



Pay monthly airtime conditions

This agreement is also available in large print or in Braille. Call 03333 043 222 or email disability.access@vodafone.co.uk for information about the accessibility of our products and services

Customer agreement

I have read and agree to the following:

A. This agreement covers the SIM card and any services I use in my bundle. It doesn't cover any mobile equipment, other than when I may need to make a payment for mobile equipment to Vodafone when this agreement ends. It is made up of the pay monthly airtime conditions, the charges guide for the bundle (as shown on the order form or welcome note) and any additional products or services I choose to use or take such as content services provided by other parties. I need to check my mobile equipment works with the other products or services I want to use.

B. This agreement is for the minimum period shown on the order form or in the welcome note. It starts when Vodafone connects my SIM card to the bundle shown and I may end it by giving Vodafone 30 days' written notice. If it ends before the end of the minimum period (whether by me or Vodafone), I must pay immediately early termination fees. This applies when this agreement comes to an end in clause 11, except:

- If Vodafone ends this agreement by giving me 30 days' written notice (clause 11a); or
- If I end this agreement due to a specific thing that Vodafone has done as detailed in clause 11b; or
- Because Vodafone is permanently unable to provide the services to me.

In these situations I don't have to pay early termination fees. But, I may have to pay for my mobile equipment as described in clause 11d.

Content services end after the term stated in my order form or welcome note unless Vodafone tells me otherwise. If an inclusive (and not subscription) content service is provided for less than the minimum period (shown on my order form or welcome note) when the content services end it may become a monthly paid subscription unless I cancel it.

C. Charges. I'll pay all charges (whether I use the SIM card or not), due under this agreement. **The minimum price for the services provided under this agreement is the cost of all the bundle charges for the minimum period (plus any one-off upfront charges).** I must pay by direct debit. Some charges are for out of bundle services. Charges for out of bundle or additional services may change from time to time so I will check your website if I want to know what they are. **Charges for using the SIM abroad may be a lot higher than UK charges and I may be charged for receiving calls.**

D. Changing services and charges. Vodafone sometimes has to put up its charges or change the services under my agreement. If this happens, you will tell me beforehand (unless it relates to additional services or out of bundle services I don't use regularly). I can read more about this in clauses 7 and 11 of the agreement. In particular:

- **Bundle charges:** Each April my bundle charges will increase by an amount equal to the RPI rate published by the Office for National Statistics in March. You will apply the RPI rate adjustment in my April bill following the publication of the RPI rate. If the RPI rate is a decrease, my bundle charges will not be reduced. If you increase my bundle charges above the RPI rate or more than once per calendar year I'll have a right to end this agreement in line with clause 11 (b).

- **Out of bundle charges:** Vodafone may increase charges for out of bundle services and if the increase is to my material detriment, I'll have a right to end this Agreement in line with clause 11 (b).
- **Charges for additional services:** Charges for additional services may change from time to time and may be outside of Vodafone's control so I will check your website if I want to know what they are.

E. Lost or stolen mobile equipment. If my mobile equipment is lost, damaged or stolen, I'll still have to pay all the bundle charges for the minimum period. If someone finds or steals my mobile equipment or SIM, I'll have to pay any charges they incur until I tell Vodafone it's been lost or stolen up to a maximum of £100 if I tell Vodafone within 24 hours from the time the mobile equipment was lost or stolen. If I tell Vodafone after 24 hours but within 5 days of the mobile equipment being lost or stolen I'll have to pay any charges incurred up to a maximum of £500. If I fail to tell Vodafone within 5 days from the date that my mobile equipment is lost or stolen, I'll still have to pay all of the charges incurred until the time I report it missing to Vodafone.

F. Making a payment for my mobile equipment. If this agreement ends before the end of the minimum period and I have to pay for my mobile equipment, Vodafone will have told me the original value on which the payment is based in the order form or welcome note. The payment will be 1/24 of the original value of the mobile equipment, less any up-front payment I make towards it, multiplied by the number of months left until the end of the minimum period. I'll pay this as soon as Vodafone asks after the agreement ends.

G. Personal Data. Vodafone may use and share my personal information as described in clauses 13 and 14 and use information about the type of calls I make to analyse the service Vodafone provides and for marketing purposes.

H. Upgrades. If I request an upgrade or a renewal of my agreement with you and you agree to this, I will need to agree to a new minimum period (in addition to any remaining minimum period of my existing agreement at the time of upgrade) and I'll need to pay the new charges applicable to that agreement. You will discuss this with me when I am eligible to upgrade or renew my agreement.

Pay monthly airtime conditions

1. What we mean

We, our or us – Vodafone Limited.

You or your – the customer whose name appears on the order form or welcome note.

Additional services – are optional services which are provided by third parties and/or Vodafone which are charged in addition to your bundle allowance and out of bundle services and which may be cancelled at any time. Examples of additional services include but are not limited to Vodafone EuroTraveller, Vodafone WorldTraveller, Vodafone Extras and non-inclusive content.

Agreement – these conditions, the bundle and the charges guide and any terms and conditions for any other products and services you choose to take out.

Charges – charges for services, as published in our charges guide or which we otherwise provide. These include the monthly bundle charge (billed for the month ahead unless we say otherwise), usage charges or charges for out of bundle services or additional services (billed after use) and any other charges for the services provided to you or someone using your SIM (for example, charges for voicemail and texted billing).

Charges guide – the terms and charges for your bundle. Available in our stores and on our website at [vodafone.co.uk/terms](https://www.vodafone.co.uk/terms). We update this every so often.

Content service pass – a virtual pass to access content services as part of your bundle.

Early termination fee – a fee which represents the outstanding amount payable by you for the remainder of your minimum period at the time of termination (which may include outstanding charges) and any applicable administrative charges, less any discount we may apply. Further details on how to calculate early termination fees are set out in your charges guide.

Minimum period – a period of time shown on your order form or welcome note, which begins when we connect your SIM to the bundle you have chosen.

Mobile equipment – your mobile phone, tablet or other equipment and the SIM used to access our services.

Network – the electronic communications systems we use to provide the services in the UK.

Bundle – the package of services you have chosen to receive as shown on the order form or welcome note. We update this every so often.

Bundle charge – the minimum monthly amount we charge you for the bundle you have chosen.

Out of bundle charge – any charges for out of bundle services.

Services – the communications service you receive through the network, additional services, out of bundle services and other services we may provide to you.

Out of bundle services – those services from third parties which are charged in addition to your inclusive bundle allowance. Examples of out of bundle services include additional UK minutes, texts or data used outside of your bundle allowance, premium rate services, calls to call forwarding numbers, using your mobile equipment while travelling abroad and to call people who are not in the UK, directory enquiries services. Please check the pay monthly charges section of our website for current pricing before you use out of bundle services. This can be found at [vodafone.co.uk/pmcharges](https://www.vodafone.co.uk/pmcharges).

RPI rate: The most recent Retail Price Index annual percentage published by the Office for National Statistics. We will publish this rate on our website [Vodafone.co.uk](https://www.vodafone.co.uk).

Welcome note – the letter or email we send you when you join or upgrade with us.

2. Your agreement period

a. Unless we tell you otherwise, we'll continue to supply you with the services included in your bundle until we or you end this agreement in line with clause 11. If this agreement ends before the end of the minimum period (whether by you or us), you must pay an early termination fee. This applies when this agreement comes to an end in clause 11, except if:

- we end this agreement under clause 11a; or
- you end this agreement under clause 11b; or
- we end this agreement because we are permanently unable to provide the services to you.

b. Unless we tell you otherwise, any content services included in your bundle start at the same time as the minimum period, regardless of when you start to use the content service pass, and end after the term set out in the order form or welcome note. If a content service included in your bundle is provided for less than the minimum period when the content service ends it may become a monthly paid subscription unless you cancel it.

c. If you request an upgrade or a renewal of your agreement and we agree to this, you'll need to agree to a new minimum period (in addition to any remaining minimum period of your existing agreement at the time of upgrade) and you'll need to pay the new charges applicable to that agreement. We will discuss this with you when you are eligible to upgrade or renew your agreement.

3. Services and coverage

a. We will provide the services to you with reasonable skill and care that is expected of a mobile telecommunication provider. However, due to the nature of mobile technology, there are a number of reasons why it's impossible to provide a fault-free continuous service, these include:

- i. you move your home location into an area with no or poor network coverage;
- ii. weather conditions;
- iii. damage to our network infrastructure and base stations including moving or removing base stations;
- iv. the number of people using the network at any one time;
- v. when roaming, using a different network operator that does not offer the same level of service or network coverage as us; or
- vi. other factors outside our reasonable control such as new buildings and structures being erected between you and our base stations, the thickness of your property walls or a change of your mobile equipment.

b. If content services are included in your bundle we supply you with a content service pass. The content service provider will accept this pass in order to give you access to your choice of content.

c. The services and content services you enjoy in the UK may not be available when you're abroad.

d. All of our bundles allow you to use our network to make and receive internet phone calls known as VOIP.

e. Any mobile equipment that we may provide to you to access our services may be locked to the network and there may be a charge to unlock your mobile equipment, please see our website for further details.

4. Using the services – the rules

a. It's your responsibility to make sure you keep to this agreement, and you follow our instructions on using the services – even if someone else is using your mobile equipment.

b. You must never use your mobile equipment or the services for anything we might consider to be abusive, illegal, fraudulent, or a nuisance.

c. You're not allowed to sell all or any part of the services to anyone else. The services must only be used for your personal non-commercial use.

d. We've allocated you a phone number on our network. This number does not belong to you. We may need to change your phone number or other number. We will let you know if this is the case.

e. The SIM card, and the software within it, belongs to us and we license it to you so you can use the services. We may change your SIM or tell you to return it at the end of this agreement. If you need a replacement SIM, we may charge you the going rate in our most current charges guide.

f. If you use your mobile equipment to browse the internet or use content services, we accept no responsibility for any content or services you access.

g. You must only use mobile equipment which is approved for connection to the services.

5. Payment

a. You must pay any charges for the services within seven days of the date on your bill. You must pay your bill by direct debit. VAT will be included if it applies.

b. If you owe us any money beyond your due date set out in your bill, and you do not have valid reasons for disputing the payment, we may charge you interest. We charge interest daily at the rate of 2% above the base rate of Barclays Bank each year. We may charge you reasonable administration costs as a result of you paying your bill late or failing to pay it.

c. If you do not pay any bill by the payment due date within the first three months of the minimum period, we may place your mobile equipment on a blacklist or remotely disable your mobile equipment so that it cannot be used on any network within the UK, except for making emergency calls. We will give you reasonable notice before we do this. Once you have paid all charges due we will remove the mobile equipment from the blacklist or enable your mobile equipment as appropriate.

6. Losing your mobile equipment

If your SIM or mobile equipment is lost or stolen, you must tell us as soon as possible so we can stop someone else using it. You're responsible for any charges incurred up to a maximum of £100 provided you have told us within 24 hours from the time the mobile equipment was lost or stolen. If you tell us after 24 hours but within 5 days, then you will be responsible for any charges incurred up to a maximum of £500. If you fail to tell us within 5 days from the date that your mobile equipment is lost or stolen, you will be liable to pay all of the charges incurred until the time you report it missing to us. You must also continue to pay all the bundle charges for the minimum period.

7. Changing charges, your services and terms

a. We may change or withdraw services at any time and we may change or introduce new terms to this agreement at any time. If we do, we will give you at least 30 days' notice of these changes unless we believe such changes will not disadvantage you or which you don't regularly use, if these changes are to your material detriment, you have a right to end this agreement in line with clause 11 (b) and we'll tell you if you do.

b. We may change or introduce new charges for services (which may include charges for out of bundle or additional services). If we increase our charges, we'll publish the changes on our website and give you at least 30 days' notice by email, post, voicemail, text or other form of electronic message. However, we may not give you notice of such changes if they relate to out of bundle services or additional services which you do not regularly use or aren't in the control of Vodafone (such as charges to directory enquiry or premium rate numbers).

c. We can increase your bundle charge or any other charge, if we are required to do so as a result of statutory instrument, government regulation or any new taxation which we need to pass onto you as a matter of law

d. Each April your bundle charge will increase by an amount equal to the RPI rate published by the Office for National Statistics in March following the publication of the RPI rate. We will apply that RPI rate adjustment from your April bill. If the RPI rate is a decrease, your bundle charge will not be reduced. If we increase your bundle charges above the RPI Rate or more than once per calendar year you will have a right to end this Agreement in line with clause 11 (b).

e. Vodafone may increase charges for out of bundle services and if the increase is to your material detriment you will be able to end the Agreement early in line with clause 11(b) and we'll tell you if you do.

f. We reserve the right to increase charges for additional service at any time by any amount. We'll post the new charges for additional services on our website. If, following an increase you do not want to pay the new charge then you will be able to, unless otherwise specified under a related agreement, cancel the relevant additional service, or stop using it. For additional services we provide with a recurring subscription we'll let you know at least 30 days before the additional services charges are due to go up

8. Call/internet limit, deposit and part payments

a. We may set a monthly call and/or internet limit on your account. We may increase or remove this after carrying out a credit check. You may be able to go over your limit, but if this happens, you must pay all charges.

b. We may ask you for a deposit at the start of your agreement, if you increase how much you use the services or to remove a block from particular services. You can ask for a refund of your deposit at any time, but we may reduce your call and/or internet limit if you do. We can use the deposit to pay off any charges you owe us. When this agreement comes to an end, we'll repay any deposit you've given us less any money you owe us. We will not pay any interest on any deposit we take from you

c. If there's a significant increase in your usage between bills, we may contact you and possibly ask for a part payment so you can continue to use the services

9. Suspending our services

a. We can suspend or restrict your use of any of the services (other than emergency services) if:

- we believe your mobile equipment or the services are being used in a way we do not allow under this agreement;
- you have not kept to this agreement (for example, you fail to pay any charges when due);

- we have asked you for a deposit or part payment which you've not paid;
- you go over your call or internet limit;
- we believe that this agreement was entered into fraudulently or you got the use of any number, mobile equipment or services in an unauthorised, illegal, or fraudulent way;
- you tell us that your mobile equipment has been lost or stolen;
- you become bankrupt or make any arrangement with creditors or go into liquidation or an administration order is made or a receiver is appointed over any of your assets;
- you do anything (or allow anything to be done) which we think may damage or affect the operation of our network or services; or
- the emergency services tell us to, or a law or regulation is passed which means we need to do so.

b. We will try to tell you when we suspend or restrict your use, but we do not have to.

c. When we suspend or restrict your use, this agreement will continue and you still have to pay all charges due during any period when we suspend or restrict the service.

10. Credits or termination if there is a failure of the service

If we have to maintain our network or if there is a technical fault on our network that is caused by us, you may be entitled to a partial credit of your charges (based on the number of days you are without a service) or in certain circumstances where you receive a severely degraded service for an unreasonable period of time, terminate this agreement.

To receive a partial credit of your charges or terminate this agreement, you must report to us a disruption on our network which we reasonably assess that you use frequently, the disruption is severe and is assessed against your typical usage history. In addition, no alternative means of access to our network and services must be available to you (for example, using a Vodafone Sure Signal) for you to receive a credit or terminate this agreement.

11. Ending this agreement

a. Either you or we may end this agreement by giving the other 30 days' notice in writing. Your notice must include your mobile number and your signature or appropriate security details. You must pay the charges during the notice period. You can stop using content services any time but you'll still have to pay all bundle charges. You'll need to check with the content service provider on how you end your agreement with them.

b. You may end this agreement by writing to us if:

- we don't do something fundamental that we should have done under this agreement, within seven days of you asking us in writing;
- you are unable to connect to our network or you receive a severely degraded service compared to the typical service coverage you receive for an unreasonable period of time as set out in clause 10;
- we tell you that there will be an increase in the bundle charge above the RPI rate published in March of each year or we increase your bundle charge by more than once per calendar year and you write to us within one month of us telling you about the increase;
- we change this agreement (excluding the additional services) to your material detriment. This includes (i) increasing out of bundle charges which we shall calculate (acting reasonably and based on regulatory requirements) to determine whether such increases are likely to be to your material detriment (including how often you use the relevant out of bundle service); or (ii) materially changing or withdrawing services. We will tell you if this is the case. You need to write to us within one month of us telling you about the material change, withdrawal or increase. This does not apply if this is a change to or withdrawal of additional services not included in your bundle, which we and you can cancel (or stop using) without ending this agreement.

c. We may end this agreement at any time by writing to you if:

- you do anything (or allow anything to be done) which we think may damage or affect the operation of our network;

- within seven days of us asking you in writing, you do not do something fundamental that you have to do under this agreement (for example, pay the charges when they are due); or
 - we are permanently unable to provide the services to you.
- d.** When this agreement comes to an end:
- we will disconnect your mobile equipment from our network;
 - you will have to pay immediately early termination fees you owe on the date we disconnect your mobile equipment from the network (including any charges for third party services such as content services). This applies when this agreement ends, except if:
 - o we ended this agreement under clause 11a; or
 - o you ended this agreement under clause 11b; or
 - o we ended this agreement because we were permanently unable to provide the services to you.

In these three situations you do not have to pay early termination fees. However, you may have to make a payment for your mobile equipment. We will let you know in your order form or welcome note if you have to make this kind of payment for your mobile equipment and will tell you the original value on which that payment is based. The payment will be 1/24 of the original value of the mobile equipment, less any up-front payment you make towards it, multiplied by the number of months left until the end of your minimum period. You will make this payment to us as soon as we ask after the agreement comes to an end.

12. Liability and exclusions

- a.** We are legally responsible to you if our negligence causes death or personal injury. We will not be legally responsible to you for:
- loss of income, profits or savings;
 - loss or corruption of data
 - lost business or missed opportunities; or
 - any loss or damage that is not directly caused by us or which we could not reasonably expect at the time we entered into this agreement with you
- b.** We will not be legally responsible to you if we cannot provide the services because of something outside of our reasonable control.
- c.** Except for fraud or where our negligence causes death or personal injury, we will not pay more than £3000 or 150% of the charges in the previous 12 months, whichever is higher, for each claim or a series of related claims in connection with this agreement.
- d.** The terms of this agreement will not affect any rights which you may have under any law and which we cannot exclude under any agreement.

13. Personal information

- a.** We and our group companies may use your information to:
- manage your account, carry out customer-care activities and train our staff, including monitoring calls, emails or text messages that you send us;
 - monitor the quality and security of the network and test and maintain our IT systems;
 - analyse your use of the services for marketing purposes, including, but not limited to, the calls and messages you send and receive and your location at the time these communications take place, as well as your browsing history and use of our websites;
 - send to the emergency services (if you make an emergency call), including your approximate location;
 - contact you with marketing messages if you have not objected. These messages may include marketing from other organisations, but we will not pass responsibility for your information to these other organisations. If you do not want to receive marketing messages from us, please contact us through our website or by calling 191.
- b.** We do not include your details in any directory or directory-enquiry service. If you want to have your information included in these services, you should contact us.
- c.** For more details on how we use your information, please read the privacy policy on our website.

14. Credit-reference and fraud-prevention agencies

a. You can ask us about how we use your details for credit checking and fraud prevention when you take out this agreement. We will also release, to credit-reference agencies, debt-collection agencies and fraud-prevention agencies, details of your agreement with us including any change of address, payments you make, account balances, missed payments, disputes and queries. We, and other organisations, may use this information to help make decisions about other credit applications made by you or other members of your household you are linked to financially and to protect both our business and our customers from fraudulent activity. We may also use any information we hold to trace debts and assess claims. If you don't pay us in full, and on time, we may tell credit-reference agencies who will record the debt.

b. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud-prevention agencies. Law-enforcement agencies may access and use this information. We and other organisations may also access and use this information to prevent fraud and money laundering, for example, when:

- checking details on applications for credit and credit-related or other facilities;
- managing credit and credit-related accounts or facilities;
- recovering debt;
- checking details on proposals and claims for all types of insurance; or
- checking details of job applicants and employees.

Please contact us at the address below if you want to receive details of the relevant fraud prevention agencies. We and other organisations may access and use, from other countries, the information recorded by fraud-prevention agencies.

15. General

- a.** We may transfer this agreement to anyone at any time. However, you can't transfer this agreement to anyone unless we've agreed in writing beforehand. We will not unreasonably refuse this request.
- b.** If you or we fail to enforce our rights under this agreement, it will not prevent you or us from taking further action.
- c.** A person who is not a party to this agreement has no right to benefit under or to enforce any terms of this agreement.
- d.** 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.
- e.** We'll send you notices by post, voicemail, text or other form of electronic message and will assume for notices by post that you have received them 48 hours after we have sent them. We'll send all bills and notices served by post, to the address you have given. You must tell us about any changes to your address. If you want to write or email us, please use the address shown on your bill. You can then assume we have received these notices 48 hours after you have sent them.
- f.** If you have a complaint, please contact us. We will do our best to fix your issues. If we can't, you may i) ask that the matter is referred to an independent ombudsman under our Customer Complaints Code which is available on our website or by contacting us; or ii) if you have an issue with goods or services bought online you can refer a dispute to the EC Online Dispute Resolution website at <http://ec.europa.eu/odr>. You or we may bring legal proceedings in a court in the UK to resolve a dispute under this agreement. Further information on this complaints process is available on our Website at <http://www.vodafone.co.uk/vodafone-uk/forms/complaints/#>
- g.** This agreement is under English law, unless:
- you live in Scotland, in which case, it will be governed by Scots law; or
 - you live in Northern Ireland, in which case it will be governed by the law of Northern Ireland.

Contact us by

Phone: 0333 3040 191 –

Registered in England number 1471587 at Vodafone House, The Connection, Newbury, Berkshire RG14 2FN.

Updated May 2016

Terms and Conditions – your Charges Guide 2016

Our standard bundle charges

Your bundle includes an allowance for calls to any mobile networks within the UK, standard UK landlines (starting 01, 02, 03) and voicemail, it also includes an allowance for standard text messages and data usage. It may also include a monthly roaming allowance for calls to any mobile network in the UK or in our Europe Zone, standard UK landlines (starting 01, 02, 03) and voicemail, standard text messages and data usage. Once you have exceeded your bundle allowance or you use services which are not included within your bundle the prices shown in this Charges Guide will apply.

In some cases you may be able to purchase an extra to give you additional allowances. You can view our range of extras at vodafone.co.uk/explore/benefits/extras/

Voice calls, and messaging within the UK from UK mobiles

Standard UK call charges	Cost per minute (one minute minimum call charge applies)
Calls to any Vodafone UK mobile, standard UK landline (starting 01, 02, 03) and voicemail	55p
Other mobile networks within the UK	55p
Non-geographic numbers (08, 09, 118)	55p per minute Access Charge plus Service Charge
Freefone numbers starting 0800, 0808	Free
Freefone numbers starting 0500	55p
Radio-paging services (start 076)	55p (per call)
Personal numbering services (start 070)	55p
Call forwarding services (e.g. 07744, 07755)	55p
Video calling to Vodafone UK mobiles	55p
Video calling to other UK mobiles	55p

Calls to non-geographic numbers beginning 08, 09 and 118 are split into two parts:

- Vodafone's Access Charge is the cost to connect the call, this is 55p per minute. It is charged by the second with a one minute minimum call charge;
- the Service Charge which is set by the service or organisation you are calling.

To find out more, visit www.vodafone.co.uk/ukcalling

All standard UK call charges including voicemail within your minutes allowance are charged by the second with a one minute minimum call charge. Please note that, due to technical limitations, the start time of any calls made by you may not be the same as shown on your bill. Also, if you lose signal during a call you will remain connected to our network for a short period and will be charged accordingly. To avoid any unnecessary charges, please end each call in line with the user instructions of your handset.

UK message charges	Cost per message
Standard text message (up to 160 characters)	35p
Long text message (over 160 characters)	35p
Picture messages (up to 300kb)	55p
Video messages	55p
Non-standard UK text messages e.g. call forwarding services (e.g. 07744, 07755)	35p

UK data charges

Where your bundle does not include a monthly data allowance

- Pay as you browse – £2.50 per 100MB (daily)

On handset agreements (where your bundle includes a monthly data allowance and you exceed this data allowance)

- If your agreement is a Red or Red Value Bundle which started between 3 April 2015 and 4 May 2016 – £6.50 per 500MB
- For all other agreements – £6.50 per 250MB

On SIM Only agreements (where your bundle includes a monthly data allowance and you exceed this data allowance)

- If your agreement is a Red or Red Value Bundle which started between 16 August 2015 and 4 May 2016 – £6.50 per 500MB
- For all other agreements – £6.50 per 250MB

On Data on the go bundles (where your bundle includes a monthly data allowance and you exceed this data allowance)

- £6.50 per 250MB

Our Data Test Drive

If you have Data Test Drive, we'll let you know how long your Data Test Drive period will be and during that period we'll waive our standard data charges if you exceed your UK data allowance. Data Test Drive is for data use in the UK only and is not available with Vodafone EuroTraveller, Vodafone WorldTraveller or Vodafone Ireland Plus. If you move to a different bundle during Data Test Drive, it will not transfer to the new bundle so you'll be charged our standard data charges if you exceed your data allowance. Don't forget after the Data Test Drive if you exceed your UK data allowance our standard data charges will be applied. You can check your data usage at any time on My Account, the My Vodafone app (available on iPhone, Android and Blackberry) or by calling 44555 (free from your Vodafone mobile).

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

<https://www.vodafone.co.uk/explore/network/uk-coverage-map/>

Information on your rights, should you experience speeds below those displayed on the coverage checker, is set out in clause 10 of your pay monthly airtime conditions.

Charity numbers

Charity numbers starting 0800 or 0808

Free – see vodafone.co.uk/pmcharges

UK premium numbers

Premium rate services (starting '09')

Prices

55p per minute Access Charge plus a Service Charge

Vodafone Directory Enquiries (118 881) Calls cost 80p per minute plus your phone company's Access Charge.

55p per minute Access Charge plus a Service Charge

Directory Enquiries (118 numbers)

55p per minute Access Charge plus a Service Charge

Voice Shortcodes; typically 5–7 numbers long, used to dial TV/Radio shows, competition lines and information services. Each service advertises clearly the price charged.

Free to £2.00 per minute (one minute minimum call charge applies)

International calls, texts and video calls from the UK

International Calls (standard rate/per minute – one minute minimum call charge applies)	Prices
Our Europe Zone	£1.50
The rest of the World	£2.00
Text Messages (per message)	
Worldwide (up to 160 characters)	35p
Video Calls	
Worldwide	See vodafone.co.uk/pmcharges

Channel Islands and Isle of Man charges

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

Text Messages (per message)	Prices
Standard text to Channel Islands (Guernsey and Jersey) and Isle of Man	35p
Standard Calls (standard rate/per minute – one minute minimum call charge applies)	
Standard call to Channel Islands (Guernsey and Jersey) and Isle of Man	55p

Charges for using your phone abroad

Where you bundle does not include a monthly roaming allowance, if you use services that are not included in your monthly roaming allowance or you exceed your monthly roaming allowance and opt into standard rates, the following charges will apply:

	Making calls	Receiving calls	Sending texts to standard UK mobiles or landlines (starting 01, 02, 03)	Sending picture messages	Using data
Europe Zone 1	4.6p per min	0.9p per min	1.8p per text	4.6p per picture message	4.6p per MB
Europe Zone 2	24.5p per min	7.1p per min	8.1p per text	37p per picture message	45.9p per MB
Asia Pacific	80p per min	75p per min	35p per text plus your home rate	45p per picture message	£3 per MB up to 5MB, then £15 for every 5MB
USA & Canada	£1.35 per min	£1 per min	35p per text plus your home rate	45p per picture message	£3 per MB up to 5MB, then £15 for every 5MB
Rest of World Zone 1	£1.65 per min	£1.30 per min	35p per text plus your home rate	45p per picture message	£3 per MB up to 5MB, then £15 for every 5MB
Rest of World Zone 2	£2.00 per min	£1.50 per min	50p per text plus your home rate	45p per picture message	£6 per MB up to 5MB, then £30 for every 5MB

Additional charges may apply when calling non-UK numbers – please visit vodafone.co.uk/travelling for a full list of charges.

In our Europe Zone 1 and Zone 2 we will charge you for the call you make in 1 second increments with a 30 second minimum call charge. All calls you receive are charged per second.

In Asia Pacific, Rest of World Zone 1 and Rest of World Zone 2 we will charge you for the call you make in one minute increments with a one minute minimum call charge. For receiving calls, we will charge you in increments (depending on your agreement) with a minimum call charge.

In USA & Canada we will charge you for the call you make and receive in one minute increments with a one minute minimum call charge.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply.

If we are charged an admin fee from a foreign network operator for you to receive a text, we will pass this charge to you.

Roaming services may be available to you from other providers.

Early Termination Fee

If you cancel a contract for your bundle before your agreement ends, you'll need to pay an early termination fee. The fee can be calculated by multiplying 98% of your monthly bundle fee by the number of months left in your contract, as follows:

Monthly line rental charge (exc. VAT) x contract length (months) x 98%

Admin and Other Charges

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

General

Prices are correct at time of print and are inclusive of VAT. If 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 out about all our latest call, text, video and data charges by checking vodafone.co.uk/pmcharges

All our services which are offered as "unlimited" (or similar) and the Data Test Drive must only be used for your personal and non-commercial use.

Where a call originating from a handset is disconnected, the network will initially assume that signal has been temporarily lost, e.g. when passing under a bridge or through a tunnel you could lose signal. The connection will be maintained and charged for the first 10 seconds after signal is lost. Should signal be re-established, the call will continue as before. If however, the caller has switched off the phone, run out of battery capacity or moved permanently out of range, the charges for that call will include the 10 seconds. In order to minimise the risk of unnecessary charges, customers should be careful to end each call as set out in the user instructions for the handset.

Please note you may incur additional charges due to manufacturer specific features on your handset. Please see your handset user guide for more information.

Inclusive roaming allowances are only for our UK customers who are on short holidays or short business trips to countries within our Europe Zone. If you're permanently roaming abroad – for example, you continuously use your phone from within our Europe Zone for more than 30 days – we may suspend international roaming on your account so you're no longer able to use your phone abroad. We'll contact you before we do this.

Updated August 2016