute	125p per minute	55p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter
Rest of World Zone 1	100p per minute	125p per minute	75p per minute	25p per text plus the UK text message rate	37p per picture message	£2 per MB for the first 5MB, £10 per 5MB thereafter

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Roaming Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

- (i) In Europe Zone 2, Vodafone will charge Customer for calls Customer makes in 1 second increments with a 30 second minimum call Charge. All calls Customer receives are charged per second.
- (ii) In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2, Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.
- (iii) 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.
- (iv) For Unlimited data plans, If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
- (v) 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).
- (vi) List of Countries by Roaming Zone are detailed within this Price Plan Guide.

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### 11.4 Roaming Discount 3 - Standard List Price £7.50 a month per Connection:

- a. 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 [www.vodafone.co.uk/workingabroad](http://www.vodafone.co.uk/workingabroad).

Roaming Zone	Making calls in Europe and Back to the UK	Making Calls From Europe to USA/Canada and Rest of the World	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Europe Zone 2</b>	16p per minute	45p per minute	3p per minute	4p per text	37p per picture message	38.29p per MB
Roaming Zone	Making calls in Country and back to the UK	Making Calls to other Country	Receiving calls	Sending texts	Sending picture messages	Using the internet
<b>Asia Pacific</b>	40p per minute	110p per minute	35p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
<b>USA &amp; Canada</b>	50p per minute	110p per minute	45p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
<b>Rest of World Zone 1</b>	90p per minute	110p per minute	60p per minute	20p per text plus the UK text message rate	37p per picture message	£1.50 per MB for the first 5MB, £7.50 per 5MB thereafter
<b>Rest of World Zone 2</b>	200p per minute	200p per minute	150p per minute	50p per text plus the UK text message rate	37p per picture message	£6 per MB for the first 5 Mb, then £30 per 5MB thereafter

- (i) In Europe Zone 2, Vodafone will charge Customer for calls Customer makes in 1 second increments with a 30 second minimum call Charge. All calls Customer receives are charged per second.
- (ii) In Asia Pacific, USA & Canada, Rest of World 1 and Rest of World Zone 2 Vodafone will charge Customer for the calls Customer makes and receives in 1 minute increments with a 1 minute minimum call Charge.

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- (iii) 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.
- (iv) For Unlimited data plans, If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
- (v) 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).
- (vi) List of Countries by Roaming Zone are detailed within this Price Plan Guide.

### 12. Opt in Options - Roaming Data Bundles

Description	Monthly Access Fee	What's included
1GB Roaming Data	£100.00	1GB allowances to all countries except Rest of World 2 and Europe Zone 1. If used with Business Traveller, the Business Traveller Charges will apply in the Business Traveller countries/destinations and the 1GB allowance will be used in Rest of World countries not included in Business Traveller.
2GB Roaming Data	£150.00	2GB allowances to all countries except Rest of World 2 and Europe Zone 1. If used with Business Traveller, the Business Traveller Charges will apply in the Business Traveller countries/destinations and the 2GB allowance will be used in Rest of World countries not included in Business Traveller.
1GB Roaming Data	£5.00 One Time	For Unlimited Data plans, a usage cap of 25GB is applied in Europe Zone 1 and Business Traveller zones. Customers then have options to buy additional data bundles Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
1GB Roaming Data M	£5.00	
5GB Roaming Data	£25.00 One Time	For Unlimited Data plans, a usage cap of 25GB is applied in Europe Zone 1 and Business Traveller zones. Customers then have options to buy additional data bundles Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
5GB Roaming Data M	£25.00	
1GB Roaming Data SIMO	£3.00 One Time	For Unlimited Data plans, a fair usage cap of 25GB is applied in Europe Zone 1 and Business Traveller zones. Customers then have options to buy additional data bundles Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
1GB Roaming Data M SIMO	£3.00	
5GB Roaming Data SIMO	£15.00 One Time	For Unlimited Data plans, a fair usage cap of 25GB is applied in Europe Zone 1 and Business Traveller zones. Customers then have options to buy additional data bundles Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.
5GB Roaming Data M SIMO	£15.00	
Optional bundle for using the internet outside Europe	£5.00 per day per Connection,	Chargeable on use for up to 25MB internet use. Should more than 25MB be used, a Charge of £3.00 per MB for the first 5MB and £15.00 per 5MB thereafter is charged. Please note that this optional bundle will not be shared with the Group and will be per Connection only. This option is for use while roaming in Rest of World zones (excluding Europe and Rest of World 2).

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### 13. Opt in Options - Roaming Data Caps

When Roaming Data Caps are added, they will override the standard roaming cap of £39.33 (50 euro spend cap) and give a new cap in Europe Zone 2 and Rest of World Zones. Notification sent at 80% of usage, then capped at 100% of usage. When used with Business Traveller will not take into account Business Traveller countries.

Description	Access Fee	Value notification sent at 80% Usage	Value Cap applied at 100% Usage
Roaming Cap £200.00	£0.00	£160.00	£200.00
Roaming Cap £500.00	£0.00	£400.00	£500.00
Roaming Cap £750.00	£0.00	£600.00	£750.00
Roaming Cap £1,000.00	£0.00	£800.00	£1,000.00
Roaming Cap £1,250.00	£0.00	£1,000.00	£1,250.00
Roaming Cap £1,500.00	£0.00	£1,200.00	£1,500.00
Roaming Cap £2,000.00	£0.00	£1,600.00	£2,000.00

### 14. Inclusive European Roaming Fair Usage Policy

- 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.
- 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.
- 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.
- For Unlimited data plans, data usage when roaming has to be capped at 25GB per billing month in Europe Zone 1 and Business Traveller destinations. Customers' needs to be notified as they approach this limit. If customer reaches this limit, they will need to purchase an additional roaming data bundle to continue using data in Europe Zone 1 and Business Traveller destinations until their monthly allowance renews. If a customer is opted out of Business Traveller, the 25GB limit will apply in Europe Zone 1 Only. Any unused data on additional data bundles that have been purchased will expire at the end of the billing period.

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### 15. Using Data in the UK

#### 15.1 Opt in Options for Using Data in the UK:

(i) Data Bundles:

Data bundles can be added together (e.g. 1GB and 3GB added together will give a data bundle of 4GB). Customer cannot add two of the same bundles together (e.g. 1GB and 1GB). The data bundles can be used while roaming if opted in Business Traveller, this will only apply to countries/destinations in Business Traveller (refer to [www.vodafone.co.uk/businesstraveller](http://www.vodafone.co.uk/businesstraveller) for more details).

Optional internet pack	Monthly Charge with investment	Monthly Charge SIM Only
1GB of UK internet usage	£5.00	£3.00
2GB of UK internet usage	£10.00	£6.00
3GB of UK internet usage	£15.00	£9.00
5GB of UK internet usage	£25.00	£15.00
10GB of UK internet usage	£50.00	£30.00
20GB of UK internet usage	£100.00	£60.00
50GB of UK internet usage	£250.00	£150.00
100GB of UK internet usage	£500.00	£300.00
250GB of UK internet usage	£1,250.00	£750.00
500GB of UK internet usage	£2,500.00	£1,500.00
750GB of UK internet usage	£3,750.00	£2,250.00
1000GB of UK internet usage	£5,000.00	£3,000.00
1250GB of UK internet usage	£6,250.00	£3,750.00
1500GB of UK internet usage	£7,500.00	£4,500.00
1750GB of UK internet usage	£8,750.00	£5,250.00
2000GB of UK internet usage	£10,000.00	£6,000.00
5000GB of UK internet usage	£25,000.00	£15,000.00
10000GB of UK internet usage	£50,000.00	£30,000.00

The Charges below will apply once Customer exceeds its included allowance, or where Customer's allowance does not include any of the services listed above (out of bundle rates).

Data Sharer Out of Bundle Charge	Charge per GB
Charge once the Group's Data Pool has been used	£12.77 per GB, charged in per GB Increments.
Charge in UK, Europe Zone 1 and Business Traveller zones if opted in (Unlimited Plans)	0.00p



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### 16. Data Threshold and Capping Notifications

- a. Customer can elect to receive data threshold notifications.
- b. Below are the available notifications sent by Vodafone:
  - (i) Lead/Deputy SMS Notifications: note that Lead and Deputy Connections can't opt out of receiving SMS notifications.
  - (ii) Note Out of bundle charging for the group will be charged to the Lead Connection:

Message Description	Lead/Deputy Connection	Message Description	Lead/Deputy Connection when Member has capping
<b>Data pool usage text</b> - Sent to Customer at 80% and 100% of its data pool usage. Deputy Connection membership is optional.	✓	<b>Data pool usage text</b> - Sent to Customer at 80% and 100% of its data pool usage. Deputy Connection membership is optional.	✓
<b>Out of Bundle Step text</b> - Sent to Customer at 80% and 100% of its out of bundle usage in the pool. Out of bundle Charges are calculated in steps of 1GB.	✓	<b>Out of Bundle Step text</b> - Sent to Customer at 80% and 100% of its out of bundle usage in the pool. Out of bundle Charges are calculated in steps of 1GB.	✓
<b>Pool usage query</b> - Text 'INTERNETBALANCE' to 40506.	✓	<b>Pool usage query</b> - Text 'INTERNETBALANCE' to 40506.	✓
<b>Pool update text</b> - When optional internet packs or Member Connections are added.	✓	<b>Pool update text</b> - When optional internet packs or Member Connections are added.	✓
<b>Lead administrator change text</b> - The Lead Connection can be changed by calling customer services. A message is sent to the old Lead Connection and current Deputy Connection notifying them of any change.	✓	<b>Lead administrator change text</b> - The Lead Connection can be changed by calling customer services. A message is sent to the old Lead Connection and current Deputy Connection notifying them of any change.	✓
<b>Threshold notification and bar text</b> - When data usage has reached 100% of the Member Connection's data threshold limit, a text notification is sent to the Lead Connection. The Lead Connection can respond to this message by texting 'BAR INTERNET' to 40506 to bar data usage to that Member Connection for the rest of the billing month only. The	✓	<b>Capping notification and bar text</b> - When data usage has reached 100% of the Member Connection's data capping limit, a text notification is sent to the Lead Connection to inform them that the member Connection has had a data bar applied. The Lead Connection can contact the account administrator to remove the data bar. Note	✓

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Message Description	Lead/Deputy Connection	Message Description	Lead/Deputy Connection when Member has capping
Member Connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Customer's account.		the Member Connection the data bar applies is for the rest of the billing month only. The Member Connection's threshold limit must be applied for this feature to operate which can be applied during initial set up of Customer's account.	
<b>Member UNBAR text</b> - The Lead Connection can text "UNBAR INTERNET" to 40506 to allow the Member Connection to use data if a bar was applied. A text is also sent to the Member Connection (where enabled) to advise of the removal.	✓	<b>Member UNBAR text</b> - The Lead Connection can text "REMOVE DATA CAP" to 40506 to allow the Member Connection to use data if a bar was applied. A text is also sent to the Member Connection (where enabled) to advise of the removal. To remove their cap send **! REMOVE DATA CAP to 40506	✓

(b) **Member SMS Notifications:**

Message Description	Member Connection	Message Description	Member Connection with capping
<b>Member's Threshold Limit text</b> - Sent when data usage has reached 80% and 100% of a Member Connection's data threshold limit. The Member Connection's data threshold limit must be applied for this feature to operate which can be set during initial set up of Customer's account.	✓	<b>Member's Cap Limit text</b> - Sent when data usage has reached 80% and 100% of a Member Connection's data cap limit. The Member Connection's data Capping limit must be applied for this feature to operate which can be set during initial set up of Customer's account.	✓

(c) **Data Threshold/Capping Allowance Notifications:**

The following data threshold/capping notifications are available for the Lead Connection and / or the Deputy Connection (where applicable) to receive for Member Connections. Customer's account can have a mixture of data thresholds notifications and data capping thresholds i.e. 10 connections with 1GB data threshold notifications and 20 connections with 20GB data capping notifications.

Data Threshold/Capping Allowance				
250MB	2GB	5GB	20GB	100GB
500MB	3GB	8GB	50GB	125GB
1GB	4GB	10GB	75GB	150GB

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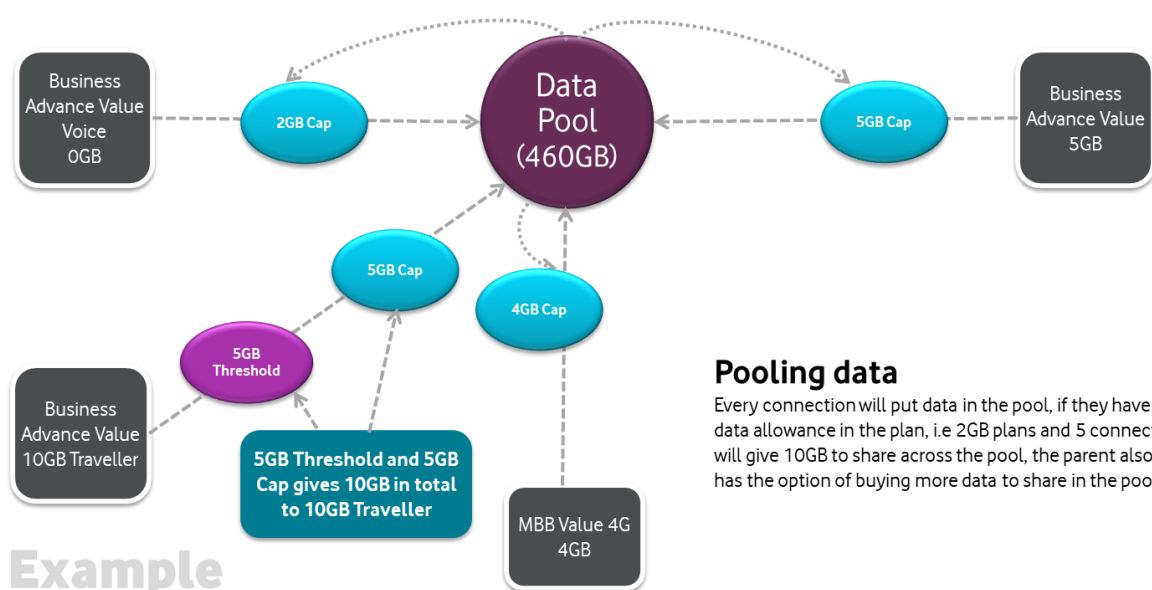
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### 17. Thresholds and Caps Working Together on Business Advance

17.1 Thresholds and threshold caps can now be added together to allow Customer to have a threshold and add an additional threshold cap. Thresholds will be used before the threshold caps. Customer can't add more than one threshold and threshold cap together on the same Connection.

**Example:** Customer wants to cap a Connection when they have used 10GB of data. To enable Customer to receive earlier notifications of how much data used, Customer can add a 5GB threshold and a threshold cap together. Customer will be informed at 80%/100% of the threshold at 5GB and will then be sent a notification at 80%/100% of the 5GB threshold cap. Customer will be capped when they have used 10GB of data.

### Shared data in Business Advance is pooled Example



#### Pooling data

Every connection will put data in the pool, if they have data allowance in the plan, i.e 2GB plans and 5 connect will give 10GB to share across the pool, the parent also has the option of buying more data to share in the pool

Example

### 18. Email Notifications

18.1 Customer will be able to opt in to receive email notifications which provide copies of SMS notifications received. Customer must be opted in to receive SMS notifications on the Connection. The email address allocated by Customer could be the Connection's email address or could be an administrator's group email address. The following email types are available.

Email Message Types
Group Email Notification Daily (sends previous day's summary of SMS notifications)
Group Email Notify Per Message
User Email Notification Daily (sends previous day's summary of SMS notifications)
User Email Notify Per Message

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### 19. Out of Hours Support (included as standard in Business Advance Extra excluding Business Advance Extra MBB)

\*Out of hours service will be available only to direct customers with 50+ CTN's that are maintained on our large Enterprise platform.

19.1 Out Of Hours is a dedicated Vodafone service giving both standard and enhanced support to our Large Enterprise Customers.

19.2 The enhanced service provides Customer with 24x7 telephony support. Users (with eligible price plan) can call any time of the day or night in order to get their phone up and working.

<b>Core Hours</b>	Foundation Core Hours - Full Service - Monday to Friday - 8:00 – 18:00	Premium Core Hour options available
<b>Foundation OOH</b>	DPA Process for End Users Bar CTN (Lost or Stolen) Request PUK Codes SIM Activations /SIM Swaps Voicemail Reset	Make PAC Requests Raise a Coverage Issue VCO Log-In Support Device Support
<b>Tier 1 OOH</b>	Request a Non Chargeable Recovery Call Back Request a Chargeable Recovery Call Back Lift International + Roaming User Secretaries Allowed	Cancellation Procedure Request NUC Codes Change Diverts Lift Content Control Sure Signal Support Chargeable Requests Unbar CTN

### 19.3 Vodafone's Out of Hours teams are:

- (a) based in the UK;
- (b) trained experts in several different areas of Vodafone's business;
- (c) knowledgeable about Customer's account history;
- (d) able to see requests or issues through to resolution fast; and
- (e) available seven days a week 6pm – 8am Working Days and 24 hours at weekends;

### 19.4 Out of Hours will not:

- (a) have commercial conversations, including: managing upgrades, renewals, new Connections, cancellation requests or changes to Customer's plan;
- (b) complete extensive admin tasks – these will still be managed by the standard daytime operation;
- (c) process orders;
- (d) assist with billing queries; or
- (e) action anything which needs to be e-mailed in – this is a phone only service

19.5 Customer must apply Out of Hours to each Connection requiring the Service e.g. The Out of Hours Service cannot be applied for by the Lead Connection and then applied to each Connection.

19.6 Out of Hours will be activated within 60 days of Customer taking the Service. Customer will receive a notification that the request has been received. This will be followed up by a request for additional information regarding how the account needs to be managed out of hours.

19.7 The Out of Hours Support Service Terms applies to Customer's use of Out of Hours Support (please see [www.vodafone.co.uk/terms-and-conditions/index.htm](http://www.vodafone.co.uk/terms-and-conditions/index.htm))

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### 20. General

- 20.1 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.
- 20.2 The detailed functionality of Business Advance is at the discretion of Vodafone and is subject to change from time to time. Customer is responsible for all usage on its account.