



## Your Mobile Broadband Charges Guide

Call 03333 043 222 or email [disability.access@vodafone.co.uk](mailto:disability.access@vodafone.co.uk) for a large print, braille, audio CD or dyslexia friendly version of this document.

Thank you for choosing your Mobile Broadband plan with Vodafone. Your plan includes a monthly allowance for data usage. Once you have exceeded your plan allowance or you use services which are not included within your plan, the prices shown in this Charges Guide will apply. You may be able to buy an extra to give you additional allowances. If you need to know more, just head to [www.vodafone.co.uk/help](http://www.vodafone.co.uk/help)

All prices are correct at time of print and are inclusive of VAT. If there is a conflict between the pricing and plan information in this Charges Guide and the pricing and plan information on our website, then the pricing and plan information on our website shall take priority. You can find out about all our latest charges by checking [www.vodafone.co.uk/pmcharges](http://www.vodafone.co.uk/pmcharges)

All our services which are offered as 'unlimited' (or similar) must only be used for your personal and non-commercial use. Please refer to our Acceptable Use Policy [www.vodafone.co.uk/cs/groups/configfiles/documents/contentdocuments/vfcon058965.pdf](http://www.vodafone.co.uk/cs/groups/configfiles/documents/contentdocuments/vfcon058965.pdf) for more information.

### Your usage allowance

Our plans offer great value on an award winning network. There are lots of things you can do with your data but it's good to be aware that some activities use more data than others. For example, if you stream T V online (e.g. BBC iPlayer) or download a lot of movies, you might find that you're using more of your data allowance than you expected.

All of our plans allow you to tether your mobile equipment as a Wi-Fi hotspot to enjoy your data on other devices. However, you'll need to make sure you have mobile equipment that supports this functionality. You may only use your SIM in or connect it to, modems, dongles, Gigacube Equipment, iPad, Tablets and /or laptops. You may not use your SIM in a phone or in any other Mobile equipment which is not set out above. You may not use your SIM to send text messages or make calls.

If you do, we'll ask you to stop and in persistent cases, we will suspend your service, restrict your use or speed or charge you for unauthorised use. You will also be charged for any usage not included in your plan at the rates set out in the Pay Monthly mobile Charges Guide.

### Information on data charging

We measure your data usage in kilobyte (KB). Data is based on the following units:

- 1024 KB = 1 Megabyte (MB)
- 1024 MB = 1 Gigabyte (GB).

Your inclusive data allowance and additional data services will set out the amount of data you can use without an additional charge.

We calculate your data usage based on the amount of data that travels over our network, which may differ from the data your device consumes. Your data usage may include data packages which are re-sent over the network, for example if your connection drops off or if a webpage is refreshed. Certain data services (websites and other packets) may be usage free and will not be taken from your data allowance, whilst others can consume your data allowance.

It does not matter if you are using 2G, 3G, 4G, 5G GPRS, Edge or HSPA we measure data in the same way over each of these networks.

## Mobile broadband data speed limits

Mobile data speed limits apply to our Vodafone Unlimited plan only (excluding Unlimited Max plan). The maximum upload and download speeds you could experience on your device with the Unlimited plan is 10Mbps. If you have chosen this plan you are not guaranteed to experience the maximum speed stated – the actual speed you experience will depend on a number of factors including location, network coverage and network signal.

## Expected upload and download speeds

For an estimate of the coverage and speeds you may experience at home and when you are out and about in the UK, please see our coverage checker at [www.vodafone.co.uk/coverage](http://www.vodafone.co.uk/coverage). The speed estimate you receive with our coverage checker is subject to any speed limits which apply to your plan (see above for more detail).

Your Gigacube Plan will be subject to data de-prioritisation meaning that during periods of congestion, Gigacube speeds may be different to the speeds experienced using other services supplied over the Vodafone Network. Please refer to your Gigacube terms and conditions for more information.

Information on your rights, should you experience speeds below those displayed on the coverage checker, is set out in the "Problems with our services" section in your General Network Terms.

**Upload** refers to data that is sent from an electronic device such as a mobile phone, tablet computer or a communications network. This includes all types of outgoing data, such as sending an e-mail message, posting a social media message or uploading a file or picture. It may also include data sent over the Network while playing an online game.

**Download** refers to data that is received by an electronic communications device such as a mobile phone, tablet, computer or a communications network. This includes receiving e-mail messages, downloading files, viewing Social Media content or simply visiting or browsing Web pages. Online games also generate download traffic.

## Our UK charges

Plan type	Cost
Standard text message (up to 160 characters)	35p
<b>Mobile Broadband Plan</b> You'll be charged for data once you've exceeded your allowance at the rates listed below, 'Out of Plan data charges.'	n/a
<b>Mobile Broadband Occasional Usage Plan</b>	£1 per 1000MB (1GB)

Your Mobile Broadband Plan will not be able to use out of plan data usage.\* If you run out of data on your plan you will need to purchase additional data.

If your plan has an unlimited data allowance, the speed you experience will depend on a number of factors including location, network coverage and network signal. Please refer to your Mobile Broadband Plan terms and conditions for more information.

## Managing your data with Vodafone Data manager

A Data Cap puts you in control of your data usage, so you can search, share and stream – secure in the knowledge you won't face unexpected charges at the end of the month.

Unless you have a Gigacube Plan, your Data Cap is switched off to begin with. If you'd like to switch your Data Cap on, the easiest way is by using the free My Vodafone app – available from your app store. Or by logging in at [www.vodafone.co.uk/myvodafone](http://www.vodafone.co.uk/myvodafone)

Data capping doesn't just monitor your data usage, we'll also let you know when you're nearing your limit, and you can decide what you would like to do next. You can choose to keep the cap in place or select one of our great value data extras.

If you decide to turn your data cap off, you'll be charged at your out of plan rate set out above, 'Out of Plan data charges.'

For more information on out of plan charges, please go to [www.vodafone.co.uk/explore/costs/data-charges](http://www.vodafone.co.uk/explore/costs/data-charges). If you find you're regularly going over your data allowance, you can choose to change your tariff, or select one of our great value data extras by using our **Live Chat** Online, or ringing **191** from your Vodafone mobile, or **0333 3040191** from any other phone.

## Charges for using your Mobile Broadband plan abroad

We've divided the world into zones which carry different charges for using data. As zones, countries and charges change from time to time, please check our website before travelling at [www.vodafone.co.uk/explore/costs/travelling-abroad](http://www.vodafone.co.uk/explore/costs/travelling-abroad) for the latest information on our charges. **Please note that you cannot roam using your Gigacube Plan.**

\*This excludes the Mobile Broadband Occasional Usage Plan, for which out of plan data charges still apply. The charges for this plan are detailed above under 'Our UK data charges'.

Cost of using data		
	Cost before 5 April 2023	Cost from 5 April 2023
<b>Roaming in Zone A</b>	Usage taken from inclusive allowance, or charged at your home rate*	Usage taken from inclusive allowance, or charged at your home rate*
<b>Roaming in Zone B</b>	£2 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£2.25 daily charge with usage taken from inclusive allowance, or charged at your home rate*
<b>Roaming in Zone C or Zone D</b>	£6 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£6.85 daily charge with usage taken from inclusive allowance, or charged at your home rate*
<b>Roaming in Rest of World Zone 1</b>		12p per MB
<b>Roaming in Rest of World Zone 2</b>		60p per MB
<b>Roaming in Rest of World Zone 3</b>		£1.20 per MB

\*Data usage when roaming has a 25GB roaming fair use policy per billing month in inclusive roaming destinations and zones B, C and D. We will notify you as you approach this threshold and again once reached. If you reach this threshold, you will then be charged at a rate of £3.13 per 1GB to continue using data in inclusive roaming destinations and zones B, C and D until your monthly allowance renews. Please go to [www.vodafone.co.uk/travelling](http://www.vodafone.co.uk/travelling) for details of our Roaming Fair Use Policy.

You must not use any inclusive roaming services more than would be reasonably expected. Use of our services while in our inclusive roaming destinations and Zones B and C (on plans that include them at no extra cost) is intended for temporary, periodic travel such as holidays and short breaks. We will monitor and check your roaming use. If, during any 4 month period, you roam in these zones for 62 days or more AND your corresponding roaming usage exceeds your usage within the UK, you may incur additional roaming charges. We will send you notification two weeks prior to charging you any additional roaming charges, to allow you time to adjust your usage accordingly. These additional roaming charges will be:

- £3.13 per 1GB of data

Go to

<https://www.vodafone.co.uk/help-and-information/costs-and-charges/travelling-abroad> for more information on our roaming zones and charges.

## Flexi-upgrade fee

If you've had your Mobile Broadband device and plan for six months, you can trade in your current device at any time and put the cash towards paying off your existing plan leaving you to upgrade to a new device. We will let you know when you are eligible so you can upgrade if you wish. Please note that flexi-upgrades are only available in our stores, over the phone or online at [www.vodafone.co.uk](http://www.vodafone.co.uk)

If you qualify for Flex-upgrades (see your Welcome letter or email), you'll need to pay a fee if you upgrade early. The fee is based on the cost of the handset and the time period into your contract, and can be calculated as follows:

**Device subsidy ÷ contract length (months) x remaining contract (months)**

## Early termination fee

If you cancel a contract for your plan before your agreement ends, you'll need to pay an early termination fee. The fee is based on your monthly plan charge and the remaining time left on your contract, and can be calculated as follows:

For disconnections completed before 24th February 2021:

**Monthly line rental charge (exc. VAT) X remaining contract (months) X 98%**

For disconnections completed on or after 24th February 2021:

**Monthly line rental charge (incl. VAT) X remaining contract (months) X 98%**

## Content bars

If you're unable to access certain websites, this may be because you have a content control bar on your account. To remove this, go to [www.vodafone.co.uk/myvodafone](http://www.vodafone.co.uk/myvodafone)

## Discounts on your monthly plan

You can only have one discount on your monthly plan. If your plan already has a discount included, then unfortunately you won't be able to add another one. It may be possible to swap your discount, please contact us for more information.

## Admin and other charges

Late payment Fee	£5
Itemised paper bill	£1.54 per month
Additional bill copy	£1.54
Plan switching charge	£20

## Managing permissions of users and notifications to end-users

To find out how account owners can manage notifications and permissions for other numbers on their account please visit [www.vodafone.co.uk/support](http://www.vodafone.co.uk/support)

## We're here to help

Your set up guide will answer most of the technical questions about using your Mobile Broadband service. However, if you need any more help, advice or tips on how to get the most out of your Mobile Broadband plan, simply go to [www.vodafone.co.uk/help](http://www.vodafone.co.uk/help)

You can always call **191** from your Vodafone mobile (these calls are free) or **0333 3040191** from any other phone (charged at the national rate).

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