



BENEFITS TERMS

Introduction

These terms explain the benefits applicable when you buy a:

- a) Vodafone Xtra pay monthly Airtime Plan when taken with a Device Plan
- b) Vodafone Xtra pay monthly Airtime Plan on a SIM only basis
- c) a device from us outright (meaning paying for a phone or watch in one go)

Summary Table

See below for a table listing each plan and the corresponding benefit:

	Xtra Plan Benefits			Phone Plan Benefits	Watch Plan Benefits
	Xtra Plan with 2 Xtra Benefits	Xtra Plan with 3 Xtra Benefits	Xtra Plan with 4 Xtra Benefits		
Unlimited Picture Messaging	X	X	X		
Device Care	X	X	X		
50 % off a Smartwatch Connectivity Plan		X	X		
Unlimited Data Booster			X*		
81 Roam Free destinations (Global Roaming Plus)			X*		
Total Care Warranty				X	X
Battery Refresh				X	

*The 81 Roam Free destinations (Global Roaming Plus) benefit applies for unlimited data plans, and Unlimited Data Booster benefit applies to data limited plans.

Xtra Plan Benefit Details

1. Unlimited Picture Messaging

Allows you to send as many multimedia messages (known as MMS) as you want, at no extra cost to your monthly plan.

Note that this benefit can only be used within the UK. Also note, that each picture message has a capacity of up to 300kb.

2. Device Care*

Enables you to get a health check and valuation on your device with our Tech experts to help ensure it is running properly. This is available for the duration of your Xtra Plan. Note: If for whatever reasons your Xtra Plan has ended and you still have a Device Plan with us, you will lose this benefit.

If you have taken out an Xtra Plan on a SIM only basis, this benefit will only apply to the device in which you are using your Vodafone SIM.

A health check will help to ensure your battery, storage and software are running at their best achievable level.

A valuation will enable you to find out approximately how much your device is worth. This is helpful if you wish to trade-in your device.

To get a device health check or valuation, book your visit online to one of 400 Vodafone stores where our team will be able to help complete device health check and value your device.

This benefit only applies to handsets.

**Some of the benefits we offer, involve customers visiting our retail stores. Whilst stores are closed during Covid-19, customers can contact our experienced Tech team via 191 or on webchat, who can help diagnose any problems and arrange a repair if needed*



3. 50 % off a Smartwatch Connectivity Plan

A Smartwatch Connectivity Plan is also known as Vodafone OneNumber.

Vodafone OneNumber is a 30-day rolling connectivity plan that enables you to share the minutes, text (excluding picture messages, also known MMS) and data monthly allowances of your Xtra plan with your smartwatch (referred to as a Smartwatch Connectivity Plan).

To get a Smartwatch Connectivity Plan, a customer must pay £7 per month. With the 50 % off a Smartwatch Connectivity Plan, you will benefit from a 50 % discount on the monthly cost. This means, you will only pay £3.50 per month.

You can use your Smartwatch Connectivity Plan in any cellular smart watch (not wifi only) that you already have or you can purchase a smart watch from Vodafone.

Purchasing a smartwatch from Vodafone: In order to use this benefit on a new smartwatch from Vodafone, you will need to purchase a Watch Plan and a Smartwatch Connectivity Plan (on which your 50 % discount will be applied) from Vodafone. To find out more about a Watch Plan, call 191.

Note: if you change your Xtra Plan to one that does not include the 50 % off a Smartwatch Connectivity Plan, you will lose the 50 % discount on your Smart Watch Connectivity Plan. We will inform you if this is the case so that you can decide if you want to keep the Smartwatch Connectivity Plan by paying £7 per month.

For more information on Vodafone OneNumber, please see the Airtime Agreement terms at <https://www.vodafone.co.uk/terms-and-conditions/>

4. Unlimited Data Booster

Unlimited Data Boosters enable you to get unlimited data for 30 days.

If you have a 24 month Xtra Plan, you will get 6 Unlimited Data Boosters.

If you have a 12 month Xtra Plan, you will get 3 Unlimited Data Boosters.

To keep track of your Unlimited Data Boosters, visit your My Vodafone App.

To activate an Unlimited Data Booster, text BOOST to 40506. You will then receive an SMS confirming the Unlimited Data Booster has been activated and is ready to use.

Please note that whilst using an Unlimited Data Booster, there is a 25GB roaming fair use policy per billing month on the data. For full details visit <https://www.vodafone.co.uk/mobile/global-roaming>.

If for whatever reasons your Xtra Plan has ended, you will lose this benefit.

5. 81 Roam Free destinations (Global Roaming Plus)

Allows you to use your monthly allowance of minutes, text and data to roam at no extra cost in these destinations.

To check which countries are included in our 81 Roam Free destinations (Global Roaming Plus), visit: <https://www.vodafone.co.uk/cs/groups/public/documents/webcontent/vfcon079682.pdf>

Please note that there is a 25GB roaming fair use policy per billing month on the data. For full details visit <https://www.vodafone.co.uk/mobile/global-roaming>.

Phones & Smartwatches Benefit Details

All phones and smartwatches purchased through Vodafone either on a Device Plan or outright, include the following benefits:

- Total Care Warranty

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All phones purchased through Vodafone either on a Device Plan or outright, include the following benefits:

- Battery Refresh

Below you can find more details on each of these benefits.

6. Total Care Warranty

Vodafone offers you a 24 Month Warranty, starting from your date of purchase, whereby we cover your device purchased on a Device Plan or outright against any manufacturer (including Apple) faults with repairs under warranty, at no extra cost.

For full details visit <https://support.vodafone.co.uk/Device-help-warranty-repair/Warranty-insurance/1464015182/How-long-is-the-warranty-on-my-device-and-what-does-it-cover.htm>

7. Battery Refresh*

Vodafone will replace a tired phone's battery if it needs it. Note that this benefit only applies to phones (either on a Device Plan or outright).

All Pay Monthly phones bought from Vodafone either on a Device Plan or outright, come with our Battery Refresh for the length of your Phone Plan (minimum of 2 years, up to a maximum of 3 years), allowing you to keep your phone running at its best.

Please note that we will not replace a battery if the phone has been cracked or smashed or there is evidence of water damage (i.e. the phone would not be covered under warranty for the damage it has incurred), in which case you will be offered a chargeable repair.

To use Battery Refresh, simply book an online appointment to bring your phones into one of our 400 Vodafone stores for a health check. If eligible, we will send it off to be replaced with a new battery, free of charge. We aim to replace the battery and return your phones within 3 working days.

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Small print:

Unlimited Picture Messaging: Unlimited Multimedia Messages ('MMS') on Xtra Plans, within the UK and our inclusive roaming destinations. Each MMS has a capacity of up to 300kb.

Device Care: Available on Xtra Plans for the duration of the plan only. Only applicable for IOS and Android phone devices. The health check service gives an indicator of the battery health and other elements of the phone. The valuation is estimated and not a guarantee of the resell value of the phone. An appointment is required for a device health check or valuation. Book online at participating locations.

50% off Smartwatch Connectivity Plan - Available on applicable Xtra Plans as an Xtra Benefit and for compatible cellular (not WiFi only) smartwatches. Smartwatch Connectivity Plan (via Vodafone OneNumber) lasts for 30 days and will automatically renew every 30 days if you have enough credit. The plan is £7 per month reduced to £3.50 per month with the 50% discount. For more information on Vodafone OneNumber, please see the Airtime Agreement terms at vodafone.co.uk/terms-and-conditions.

Unlimited Data Booster: Available on Xtra Plans. 24 month Xtra Plans come with 6 boosts, and 12 month Xtra Plans come with 3 boosts. Each boost provides unlimited data for 30 days. Subject to 25GB roaming fair use policy per billing month for data.

81 Roam Free destinations (Global Roaming Plus): Available on applicable Xtra Plans as an Xtra Benefit. Roam at no extra cost in 81 destinations worldwide on Xtra Plan. 25GB roaming fair use policy applies per month. For list of destinations, see <https://www.vodafone.co.uk/cs/groups/public/documents/webcontent/vfcon079682.pdf> For more information visit <https://www.vodafone.co.uk/mobile/global-roaming>

Total Care Warranty – 24 month warranty starts from the date of purchase of a handset from Vodafone either on a Device Plan or outright. Warranty only applies to manufacturer faults. For more details, see <https://support.vodafone.co.uk/Device-help-warranty-repair/Warranty-insurance/1464015182/How-long-is-the-warranty-on-my-device-and-what-does-it-cover.htm>

Battery Refresh – Applicable for phone devices purchased on a Vodafone Pay Monthly Plan either on a Device Plan or outright, and available for the length of the plan (minimum of 2 years and maximum of 3 years). Battery Refresh is not available for phones that have been cracked, smashed or have water damage (i.e. damage that would not be covered under a manufacturer warranty) and chargeable repairs can be offered. An appointment is required for a health check and battery replacements. Book online at participating locations.

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