



## Your 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.

### When these charges will apply

Your plan includes a monthly allowance for calls to any mobile network within the UK, standard UK landlines (starting 01,02,03) and voicemail. It also includes a monthly 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 Zone A destinations, standard UK landlines (starting 01,02,03), voicemail, standard text messages and 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. You can view our range of extras at [vodafone.co.uk/extras](http://vodafone.co.uk/extras) or in your "MyVodafone" app.

### How we charge for data usage

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.

### Our UK data charges

Plan type	Cost
<b>Plans without a data allowance</b> You'll be charged for data as you browse	<b>£2.50</b> per 100MB
<b>Plans with a data allowance</b> You'll be charged for data once you've exceeded your allowance	
Pay monthly phone plans that started before 3 April 2015, or between 5 May 2016 and 9 July 2019	<b>£6.50</b> per 250MB
SIM only plans that started before 16 August 2015, or between 5 May 2016 and 9 July 2019	<b>£6.50</b> per 250MB
Red or Red Value Bundle Pay monthly phone plans that started between 3 April 2015– 4 May 2016	<b>£6.50</b> per 500MB
SIM only plans that started before 16 August 2015, or between 5 May 2016 and 9 July 2019	<b>£6.50</b> per 500MB
Pay monthly plans and SIM only plans that started on or after 10 July 2019, excluding Red and Unlimited plans	<b>£6.50</b> per 250MB
Data on the go plans	<b>£6.50</b> per 250MB
Red plans starting on or after 10 July 2019	See <a href="http://vodafone.co.uk/extras">vodafone.co.uk/extras</a> or your "MyVodafone" app

## Mobile data speed limits

Mobile data speed limits apply to our Vodafone Unlimited Lite and Vodafone Unlimited plans only. The maximum upload and download speeds you could experience on your device with these plans are as follows: Vodafone Unlimited Lite – 2Mbps and Vodafone Unlimited – 10Mbps. If you have chosen one of these plans, please note you are not guaranteed to experience the maximum speed stated for your particular plan – the actual speed you experience will depend on a number of factors including location, network coverage and network signal.

## Expected upload and download speed

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 [vodafone.co.uk/coverage](https://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).

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.

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

Standard UK call charges	Cost per minute before 5 April 2023 (one-minute minimum call charge applies)	Cost per minute from 5 April 2023 (one-minute minimum call charge applies)
Calls to any Vodafone UK mobile, standard UK landline (starting 01, 02, 03) and voicemail	55p	62p
Other mobile networks within the UK	55p	62p
*Non-geographic numbers (084, 087, 09, 118) per minute Access Charge, plus an additional Service Charge	65p	74p
Freephone numbers starting 0800, 0808	Free	Free
Radio-paging services (start 076)	55p (per call)	62p (per call)
Call forwarding services (e.g. 07744, 07755)	55p	62p
Video calling to Vodafone UK mobiles	55p	62p
Video calling to other UK mobiles	55p	62p
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 per minute (one-minute minimum call charge applies)	Free to £2 per minute (one-minute minimum call charge applies)
Calls to 159 numbers	Free	Free

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

- i. Vodafone’s Access Charge is the cost to connect the call
- ii. The Service Charge which is set by the service or organisation you’re calling.

To find out more, visit [vodafone.co.uk/help-and-information/costs-and-charges/charge-checker-uk](https://www.vodafone.co.uk/help-and-information/costs-and-charges/charge-checker-uk)

All standard UK call charges, including voicemail, within your minutes allowance are charged by the minute 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 on your handset. Charges of shortcode services are listed in the merchants promotional material or adverts for the service. Total charges will vary depending on the service provided by merchant and will be subject to the merchant’s own charges. Please refer to the Vodafone Charger Checker service for more information. <https://www.vodafone.co.uk/help-and-information/costs-and-charges/charge-checker-uk>

UK messages	Cost per message before 5 April 2023	Cost per message from 5 April 2023
Long text message (over 160 characters)	35p	40p
Picture messages (up to 300kb)	55p	62p
Video messages	55p	62p
Non-standard UK text messages e.g. call forwarding services (e.g. 07744, 07755)	55p	62p
Standard network rate for texting a shortcode	15p	17p
Calls to charity numbers	Cost	Cost
Charity numbers starting 0800 or 0808	Free – see <a href="https://www.vodafone.co.uk/pmcharges">vodafone.co.uk/pmcharges</a>	Free – see <a href="https://www.vodafone.co.uk/pmcharges">vodafone.co.uk/pmcharges</a>

## Our International Charges

An international call or text is one made from within the UK on our UK network to a mobile network or landline outside of the UK.

International calls, texts and video calls from the UK	Cost before 5 April 2023	Cost from 5 April 2023
<b>International calls</b> (one-minute minimum call charge applies)		
EU and EEA (Iceland, Lichtenstein and Norway) destinations for Pay monthly and SIM only plans	19p per minute	21p per minute
Other European destinations	£1.50 per minute	£1.71 per minute
The Rest of the World	£3 per minute	£3 per minute
<b>Text messages</b>		
EU and EEA (Iceland, Lichtenstein and Norway) destinations for Pay monthly and SIM only plans	6p per minute	6p per minute
Rest of the World (up to 160 characters)	65p per minute	74p per minute
<b>Video calls</b>		
Worldwide	See <a href="https://www.vodafone.co.uk/pmcharges">vodafone.co.uk/pmcharges</a>	See <a href="https://www.vodafone.co.uk/pmcharges">vodafone.co.uk/pmcharges</a>

## Channel Islands and Isle of Man charges

Making a call to the Channel Islands (Guernsey or Jersey) and the Isle of Man will not be included in your monthly allowance.

Channel Islands and Isle of Man charges	Cost before 5 April 2023	Cost from 5 April 2023
<b>Text messages</b>		
Standard text to Channel Islands (Guernsey and Jersey) and Isle of Man	35p per message	40p per message
<b>Standard Calls</b> (one-minute minimum call charge applies)		
Standard call to Channel Islands (Guernsey and Jersey) and Isle of Man	55p per minute	62p per minute

All international calls are charged by the minute with a one minute minimum call charge.

To find out more, visit [vodafone.co.uk/international](https://www.vodafone.co.uk/international)

## Charges for using your phone abroad

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](https://www.vodafone.co.uk/travelling) for the latest information on our charges.

	Making calls, Sending Texts & Using Data		Receiving calls		Sending picture messages	
	Cost before 5 April 2023	Cost from 5 April 2023	Cost before 5 April 2023	Cost from 5 April 2023	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*	Free	Free	55p per picture message	62p per picture message
<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*	Free	Free	66p per picture message	75p per picture message

<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*		Free	Free	66p per picture message	75p per picture message
	<b>Making calls</b>	<b>Sending texts</b>	<b>Using data</b>	<b>Receiving calls</b>		<b>Sending picture messages</b>	
<b>Roaming in Rest of World Zone 1</b>	60p per min	8p per text	12p per MB	36p per min		66p per picture message	
<b>Roaming in Rest of World Zone 2</b>	£1.20 per min	30p per text	60p per MB	72p per min		66p per picture message	
<b>Roaming in Rest of World Zone 3</b>	£2.40 per min	60p per text	£1.80 per MB	£1.56 per min		66p per picture message	
<b>Roaming in Rest of World Zone 4</b>	£2.40 per min	60p per text	£7.20 per MB	£1.80 per min		66p per picture message	

Additional charges may apply when calling non-UK numbers, or calling and texting non-standard numbers – please visit [vodafone.co.uk/travelling](http://vodafone.co.uk/travelling) for a full list of charges.

In inclusive roaming destinations and zones B, C and D calls are charged by the minute with a one minute minimum call charge.

In Rest of World Zones 1, 2, 3 and 4 we will charge you for the call you make, or 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.

\*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:

- £0.033p per minute for calls
- £0.01p per SMS
- £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 qualify for a Flexi-upgrade (see your Welcome Letter for details), you'll need to pay a fee if you upgrade early. The fee is based on the cost of the equipment and the remaining time left on your contract, and can be calculated as follows:

**Equipment 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 (inc. VAT) X remaining contract (months) X 98%**

### 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 e.g. Vodafone Advantage. 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 [vodafone.co.uk/support](https://vodafone.co.uk/support)

### General

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 call, text, video and data charges by checking [vodafone.co.uk/pmcharges](https://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.

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.

**Feb 2023**

# Your Airtime Agreement with us

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.

This agreement (your Agreement) applies to consumer customers who take out a pay monthly consumer airtime plan for their own personal use and small business customers that have fewer than ten (10) connections or employees (Small Business Customers).

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 General Network Terms and Charges Guide which covers (i) the SIM card/eSIM profile; (ii) any services you use in your plan; and (iii) your Vodafone OneNumber Pay monthly plan. It doesn't cover any equipment however see "equipment subsidy" below. We'll send these to you by post or email.

We also encourage you to take a look at our Returns and Acceptable Use Policies which also make up your "Agreement" with us. You can find these documents at <http://www.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 [www.vodafone.co.uk/privacy](http://www.vodafone.co.uk/privacy).

### Joining us and charges

**The basics.** When you join us we'll agree certain things with you and set them out in your **Order Form** or **Welcome Letter**. These documents will include important information like:

1. how long we'll provide our services to you and the minimum period you have agreed to stay with us;
2. your chosen services and how much these will cost you every month;
3. additional services you have chosen as part of your plan, when they start and end and when you'll be charged for these; and
4. any upfront charges you've paid or may have to pay for your equipment where applicable.

**Charging.** Your **Charges Guide** sets out current pricing information about out of bundle charges (charges for messaging, minutes, and data) as well as charges for additional services which are not included in your monthly plan charge. It also includes roaming charges which may be a lot higher than your UK standard charges. All these charges will be added to your bill as and when you use the services. It also explains the speed limits that apply to some of our plans – please see the Charges Guide for further details.

**Charging – Vodafone OneNumber customers.** Your Vodafone OneNumber plan does not include any allowance for calls, messaging or data usage. Your Vodafone OneNumber plan will use the allowance from your mobile plan (the **"Primary Account"**) linked to your Vodafone OneNumber account (the **"Secondary Account"**). The Charges Guide sets out the current pricing information about out of bundle charges applicable to Vodafone OneNumber customers where your Primary Account has depleted its allowance and for charges for additional services which are not included in your Primary monthly plan charges. All these charges will be added to your bill as and when you use the services. Please check our FAQs to confirm whether your Vodafone OneNumber device is able to roam.

**Payment.** You'll need to pay for all charges within 7 days of the date of your bill. We ask that you pay by direct debit so please contact us if you wish to pay by other means. Where VAT applies, it will be included in the charges. If you pay late we'll charge interest of 2% above the base rate of Barclays Bank each year and you'll also need to pay a reasonable charge to compensate us for the administration costs incurred (see your Charges Guide).

**Mobile upgrade.** We don't have to offer you an upgrade but if we do we'll agree a new plan, minimum period and any applicable equipment with you. Unless you have upgraded via 'flexi upgrade' your new minimum period will not start until you have seen out your original minimum period. We'll discuss the options with you when you qualify for an upgrade.

**In addition, the following also applies to Vodafone OneNumber customers:**

**Vodafone OneNumber plan.** Vodafone OneNumber plans are only available to new and existing consumer and Small Business Customers on a compatible Vodafone Red or Unlimited consumer Pay monthly or SIM only phone plan who have a compatible mobile phone. Your Vodafone OneNumber device will be linked to this account and will be referred to as your **"Primary Account"**.

You can check whether you have a compatible plan and phone for your selected Vodafone OneNumber device by checking our website.

### Important Information and Limitations – Vodafone OneNumber

- Your Vodafone OneNumber device must be on the same account as your Primary Account and will be referred to as your **"Secondary Account"** for the purposes of this Agreement.
- Your Vodafone OneNumber device must be paired to the phone on your Primary Account in order to use data or receive/make calls and receive/send messages on your Vodafone OneNumber device.
- Without a Primary Account your Vodafone OneNumber device will not function fully. Please refer to our Frequently Asked Questions for further details.
- Your Vodafone OneNumber account will utilise the texts, minutes and data included in your Primary Account plan.
- If you (i) terminate your Primary Account, (ii) migrate your Primary Account from a Vodafone OneNumber compatible plan to a non-compatible plan, or (iii) no longer have a compatible phone, you will not be able to use the texts, minutes and data included in your Primary Account plan for your Vodafone OneNumber device. Further use of your Vodafone OneNumber device will be charged in accordance with the out of bundle rates. Please see the Charges Guide for details.
- You will need to contact us should you terminate your Primary Account, migrate your Primary Account to a non-compatible plan, or no longer have a compatible phone.
- If the phone paired to your Vodafone OneNumber device is switched off depending on your device type you may not receive messaging on your Vodafone OneNumber device.
- Vodafone OneNumber and 4G and Wi-Fi Calling are not available to One Net Anywhere Small Business Customers.

**Vodafone OneNumber, changing plans** – if your Primary Account is cancelled you may wish to change your Secondary Account plan. Where this is possible we will agree a new plan for your Secondary Account and a new minimum period with you.

This service does not work with Vodafone Passes, if you have a Vodafone Pass it will be automatically removed from your Primary Account when you take out your Vodafone OneNumber plan.

### During your agreement with us

**Using the services.** You're responsible for other people that use your equipment and services which are only for your personal non-commercial use. We own the SIM card/eSIM profile and reserve the right to change the SIM card/eSIM profile and mobile number at any time. You may only use equipment that is approved for use on our network. For more information on using our services and restrictions please review our Acceptable Use Policy.

### Usage limits on your account:

**We may decide to set a usage limit.** We may set a monthly call and/or internet limit on your account. We may increase or remove this if we carry out a credit check. You may be able to go over your limit, but if this happens, you must pay all charges. If your usage increases significantly we may ask for a part payment so you can continue to use the services. Your Vodafone OneNumber service will utilise the texts, minutes and data included in your Primary Account plan. If your Primary Account is disconnected, you will incur charges in accordance with the Charges Guide. Some Vodafone OneNumber devices will require 4G coverage in order to use mobile internet.

**You may decide to set a usage limit.** If you are a new or upgrading customer, you will have the option to set and manage a monthly usage limit to control out of bundle charges. This limit will apply to charges and services (for example any calls, messaging, data usage, picture messages, app purchases and roaming in certain countries) that aren't included in your plan. It doesn't include any Pay monthly extras or other recurring charges that you choose to purchase.

### Changes to the Agreement.

- a) We may change your Agreement, our services or charges at any time in order to do one or more of the following:
  - i) Change the way in which we provide services to you (for example, allowing you to call a new category of number with your airtime plan);
  - ii) Change the structure of our services, charges or equipment (where applicable);
  - iii) Change the amount payable for part of the services, including without limitation additional services (for example, we may change the amount payable for certain types of calls if our international partners increase their costs);
  - iv) Remove and/or replace some or all of the equipment (where applicable);
  - v) Place limits on the way you use our services (for example, if we suspect that you have committed an illegal act while using our services);
  - vi) Stop providing all or part of the service to you (for example, if we're no longer able to provide a part of the service at your address);
  - vii) Additional services (Pay monthly extras, content services, insurance, etc.) We may increase the charges for an additional service that does not form part of the main service. Charges for additional services may change from time to time and may be outside of Vodafone's control. We'll notify you of these changes unless the services are offered by a third party;
  - viii) If you have purchased an entertainment plan but have not selected your preferred entertainment option, we may change the choice of entertainment options available part way through your plan; or
  - ix) Out of bundle services (additional minutes, texts, data, roaming, international calls, etc.). We may increase charges for out of bundle services at any time. Any increase to roaming charges above those set out in the paragraph below (Annual adjustment to your Airtime Plan, Out of Bundle Charges and OneNumber charges) will be linked to increases in the wholesale rate notified to us by other providers. Such increases will occur no more than quarterly.
- b) We are also entitled to make the following changes to the Agreement, our services or charges together, the "Permitted Changes".

- i) **Annual adjustment to your Airtime Plan, Out of Bundle Charges and OneNumber charges.** Each April, your monthly plan charge, all out of bundle charges and OneNumber charges (as applicable) will increase by an amount equal to the Consumer Price Index rate published by the Office for National Statistics in January ("CPI rate") plus an additional 3.9% on top of the CPI rate. We will apply that CPI rate plus 3.9% adjustment from your April bill. In the event that the CPI rate is negative, this will be ignored but the additional 3.9% will still apply. For roaming charges, such annual adjustment will apply from April 2023 onwards
- ii) We may remove any benefits, discounts or additional services that we told you would expire part way through your plan when you purchased, provided we remove them at or after the time we told you they would expire;
- iii) We may make administrative or technical changes;
- iv) We may make changes that have no negative effect on your use of the service;
- v) We may make changes that are to your benefit;
- vi) We may provide new features of the service to you;
- vii) We may maintain or improve the services we provide;
- viii) We may clarify the Agreement so it is easier to understand;
- ix) We may make changes required by:
- applicable laws;
  - regulations;
  - codes of practice;
  - a regulator; or
  - a court of competent jurisdiction;
- x) We may reflect a change in the way we organise and/or operate our business; or
- xi) We may reorganise where certain terms of the Agreement are set out.
- c) We don't know what will happen in the future, so we may need to change your Agreement, our services, or charges for a reason other than those specified above in part a) and b).

**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/coverage](http://www.vodafone.co.uk/coverage)). There are a number of reasons why you may find problems with the services and these include 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 credit of your plan charge 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 credit of your charges 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 equity we 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>

**Lost or Stolen Equipment.** If your physical SIM card is lost or stolen or if your device containing your physical SIM or eSIM profile is lost or stolen, you must tell us as soon as possible so we can suspend our services and stop someone else using it. Your maximum liability for charges incurred up until you notify us will be as follows:

**Notification within 24hrs:** £100 maximum

**Notification 24hrs – 5days:** £500 maximum

**Notification 5 days+:** all charges until you have reported to us.

You'll also continue to pay all the remaining plan charges for our services for the minimum period, even if your SIM card or equipment is lost or stolen.

## Leaving us / suspending the services

**Cancelling, returns and faulty equipment.** Please read our Returns Policy for details on how to do this. It also sets out what to do if your equipment is faulty and how you can return your equipment or get your equipment fixed or replaced.

### If you want to end the Agreement

**(i) Because you simply want to leave us.** If you request a Porting Authorisation Code (PAC) or Service Termination Authorisation Code (STAC) from us because you wish to port your number to another provider or switch to another provider without a port, it will be valid for 30 days from when it is issued to you. Your service will switch to the new provider within one working day of you providing your PAC or STAC to them. This Agreement will terminate when your service has switched to your new provider. If you do not use a PAC or STAC within the 30-day period, the Agreement and your Airtime Plan will continue. You can request a PAC or STAC at any time.

You can cancel your Airtime Plan at any time without requesting a PAC or STAC but you'll need to give us 30 days' notice.

**Termination fee.** If you're within the minimum period of your Airtime Plan when you leave us, you'll need to pay an early termination fee. Where you're required to pay an early termination fee, your Charges Guide gives you a calculation to work out how much this will be. If you have requested a PAC or STAC, we will notify you of any early termination fee that may be payable when you request the code.

(ii)

**(iii) Because of changes.** If we make a change to the Agreement, the services or the charges which (i) has a negative impact on your use of the service (in Vodafone's reasonable opinion) and (ii) is not a Permitted Change, as set out in the Changes to the Agreement section above, you will have a right to leave your Agreement without paying an early termination fee (although you'll need to pay for your equipment

subsidy if applicable, see terms regarding equipment for details). If that's the case, we'll usually give you at least 30 days' notice but sometimes it might be less than that if we are prevented from giving you notice for legal or regulatory reasons. To exercise your right to leave without paying an early termination fee, you'll need to tell us within that 30-day period. If you take no action within 30 days of us telling you about the changes you'll be considered to have accepted those changes. Please note, you will not have a right to leave the Agreement early without paying an early termination fee where we exercise our right to increase the charges you pay by the rate of CPI plus 3.9% once per year (as set out in the Changes to the Agreement section above).

Third party terms and conditions. Please note, if you receive a service from a third-party as part of your plan (such as a music streaming service), we are not responsible for any changes that third-party service provider makes to their terms and conditions with you. Any such changes will not affect our Agreement with you and the Because of changes section set out above will not apply.

**Equipment subsidy.** Where applicable, all the information required to calculate your equipment subsidy is set out in your Welcome Letter. The subsidy you pay will be 1/24 of the original value of the equipment less any up-front payment you made towards it, multiplied by the number of months left of your minimum period at the time the agreement ends. We'll add this charge to your final bill. For example, if you have a minimum period of 24 months, and wish to leave Vodafone in month 12 we calculate the subsidy payable as follows: (i) we take the original value of your handset and subtract any up-front payment; (ii) we then divide that number by 24 to get the amount payable for one month; and (iii) we multiply that number by 12, as that is the number of months remaining on the minimum period of the agreement.

### If we want to end the Agreement or suspend our services.

We may end the Agreement or suspend our services (entirely or partly) if:

- you don't pay any charges on time;
- you don't do something fundamental;
- you use any of our services in a way that may damage or affect the operation of our network;
- you breach or fail to adhere to our Acceptable Use Policy;
- you become bankrupt or make an arrangement with creditors; or
- we consider it necessary to safeguard the security and integrity of our network or to reduce the incidence of fraud.

Where we end the Agreement in this way termination fees will apply. We may need to suspend our services if asked to do so by regulators or if required by law.

We may end the Agreement if we are permanently unable to provide our services to you or by giving you 30 days' written notice (for any reason). You won't have to pay a termination fee in these cases although you'll need to pay for your equipment subsidy where applicable.

## 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 [www.vodafone.co.uk/privacy](http://www.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](mailto:data.protection@vodafone.co.uk).

**Fraud prevention agencies.** The personal information collected from you will be shared with fraud prevention agencies who will use it to prevent fraud and money-laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance, or employment. Further details of how information will be used by us and these fraud prevention agencies, and your data protection rights, can be found at [www.vodafone.co.uk/privacy#fraud-prevention](http://www.vodafone.co.uk/privacy#fraud-prevention).

**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:** [www.vodafone.co.uk/complaints](http://www.vodafone.co.uk/complaints)

If we can't fix your issue you may ask that the matter is referred to an alternative dispute resolution provider (ADR Provider) under our Customer Complaints Code available on our website or by contacting us.

Further information on this complaints process is available on our website at [www.vodafone.co.uk/complaints](http://www.vodafone.co.uk/complaints).

If your issue is privacy related, please see [www.vodafone.co.uk/privacy](http://www.vodafone.co.uk/privacy) or you can contact us at [data.protection@vodafone.co.uk](mailto:data.protection@vodafone.co.uk)

## Other useful information

**Liability.** We'll not be legally responsible to you for any loss or damage that is not directly caused by us or which we could not reasonably expect 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 doing so does not adversely impact your rights under the Agreement. You'll need to get our permission before transferring the Agreement and the person you are transferring to will need to pass our credit check.

**Your number.** When you use your mobile equipment, your number may be shown to the third party being contacted. When you use your Vodafone OneNumber device, the mobile number of your Secondary Account may be shown to the third party being contacted. Your number will always be shown if you contact 999 or 112.



Vodafone Limited is authorised and regulated by the Financial Conduct Authority for consumer credit lending and insurance distribution activity (Financial Services Register No. 712210) Registered in England and Wales, Company No 01471587. Registered Office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN

**Updated June 2022**