



Pay as you go Terms and Charges

2019

Call 03333 043 222 or email disability.access@vodafone.co.uk for a large print or braille version of this document.

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 TV 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.

You can keep an eye on your usage by regularly checking the usage counter on your Mobile Broadband dashboard if you have a Dongle or Mifi device, or by downloading the My Vodafone App on your tablet.

To enjoy 4G speed all you need is a 4G Device on one of our 4G plans.

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, 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. 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.

Information on data charging

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

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

Information on your rights, should you experience speeds below those displayed on the coverage checker, is set.

Your agreement with us

Your agreement is with **Vodafone Limited**, registered in England under number 1471587 at Vodafone House, The Connection, Newbury, Berkshire RG14 2FN. It's made up of these Pay as you go Terms and Charges, the pricing guide. These terms cover the SIM card and service you use but do not cover any equipment (e.g. the purchase of your device). We also encourage you to take a look at our Returns, Privacy and Acceptable Use Policies which also make up your "Agreement" with us. You can find all these documents at vodafone.co.uk/agreementpolicies.

You should also look at our Privacy Policy on how we use personal information. You can find our Privacy Policy and Cookie Policy at vodafone.co.uk/privacy.

By topping up and/or using the services you agree to the terms of this agreement.



During your agreement with us

Using our services. We will provide you with a SIM card and a number for you to use with your mobile equipment to access our network. We own the SIM Card and number and reserve the right to change either at any time. You must adhere to terms of this agreement and our instructions on using the services. You are responsible for other people who use your equipment and services. You must only use mobile equipment which is approved for connection to our network. The mobile equipment and services are for your personal non-commercial use only and must be used in accordance with our Acceptable Use Policy at all times.

Problems with our services. We'll provide our services with reasonable skill and care. However, our services are not fault-free and are not available everywhere in the UK. Please check the predicted coverage in your area on Vodafone's website (www.vodafone.co.uk/explore/network/uk-coverage-map/). There are a number of reasons why you may find problems with the services, including moving home or work, weather conditions, damage to our network, the number of people using the network and so on. Please contact us if you experience a service issue and we'll attempt to fix it. If we have to interrupt our services for maintenance or we cause a technical fault on our network, you may be entitled to a partial refund of your credit based on the number of days you are without our services. If you are experiencing a materially degraded service for an unreasonable period of time, please read our "Leaving Us" section below. We'll not be responsible for any loss of service due to something outside our reasonable control. To receive a partial refund of your credit or terminate the Agreement, you must report to us a severe disruption which we will assess against your typical usage history. We may offer you alternative equipment (such as Vodafone Sure Signal) to address service quality. During busy periods on our network we may need to manage traffic to ensure everyone has access to our services. You can find out more on our traffic management policy here: <https://www.vodafone.co.uk/terms-and-conditions/consumer/network-and-coverage/traffic-management/index.htm>.

Payment. You pay for the services by topping up your account with us. Please see <https://support.vodafone.co.uk/Account-bill-and-top-up/Balance-and-topping-up/38948446/How-do-I-buy-a-data-pack.htm> for details on how to add a Data pack. The Data pack is then credited to your account (usually immediately but it can take up to 24 hours) and is ready for you to use.

We may deduct any money you owe to us from your credit balance or from any debit or credit card details you have given us. We may also charge you interest on the unpaid amount at a daily rate of 2% above the base rate of Barclays Bank each year.

Changes to your terms, services or charges. We may make changes at any time. If we increase our charges to your disadvantage, we will give you at least 14 days' notice in a way which we consider is reasonable, for example by sending messages using the services. All other changes will apply when we publish details of them for example on our website or by via SMS. By continuing to use the services, you agree to these changes. If you are not happy with any of these changes, you do not have to continue to top up your account or use the services.

Losing the mobile equipment If your mobile equipment is stolen, damaged, destroyed or lost, we do not have to give you any refund for any services that you have paid for in advance or for the cost of the mobile equipment. You must contact us immediately so that we can suspend your services to prevent further calls being made using your mobile equipment.

Leaving us/suspending the services. We can suspend, restrict (including, without limitation, prevent you from receiving incoming or making or sending outgoing calls and texts) or stop providing all or part of the services if:

- (i) you do not comply with any the terms of your Agreement with us;
- (ii) you do not use the service for 180 consecutive days i.e. you do not carry out any chargeable outbound activity such as making an outbound call (excluding calls to 191), sending an SMS, using data or topping up your account;
- (iii) you owe us any money (we may continue to provide the services once any outstanding amount is paid);



- (iv) If we are permanently unable to provide you with the services, unable to provide the services to you for an unreasonable period of time or we are asked to suspend the services by regulators or are required to do so by law;
- (v) we have reason to believe you have topped up (or have tried to top up) your account using a stolen credit or debit card or if the debit or credit card transaction is at some time charged back to us; or
- (vi) you use any of our services in a way that may damage or affect the operation of our network.

If you choose to stop using the services. If we suspend the mobile equipment because you have chosen not to use the services for 180 consecutive days we will send you an SMS notifying you that you should top up your account or make a chargeable outbound call (but not calls to 191), send a chargeable SMS or use your data within the next 90 days. If you fail to do so, we will disconnect your mobile equipment and you will lose any credit held on your account.

Returns and faulty Equipment. Please see our Returns Policy for information on what to do if you wish to return any faulty equipment, have any equipment repaired or have simply changed your mind about your purchase within the 30-day cooling off period.

What we do with your information and contacting us

What do we do with your data? Our [Privacy Policy](#) sets out how we and our group companies may collect, use and share your personal information. You will find the latest Privacy Policy and Cookie Policy on our Website at vodafone.co.uk/privacy and you should check back every now and then for the latest version. For any queries, you can contact us at data.protection@vodafone.co.uk.

Fraud prevention agencies. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. For further details explaining how the information held by fraud prevention agencies may be used please ask an advisor or visit vodafone.co.uk/privacy.

For more details please see our Privacy Policy: <http://www.vodafone.co.uk/privacy>.

Contacting us and complaints. We'll send you notices by post, voicemail, text or email. If you need to speak to us or have a complaint, please contact us on:

Phone: 191 from your Vodafone phone or 0333 3040 191 (from UK landlines or other mobiles);

Post: Vodafone House, The Connection, Newbury, Berkshire RG14 2FN; or

Website: <http://www.vodafone.co.uk/vodafone-uk/forms/complaints>.

If you need to speak to us about an issue that is privacy related, please see vodafone.co.uk/privacy or you can contact us at data.protection@vodafone.co.uk.

If we can't fix your issue you may:

- (i) refer the matter to an independent ombudsman under our Customer Complaints Code which is available on our website or by contacting us; or
- (ii) refer issues with goods or services bought online to the EC Online Dispute Resolution website at <http://ec.europa.eu/odr>. Further information is available on our website at the above link.

Other Information

Liability. We'll not be legally responsible to you for any loss or damage that is not directly caused by us or which could not have reasonably been expected at the time we entered into the Agreement with you, for example, loss of income, business profit, savings and missed opportunities claims.



Transferring the Agreement. We may transfer this Agreement to anyone at any time provided that doing so does not adversely impact your rights under the Agreement. You will need to get our permission before transferring this Agreement to someone else.

Your number. When you use your mobile equipment, your number may be shown to the equipment being contacted. Your number will always be shown if you contact 999 or 112.

MBB Data Pack Pricing

Finding out about pricing

You can find more about our data charges at www.vodafone.co.uk/explore/costs/call-charges/ or by calling Customer Services on 191 from your mobile or 03333 048 069 from any other phone (you'll be charged at your telephone provider's published rate). Alternatively, you can pop-in to one of our stores and speak to an adviser.

Current Pricing

Vodafone 90 Day Data Packs	
£10	2GB
£20	8GB
£25	15GB

Vodafone 360 Day Data Packs	
£30	12GB

Vodafone 720 Day Data Packs	
£45	24GB

When you're outside the UK

Using Data while abroad

We've divided the world into zones which carry different charges. As zones, countries, and charges change from time to time, for a list of countries included in each zone please check our website before travelling at vodafone.co.uk/travelling.

For a list of countries included in our [Europe Zone](#)

General

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

If you do not have a '4G Ready' or '4G' bundle your upload data speed will be limited to 8Mbps and your download speed will be limited to 10Mbps.

Use of your inclusive allowance when roaming in our Europe Zone is intended for periodic travel. It isn't meant for users roaming on a semi-permanent or permanent basis.

Prices are correct at the time of print and are inclusive of VAT. Where there is a conflict between the pricing and bundle information in this Charges Guide and the pricing and bundle information on our website then the pricing and bundle information on our website shall take priority. You can find details of our latest pay as you go call, texts, video and data charges, Big Value Bundles, Freebies and Extras at <https://www.vodafone.co.uk/shop/bundles-and-sims/pay-as-you-go-plans/>

Date: June 2020