



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 | | | |
|---|--------------------------------|--------------------------------|---|---|
| | Xtra Plan with 2 Xtra Benefits | Xtra Plan with 3 Xtra Benefits | Xtra Plan with 4 Xtra Benefits (Limited Data) | Xtra Plan with 4 Xtra Benefits (Unlimited Data) |
| Unlimited Picture Messaging | X | X | X | X |
| Device Care | X | X | X | X |
| Device Support [^] | X | X | X | X |
| 50 % off a Smartwatch Connectivity Plan | | X | X | X |
| Unlimited Data Booster + Inclusive Roaming in 51 European Destinations. | | | X | |
| Inclusive Roaming in 83 Worldwide Destinations | | | | X |

[^]Only Available to Business customers on 36-month Business Xtra 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.



3. Device Support

Whether it's your phone, tablet, printer or smart home devices, Device Support takes the stress out of fixing things – just chat to a tech expert right away. Also, safeguard your business and customer data with bank-level encrypted cloud storage.

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.

4. 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/>

5. Unlimited Data Booster + Inclusive Roaming in 51 European Destinations.

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

If you have a 36 month Business Xtra Plan, you will get 9 Unlimited Data Boosters

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.

Inclusive Roaming in 51 European destinations allows you to use your monthly allowance of minutes, text and data to roam at no extra cost in our Zone A and B destinations.



To check which countries are included in our 51 European destinations (inclusive roaming in Zone A & B), visit: <https://www.vodafone.co.uk/mobile/global-roaming/destinations>.

Please note that whilst using an Unlimited Data Booster + Inclusive Roaming in 51 European destinations, 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.

6. Inclusive Roaming in 83 Worldwide Destinations

Allows you to use your monthly allowance of minutes, text and data to roam at no extra cost in our Zone A, B and C destinations.

To check which countries are included in our 83 worldwide destinations (inclusive roaming in Roaming Zones A, B and C), visit: <https://www.vodafone.co.uk/mobile/global-roaming/destinations>.

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>.

Other Benefit Details

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 if the phone was bought from Vodafone outright).

All Pay Monthly phones (excluding Refurbished 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.

We are

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