

# Enterprise price plan guide



## Emergency Home Worker Plan & Emergency Data Bundles

This Price Plan Guide applies to the Vodafone Emergency Home Worker Plan & Emergency Data Bundles and is incorporated into the Commercial Terms between Vodafone and Customer and, together with the General Terms and Mobile Service Terms, shall form the Agreement for the Vodafone Emergency Home Worker Plan & Emergency Data Bundles. All Charges exclude VAT.

### 1. Emergency Home Worker Plan and Emergency Data Bundles Conditions for plans taken after the 12<sup>th</sup> May 2020:

The Emergency Home Worker Plan and Emergency Data Bundles "Emergency Products" are only available:

- to an existing Vodafone Customer;
- on a 30 day rolling contract; and
- for the number of FTE employees of the Customer, minus any existing Vodafone connection(s).

The charge for the Emergency Products will be added to the Customer's monthly bill.

Vodafone reserves the right to terminate the Emergency Products at any point. Vodafone will give the Customer 30 days' notice prior to terminating the Emergency Products.

Customer may terminate the Emergency Products at any time by serving notice to Vodafone in accordance with the General Terms.

Where a Customer or Vodafone terminates, the Customer will be charged a prorated amount for the number of days from the date of the Customer's last bill, to the date of termination including any out of bundle charges.

Upon termination of the connection by Vodafone, or Customer, Customer can request that the Emergency Home Worker Plan be upgraded to an alternative standard Vodafone Price Plan by paying the applicable charge, and accepting the applicable terms and conditions.

### 2. Emergency Home Worker Plan:

#### Voice calls, internet and messaging within the UK from UK mobiles

Standard UK call charges (1 minute minimum call charge)		Charge per minute
Calls to any Vodafone UK mobile, standard UK landline (starting 01,02 or 03) within the UK		45.84p
Calls to other UK mobile networks within the UK		45.84p
Video calling to any Vodafone UK mobile within the UK		45.84p
Video calling to other UK mobile networks within the UK		45.84p
Video calling to international mobile networks		To Europe £1.25 To ROW £2.50
Standard UK text charges		Charge per message
Standard UK text message		29.17p
Standard UK picture message		45.84p
Standard UK video message		45.84p
Non-geographic call charges (one minute minimum call charge)		Charge per minute
Non-geographic numbers starting 0500		45.84p
Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844, 0845		54.16p a minute plus a service charge* (one-minute minimum call charge)
Non-geographic numbers starting 0800, 0808		Free
Charity numbers starting 0800 or 0808		Free – <a href="#">more details</a>
Radio-paging services (starting 076)		45.84p a call
Personal numbering services (starting 070)		45.84p
		Calls to other UK mobile networks rate (Personal numbering services (starting 070) are part of the Customer's UK minutes bundle inclusive in plan. Any out of bundle charges will be charged at the above rate).
Call forwarding services (e.g. 07744, 07755)		45.84p
Premium rate charges		Charges
Premium rate services (starting 09)		54.16p a minute plus a service charge* (one-minute minimum call charge)

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Voice short codes. These are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider will let you know the cost of the call.

Free to £2.00 per minute (one-minute call charge)

### Directory enquiries call charges (one minute minimum call charge)

### Charge per Minute

Calls to Vodafone's preferred directory enquiry number (118 881)

54.16p a minute, plus a service charge of 80p a minute (one-minute minimum call charge)

Calls to directory enquiries numbers (118)

54.16p a minute plus a service charge\* (one-minute minimum call charge)

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

\* A service charge also applies for calls to numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as your bank or travel agent). More information is available at [www.ukcalling.info](http://www.ukcalling.info)

## International calls, texts and video calls from the UK

### International calls (one minute minimum call charge)

### Charge per Minute

Calls to the EU and EEA (Iceland, Lichtenstein and Norway)

15.83p

Calls to Other European Destination

£1.25

Calls to any Other Worldwide Destination

£2.50

### Text messages (per message)

### Charge per Text

To the EU and EEA (up to 160 characters) per text

5p

To Other European Destination (up to 160 characters) per text

29.17p

To any Other Worldwide Destination (up to 160 characters) per text

54.16p

### Video calls (1 minute minimum call charge)

### Charge per Minute

Worldwide

To Europe £1.25

To ROW £2.50

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

### Countries within each international group:

**EU and EEA:** Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, French Territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal (inc. Azores & Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden,

**Other European destination:** Andorra, Monaco, San Marino, Switzerland, Turkey (including Turkish sector of Cyprus)

**Other worldwide destination:** All other countries

Calls to the Channel Islands or Isle of Man from the UK

Making a call to the Channel Islands or the Island of Man will not be included in Customer's monthly price plan.

Standard calls (one minute minimum call charge)	Charge per Minute
Calls to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	45.84p
Text messages (per message)	Charge per Text
Texts to Channel Islands or Isle of Man numbers starting 01481, 01534 or 01624	29.17p

Where applicable, Charges have been rounded up to 2 decimal places to ensure accuracy of invoices.

Calls, texts and data outside the UK

Vodafone divides the world into zones which carry different charges. As zones, countries and charges change from time to time, please check Vodafone's website before travelling at [vodafone.co.uk/workingabroad](http://vodafone.co.uk/workingabroad).

Zone	Making calls & Sending texts within Europe Zones and Back to the UK; Using the internet					Making Calls & Sending SMS from Europe Zones to any other Zone			Sending Picture messages	Receiving calls
Roam-Free (Europe Zone 1, Europe Zone 2)	Usage taken from inclusive UK allowance, or charged at home rate					Usage charged at International rates			Usage taken from inclusive UK allowance, or charged at home rate	Free
Zone	Receiving calls; Making calls & Sending texts within the country and Back to the UK; Using the internet					Making Calls & Sending SMS from Europe Zones to any other Zone			Sending Picture messages	Receiving calls
Roam-Further*	Usage taken from inclusive UK allowance, or charged at home rate					Usage charged at International rates			45p per picture message	Free
	£5 daily fee charged									
Zone	Making calls back to the UK (per min)	Making calls to the Europe Zones (per min)	Making calls to Rest of World Zones (per min)				Receiving Calls (per min)	Sending Texts (per text)	Sending Picture messages (per picture message)	Using the Internet
			Zone 1	Zone 2	Zone 3	Zone 4				
Zone 1	50p	£1.25	50p	£1.67	£1.67	£1.67	30p	7p	55p	10p per MB
Zone 2	£1.00	£1.25	£1.67	£1.00	£1.67	£1.67	60p	25p	55p	50p per MB
Zone 3	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£1.30	50p	55p	£1.50 per MB
Zone 4	£2.00	£2.00	£2.00	£2.00	£2.00	£2.00	£1.50	50p	55p	£6.00 per MB

\* Customers will receive these rates if either (1) they have been automatically opted in to Vodafone Global Roaming/Roam Further (they will be notified if this is the case) or (2) if they have voluntarily opted in to World Traveller.  
In Roam free destinations (Europe Zone 1 and 2) and Roam further destinations calls are charged by the second with a one-minute minimum call charge.

In Rest of World Zones 1,2,3,4 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.  
Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply.

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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.

### List of Countries by Zone for Red Entertainment and Unlimited Max plans with Vodafone Global Roaming Plus taken after 15<sup>th</sup> August 2018:

**Roam-Free::** Albania, Anguilla, Antigua and Barbuda, Aruba, Australia, Austria, Azores, Barbados, Belgium, Bermuda, Bosnia and Herzegovina, British Virgin Islands, Bulgaria, Canada, Canary Islands, Cayman Islands, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Estonia, Faroe Islands, Finland, France (Incl. Corsica), French Guiana, Germany, Ghana, Gibraltar, Greece, Grenada, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy (Incl. Vatican City), Jamaica, Jersey, Kenya, Latvia, Lesotho, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Mexico, Monaco, Montserrat, Mozambique, Netherlands, New Zealand, Norway, Poland, Portugal, Reunion, Romania, Saba, Saint Martin, San Marino, Sint Eustatius, Sint Maarten, Slovakia, Slovenia, South Africa, Spain (Incl. Balearic Islands), St Kitts and Nevis, St Lucia, St Vincent and Grenadines, Sweden, Switzerland, Trinidad and Tobago, Turks and Caicos Islands, United States

**Roam Further:** Afghanistan, Andorra, Argentina, Armenia, Bahrain, Bangladesh, Bonaire, Brazil, Cambodia, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of the Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kazakhstan, Korea, Kuwait, Laos, Macau, Macedonia, Malaysia, Moldova, Mongolia, Montenegro, Morocco, Myanmar, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Samoa, Saudi Arabia, Serbia, Singapore, Sri Lanka, Sudan, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Turkey, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam

**Rest of World Zone 1:** Azerbaijan, Bahamas, Benin, Bhutan, Botswana, Brunei, Burkina Faso, Cameroon, Central African Republic, Chad, French Polynesia, Gabon, Guam, Iran, Iraq, Ivory Coast, Madagascar, Niger, Nigeria, Palestinian Territory, Republic of the Congo, Rwanda, Seychelles, Solomon Islands, Tajikistan, Togo, Uganda, Venezuela, Yemen, Zambia

**Rest of World Zone 2:** Algeria, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe

**Rest of World Zone 3:** Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia

**Rest of World Zone 4:** Angola, Belize, Comoros, Cook Islands, Cuba, Djibouti, East Timor, Equatorial Guinea, Ethiopia, Falkland Islands, Greenland, Lebanon, Maldives, New Caledonia, Saint Helena

### Inclusive Roaming Fair Usage Policy

If you have one of our Unlimited plans, data usage when roaming is capped at 25GB per billing month in Roam-free and Roam further destinations. We will notify you as you approach this limit. If you reach this limit, you will need to purchase an additional data bundle to continue using data in a Roam-free or Roam-further destination until your monthly allowance renews. Please go to <http://www.vodafone.co.uk/travelling> for details of our additional data bundles. Any unused data on additional data bundles you have purchased will expire at the end of your billing period. Roam-free, Roam-further Europe Zone 1 and 2 are intended for periodic travel and not for users roaming on a semi-permanent or permanent basis.

If customers use their mobile in our Europe Zone 1 and 2 for more than 50% of the time in any 4 month rolling period, they will receive a text requesting more moderate use of our roaming services.

If customers' usage in our inclusive Europe Zone 1 and 2 continues to exceed 50% as described above, over the 2-week period following the first notification, customers may be charged for further use or we may bar them from using our roaming services. Customers will be notified before we do this.

## 3. Emergency Data Bundles:

### Emergency Shared Data Bundles

Opt in Options for Using Data in the UK:

Emergency Shared Data Bundles can be added together (e.g. 1GB and 3GB added together will give a data bundle of 4GB). Customer cannot add two of the same bundles together (e.g. 1GB and 1GB).

The Emergency Shared Data Bundles can be used while roaming if opted in Business Traveller, Public Sector Traveller, Eurotraveller and World Traveller.

Emergency Shared Data Bundle	Recurring charge
Emergency 5GB Shared Data	£9.25
Emergency 10GB Shared Data	£18.51
Emergency 20GB Shared Data	£37.03
Emergency 50GB Shared Data	£92.60
Emergency 100GB Shared Data	£185.20
Emergency 250GB Shared Data	£463.01
Emergency 500GB Shared Data	£926.03

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The Emergency Shared Data Bundles can be used with the following tariffs: Business Advance, Business Plus including One Net Anywhere and One Net Business versions, Business Freedom using 4G Data Sharer, Public Sector Sharer, Public Sector with 4G Data sharer, any tariff where 4G Data sharer is added, Red Sharer.

Any usage outside of the Shared Data Bundle allowance is charged as per the charges listed in the Price Plan Guide for the base price plan. All Price Plan Guides are available on <https://www.vodafone.co.uk/terms-and-conditions/index.htm>

### Emergency Single User Data Bundle

Emergency Single User Data Bundle	Recurring charge
Emergency Unlimited Data	£18.51

The Emergency Single User Data Bundle can be used while roaming if opted in Business Traveller, Public Sector Traveller, Eurotraveller, World Traveller, Global Roaming and Global Roaming Plus.

The Emergency Single User Data Bundle can only be used with single user price plans. It cannot be used with sharing price plans, including the following: Business Advance, Business Plus including One Net Anywhere and One Net Business versions, Business Freedom using 4G Data Sharer, Public Sector Sharer, Public Sector with 4G Data sharer, any tariff where 4G Data sharer is added, Red Sharer.