

The Vodafone logo, a white speech mark shape, is positioned on the right side of the page, partially overlapping the text.

# Your Price Plan for **Vodafone Home Broadband and Phone**

Prices effective from: 27 November 2018

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## Vodafone Home Broadband and Phone Price Plan

Dated 27 November 2018

**Prices are effective from 27 November 2018.**

The Vodafone Home Broadband and Phone Terms apply to Vodafone Home Broadband and Phone Services. These can be found at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

A full long-form version of this Vodafone Home Broadband and Phone Price Plan ("**Price Plan**") (which includes a complete list of all our premium rate and international call costs and charges) can be found on our Website at [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide).

All capitalised words which are used in this Price Plan, but are not defined shall have the meaning given to them in our Vodafone Home Broadband and Phone Terms.

**Price disclaimer:** Whilst we do everything we can to make sure that all our prices and charges are accurately reflected across all our documentation and other materials, including this Price Plan, occasionally inconsistencies may occur.

**Please note:** In the event of conflicting pricing information the latest Price Plan available at [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide) (in PDF format) shall apply.

## Vodafone Home Broadband and Phone Plans

Vodafone Home Broadband and Phone Product	Line Rental <sup>(2)</sup>	Existing Pay Monthly <sup>(1)</sup> Customers		Non-Vodafone Mobile Customers		Contract Length	Installation Fee <sup>(6)</sup>
		Broadband Charge	Total Monthly Charge	Broadband Charge	Total Monthly Charge		
Superfast 1 <sup>(3),(4)</sup>	£0.00	£26.00 <sup>(5)</sup>	£26.00 <sup>(5)</sup>	£28.00 <sup>(5)</sup>	£28.00 <sup>(5)</sup>	12m	£0.00
Superfast 2 <sup>(3),(4)</sup>	£0.00	£32.00 <sup>(5)</sup>	£32.00 <sup>(5)</sup>	£34.00 <sup>(5)</sup>	£34.00 <sup>(5)</sup>	12m	£0.00
Superfast 1 <sup>(3),(4)</sup>	£0.00	£23.00 <sup>(5)</sup>	£23.00 <sup>(5)</sup>	£25.00 <sup>(5)</sup>	£25.00 <sup>(5)</sup>	18m	£0.00
Superfast 2 <sup>(3),(4)</sup>	£0.00	£29.00 <sup>(5)</sup>	£29.00 <sup>(5)</sup>	£31.00 <sup>(5)</sup>	£31.00 <sup>(5)</sup>	18m	£0.00
Gigafast 100	£0.00	£34.50	£34.50	£42.00	£42.00	12m	£0.00 <sup>(6)</sup>
Gigafast 200	£0.00	£42.00	£42.00	£49.50	£49.50	12m	£0.00 <sup>(6)</sup>
Gigafast 500	£0.00	£49.50	£49.50	£57.00	£57.00	12m	£0.00 <sup>(6)</sup>
Gigafast 1000	£0.00	£64.50	£64.50	£72.00	£72.00	12m	£0.00 <sup>(6)</sup>
Gigafast 100	£0.00	£23.00	£23.00	£28.00	£28.00	18m	£0.00 <sup>(6)</sup>
Gigafast 200	£0.00	£28.00	£28.00	£33.00	£33.00	18m	£0.00 <sup>(6)</sup>
Gigafast 500	£0.00	£33.00	£33.00	£38.00	£38.00	18m	£0.00 <sup>(6)</sup>
Gigafast 1000	£0.00	£43.00	£43.00	£48.00	£48.00	18m	£0.00 <sup>(6)</sup>

**Please note:** On Superfast 1 and Superfast 2 your monthly bill will increase by £3 a month after your initial 12 or 18 month minimum contract. Free installation fee for Gigafast products only apply during pre-order window for standard installations. Non-standard installations incur a fee of £49. Orders placed after the pre-order window are subject to £49 fee for standard installation and £149 for non-standard. We will confirm at point of sale which installation is applicable to you (see **Vodafone Broadband Services** below for more information).

### Home Phone extras Monthly Charge

Evening & Weekend Calls <sup>(7)</sup>	£4.00
Anytime Landline & Mobile Calls <sup>(7)</sup>	£8.00
International 300 <sup>(7)</sup>	£5.00

### Home Broadband extras Monthly Charge

Content Control	Free
Static IP <sup>(8)</sup>	Free

<sup>(1)</sup> Pay Monthly mobile customers qualify for Vodafone Home Broadband and Phone discounts provided the associated mobile phone number remains on an active Vodafone account.

<sup>(2)</sup> Details of our call charges and how we calculate and round up call charges can be found below in this Price Plan. No line rental charges on new and upgrading fibre broadband only

<sup>(3)</sup> You must have both the Vodafone Home Broadband and Phone Services (in the form of the Vodafone Home Phone Services and Vodafone Home Broadband Services). It is not possible to take the Vodafone Home Phone Services or the Vodafone Home Broadband Services as separate products.

<sup>(4)</sup> Router Fee may apply: £9.99 for all customers. Router fee is not applicable for Gigafast services.

<sup>(5)</sup> On Superfast 1 and Superfast 2 your monthly bill will increase by £3 a month after your initial 12 or 18 month minimum contract.

<sup>(6)</sup> Free installation fee for Gigafast products only apply during pre-order window for standard installations. Non-standard installations incur a fee of £49. Orders placed after the pre-order window are subject to £49.00 fee for standard installation and £149 for non-standard. We will confirm at point of sale which installation is applicable to you.

<sup>(7)</sup> You must keep a Home Phone extra for at least 30 days.

<sup>(8)</sup> If you have requested a static IP address the address allocated by us to you is for use only in connection with you Vodafone Broadband and all rights in this address belongs to Vodafone and will revert to Vodafone on termination of this Agreement. If you move house, we may need to issue you with a new static IP address.

**Please note** that our Vodafone Home Broadband and Phone Terms apply to the Vodafone Home Broadband and Phone Plans.

## Inclusive Calling Periods

Your Price Plan may include some calls to certain numbers at particular times of the day. This is how we define these times:

- 'Daytime' is 7am – 7pm, Monday to Friday
- 'Evening' is 7pm – 7am, Monday to Friday
- 'Weekend' is all day Saturday and Sunday (midnight Friday – midnight Sunday)

Please note that bank holidays are treated as normal weekdays.

## International 300

International 300 includes 300 minutes per month to the following destinations:

- Andorra
- Argentina
- Australia
- Austria
- Azores
- Bangladesh (incl. Mobile)
- Belgium
- Bulgaria
- Canada (incl. Mobile)
- Canary Islands
- China (incl. Mobile)
- Croatia
- Cyprus
- Czech Republic
- Denmark
- France
- Germany
- Greece
- Hong Kong
- Hungary
- Iceland
- India (incl. Mobile)
- Ireland
- Israel
- Italy
- Japan
- Korea South
- Luxembourg
- Madeira
- Malaysia
- Malta
- Martinique
- Netherlands
- New Zealand
- Poland
- Portugal
- Puerto Rico (incl. Mobile)
- Romania
- Singapore (incl. Mobile)
- Slovakia
- Slovenia
- Spain
- Sweden
- Taiwan
- Thailand (incl. Mobile)
- USA (incl. Mobile)

Any unused minutes are not carried over to the next billing period. Minutes above 300 will be charged at standard international calling rates plus prevailing call connection charge.

## Vodafone Home Phone Features

<b>Feature (included within Line Rental)</b>	<b>Superfast Charge</b>	<b>Gigafast Charge</b>
Last Calling Number (1471)	Free	Free
Last Calling Number Return (1471-3)	10p/use	10p/use
Number Conceal (141)	Free	Free
Permanent Number Conceal	Free	Not available
Present Withheld Number (1470)	Free	Free
Remove Last Calling Number (1475)	Free	Free
3-Way Calling <sup>(1)</sup>	30p/use	Not available
Ring Back When Free	10p/use	Not available
<b>Feature (available on request)</b>	<b>Superfast Charge</b>	<b>Gigafast Charge</b>
Caller Display	Free	Free
Free Voicemail	Free	Not available
Voicemail Plus	£2.65/month	Not available
<b>Call Management Bundle (available on request)</b>	<b>Superfast Charge</b>	<b>Gigafast Charge</b>
Call Management Bundle: Anonymous Caller Rejection, Call Divert <sup>(2)</sup> and Call Waiting	£2.50/month	Not available

<sup>(1)</sup> Whoever starts the call pays for the call. To keep a 3-Way call open you must stay on the line. When you hang up, the other two callers will be disconnected.

<sup>(2)</sup> Call charges for the diverted part of the call may apply as per your Vodafone Home Broadband and Phone Services plan and add-ons.

## Vodafone Home Broadband and Phone Service & Maintenance charges

Description	Superfast Charge	Gigafast Charge
Missed engineer appointment charge	£110.00	£110.00
Amend Order (prior to install)	£15.00	£15.00
Late cancellation of order - any time or day after 12pm (noon) two working days before your scheduled visit	£60.00	£60.00
Connection Charge ( new line provision)	£60.00	£60.00
Connection Charge (for Fibre only)	£0.00	£49.00
Fault within customer premises - first hour charge	£115.00	£115.00
Fault within customer premises - hourly charge (chargeable after the first hour)	£52.00	£52.00
Customer requested service visit - phone socket relocation	£130.00	£130.00
Customer requested service visit - additional phone socket relocation	£65.00	£65.00
Replacement Vodafone Broadband router	£72.00	£99.00
Failure to return Vodafone Broadband router (for cancelled orders)/returned in damaged state (other than fair wear and tear)	£72.00	£99.00
SureSignal discount removal (for cancelled orders)	£40.00	£40.00
Special Fault Investigation	£150.00	£150.00
and/or + Special Fault Investigation - Internal wiring issue	£35.00	£35.00
and/or + Special Fault Investigation - Internal equipment issue	£22.00	£22.00
Transfer of account ownership	£20.00	£20.00
Home phone number change	£25.00	£25.00
Vodafone Broadband router charge	£9.99	£0.00
Vodafone Broadband router P&P	£0.00	£9.99



## Administrative and Late Payment Charges

Description	Charge
Itemised Paper Bill Charge	£1.54 per month
Bill Copy	£1.54 (charge for each copy)
Late Payment	£4.17 (for each late payment)

## Early Termination Fee

An Early Termination Fee may apply to you when you cancel your Vodafone Home Broadband and Phone Agreement (broadband and home phone) during your Minimum Period (while still in contract with us).

Your Early Termination Fee will be calculated based on what Vodafone Home Broadband and Phone Price Plan you have agreed to with us and how many months you have left in your Minimum Period (while you will still remain in contract) at the time you terminate your Agreement.

You can calculate any Early Termination Fee applicable to you using the table below.

**Please note:** we may, in addition, charge a one-off cancellation fee of £15 as part of any Early Termination Fee to reflect the reasonable cost to us of processing the early termination of your Agreement.

Vodafone Home Broadband and Phone Product	One Off Cease Fee	Non-Vodafone Mobile Customers		Existing Pay Monthly Customers	
		Monthly Early Termination Fee	Pre-order Monthly Early Termination fee	Monthly Early Termination Fee	Pre-order Monthly Early Termination fee
Superfast 1 (12m)	£15.00	£15.53	n/a	£13.87	n/a
Superfast 2 (12m)	£15.00	£19.29	n/a	£17.62	n/a
Superfast 1 (18m)	£15.00	£12.06	n/a	£10.39	n/a
Superfast 2 (18m)	£15.00	£15.37	n/a	£13.71	n/a
Gigafast 100 (12m)	£15.00	£22.25	£19.36	£18.38	£15.19
Gigafast 200 (12m)	£15.00	£26.71	£23.53	£22.55	£19.36
Gigafast 500 (12m)	£15.00	£30.88	£27.69	£26.71	£23.53
Gigafast 1000 (12m)	£15.00	£39.21	£36.03	£35.05	£31.86
Gigafast 100 (18m)	£15.00	£18.30	£15.11	£14.13	£10.94
Gigafast 200 (18m)	£15.00	£22.46	£19.28	£18.30	£15.11
Gigafast 500 (18m)	£15.00	£26.63	£23.44	£22.46	£19.28
Gigafast 1000 (18m)	£15.00	£34.96	£31.78	£30.80	£27.61

For example, if you are on the 18 month Non-Vodafone Mobile Superfast 1 plan (as set out above) and terminate your agreement with us with 4 months remaining in your Minimum Period, your Early Termination Fee would be £63.24 (£12.06 charge x 4 months left in contract plus one-off cease fee of £15.00).

## Direct Dialed Call Charges

Call charges are in pence per minute, with a charging period determined by the time you are connected to the network. If the price point is published as price per minute (ppm) then charging is rounded up to the nearest minute. Fixed fee charges are not rounded as these are not based on call duration.

Call durations are accurate to the nearest second.

The rates set out in the Call Charge Guide at [www.vodafone.co.uk/callchargeguide](http://www.vodafone.co.uk/callchargeguide) only apply in respect of out of bundle usage.

Any inclusive minutes purchased via one of our Home Phone extras are subject to a 60-minute maximum duration per call. Standard call charges apply if you exceed the 60-minute maximum duration. To continue making inclusive calls simply hang up and redial before the 60 minutes.

Please be aware of any manufacturer specific issues which may affect your call charges (such as your home phone manufacturer). For more information, please refer to your device's manufacturer documentation.

Details of our call charges and how we calculate and round up call charges can be found in our Call Charge Guide at [www.vodafone.co.uk/callchargeguide](http://www.vodafone.co.uk/callchargeguide).

## Vodafone Home Phone Services

**Call costs:** Details of our call costs are set out in the detailed Price Plan. The most up to date version can be found at [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide).

We will publish these changes on our Website, so please check [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide) regularly. The changes will take effect when posted on the Website. Further terms may apply, see [www.vodafone.co.uk/priceguide](http://www.vodafone.co.uk/priceguide) for details.

**Evening & Weekend Calls:** We apply all-inclusive tariffs to the first 60 minutes of UK landlines only (for numbers beginning 01, 02, 03) which you dial directly starting on weekday evenings and throughout the weekend. Please see details of our all-inclusive calling periods above.

If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60-minute call cap. Further details of call charges and Broadband fees can be found in this Price Plan and at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

**Anytime Landline & Mobile:** We apply all-inclusive tariffs to the first 60 minutes of UK landlines (numbers beginning 01, 02, 03) and UK mobile numbers (numbers beginning with 07) which you dial directly. Anytime calls can be made during daytime, evening & weekend periods. Inclusive calls are to UK mobiles only (this does not include other numbers that begin with 07 such as personal numbers, Wi-Fi services etc.).

If you wish to avoid additional call charges you should re-dial before 60 minutes have passed. Standard call charges apply if you exceed the 60 minute call cap. Full details of call charges and Broadband fees can be found in this Price Plan and at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

**International 300:** Includes 300 minutes of calls to landlines to pre-defined International destinations and calls to mobiles to limited destinations each month (see below for included countries). Minutes above 300 will be charged at standard international calling rates plus prevailing call connection charge. You must keep your International 300 package for at least 30 days. Available to Vodafone Home Broadband and Phone customers only.

We reserve the right to vary the inclusive minutes and/or the countries included within the International 300 package. We will publish these changes on our website, so please check [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband) regularly. The changes will take effect when posted on the website. Further terms and conditions may apply, see [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband) for details. Inclusive destinations: Andorra, Argentina, Australia, Austria, Azores, Bangladesh (incl. Mobile), Belgium, Bulgaria, Canada (incl. Mobile), Canary Islands, China (incl. Mobile), Croatia, Cyprus, Czech Republic, Denmark, France, Germany, Greece, Hong Kong, Hungary, Iceland, India (incl. Mobile), Ireland, Israel, Italy, Japan, Korea South, Luxembourg, Madeira, Malaysia, Malta, Martinique, Netherlands, New Zealand, Poland, Portugal, Puerto Rico (incl. Mobile), Romania, Singapore (incl. Mobile), Slovakia, Slovenia, Spain, Sweden, Taiwan, Thailand (incl. Mobile), USA (incl. Mobile)

**Number transfer:** Our ability to transfer your number is subject to availability.

**Last number call back:** Where a charge applies for using 1471 Call Return feature the cost is detailed in this Price Plan, plus any standard call connection and pence per minute rates.

**3 Way Calling:** Where a charge applies for using the 3 Way Calling feature the cost is detailed in this Price Plan, plus the standard call connection and pence per minute rates.

**Subscription features:** Where a feature or feature bundle attracts a monthly subscription charge, you must retain the feature for a minimum of 30 days. Costs are detailed in this Price Plan.

## Vodafone Broadband Services

**Broadband and Wi-Fi Speeds:** Any Vodafone broadband speeds referred to in this Price Plan, on our Website or any of our other materials are maximum download speeds.

Broadband speeds are dependent on all hardware, computing and other equipment components meeting certain minimum specifications, being fully functional and working at full speed.

The range of wireless equipment can vary according to the layout of your home. Other factors can also impact internet speeds, such as distance of your home from the network exchange, the number of people using the internet, the level of use of the internet and other environmental and technological influences.

Please refer to our Vodafone Home Broadband and Phone Guides within our Service Pack for further information.

**Vodafone Broadband Router:** We will provide a Vodafone Broadband Router to any new customers who wish to take our Vodafone Home Broadband and Phone Services (subject to successful Vodafone Home Broadband and Phone Services availability checks and credit checks). To connect wirelessly to the router, your equipment will need to have wireless compatibility in order to be able to access the internet.

**Downloading third party content:** A copyright owner's permission may be required for downloading protected content. Downloading protected content without the copyright owner's consent may constitute a criminal offence. Further details are contained in our Vodafone Home Broadband and Phone Acceptable Use Policy at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband).

**Content Controls:** Content Controls are currently available to all Vodafone Broadband customers. Content Controls will be automatically set to off as default.

Users can choose and change their Content Control settings at any time by accessing their account via [www.vodafone.co.uk/myvodafone](http://www.vodafone.co.uk/myvodafone).

Content Control may not block all unsafe or inappropriate online content and is intended only to assist parents with keeping their family safe online. Vodafone accepts no responsibility for personal online activity.

**Third party anti-virus software:** Whilst Vodafone recommends the use of anti-virus software, we are not responsible for its performance or any impact which it may have to your systems, equipment or any materials stored on those systems or equipment.

Please refer to the End User License Agreement with the relevant third party anti-virus software provider.

**Pre-order window:** The pre-order window is defined as the period prior to the network being available in each geographical area. During this period Vodafone may offer a discount on installation costs.

**Non-standard installation:** Where over 15 metres of fibre is required to connect your premise to the network, a non-standard installation fee may be payable. We will confirm at point of sale which installation is applicable to you

**Returns Policy:** Our Vodafone Home Broadband and Phone Delivery and Returns Policy (including details relating to your Cooling Off Period) can be found at [www.vodafone.co.uk/broadband](http://www.vodafone.co.uk/broadband) (and will be referenced in the FAQ section of our Website).