



Your Vodafone Basics Charges Guide

Call **03333 043 222** or email 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 an allowance for calls to any mobile network within the UK, standard UK landlines (starting 01,02,03) and voicemail.

It also includes an allowance for standard text messages and data usage. You can see what is and isn't included in your Vodafone Basics plan at www.vodafone.co.uk/basics.

In some cases, 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

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, GPRS, Edge or HSPA we measure data in the same way over each of these networks.

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. 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 Airtime Agreement.

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 email, posting on social

media, 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 email 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 12 April 2024	Cost per minute from 12 April 2024
(one-minute minimum call charge applies)		
Calls to any Vodafone UK mobile, standard UK landline (starting 01, 02, 03) and voicemail	62p	66p
Other mobile networks within the UK	62p	66p
*Non-geographic numbers (084, 087, 09, 118) per minute Access Charge, plus an additional Service Charge	74p	79p
Freephone numbers starting 0800, 0808	Free	Free
Radio-paging services (start 076)	62p (per call)	66p (per call)
Call forwarding services (e.g. 07744, 07755)	62p	66p
Video calling to Vodafone UK mobiles	62p	66p
Video calling to other UK mobiles	62p	66p
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 maximum call charge applies)	Free to £2 per minute (one-minute maximum 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 merchant's promotional material or advert for the service. Total charges will vary depending on the service provided by the 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 12 April 2024	Cost per message from 12 April 2024
Standard text message (up to 160 characters)	40p	43p
Long text message (over 160 characters)	40p	43p
Picture messages (up to 300KB)	62p	66p
Video messages	62p	66p
Non-standard UK text messages e.g. call forwarding services (e.g. 07744, 07755)	62p	66p
Standard network rate for texting a shortcode	17p	17p

Calls to charity numbers	Cost	Cost
Charity numbers starting 0800 or 0808	Free – see Vodafone.co.uk/pmcharges	Free – see Vodafone.co.uk/pmcharges

Charges for using your phone abroad

We've divided the world into zones which carry different charges. These are listed on the next page. As zones, countries and charges change from time to time, please check [our travelling page](#) before travelling for the latest information on our charges.

Roaming in Zone A	Costs before 12 April 2024	Costs from 12 April 2024
Making calls	Usage taken from inclusive allowance, or charged at your home rate*	Usage taken from inclusive allowance, or charged at your home rate*
Sending texts	Usage taken from inclusive allowance, or charged at your home rate*	Usage taken from inclusive allowance, or charged at your home rate*
Using data	Usage taken from inclusive allowance, or charged at your home rate*	Usage taken from inclusive allowance, or charged at your home rate*
Receiving calls	Free	Free
Sending picture messages	62p per picture message	66p per picture message

Roaming in Zone B	Costs before 12 April 2024	Costs from 12 April 2024
Making calls	£2.25 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£2.42 daily charge with usage taken from inclusive allowance, or charged at your home rate*
Sending texts	£2.25 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£2.42 daily charge with usage taken from inclusive allowance, or charged at your home rate*
Using data	£2.25 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£2.42 daily charge with usage taken from inclusive allowance, or charged at your home rate*
Receiving calls	Free	Free
Sending picture messages	75p per picture message	75p per picture message
Roaming in Zone C and Zone D	Costs before 12 April 2024	Costs from 12 April 2024
Making calls	£6.85 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£7.39 daily charge with usage taken from inclusive allowance, or charged at your home rate*
Sending texts	£6.85 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£7.39 daily charge with usage taken from inclusive allowance, or charged at your home rate*
Using data	£6.85 daily charge with usage taken from inclusive allowance, or charged at your home rate*	£7.39 daily charge with usage taken from inclusive allowance, or charged at your home rate*
Receiving calls	Free	Free
Sending picture messages	75p per picture message	75p per picture message
Roaming in Rest of World Zone 1	Costs before 12 April 2024	Costs from 12 April 2024
Making calls	60p per min	60p per min
Sending texts	8p per text	8p per text
Using data	To use data in a Rest of World Zone 1 destination you'll need to buy one of our optional extras. You can find out more by visiting our Rest of World Zones page	
Receiving calls	36p per min	36p per min
Sending picture messages	66p per picture message	66p per picture message

Roaming in Rest of World Zone 2	Costs before 12 April 2024	Costs from 12 April 2024
Making calls	£1.20 per min	£1.20 per min
Sending texts	30p per text	30p per text
Using data	To use data in a Rest of World Zone 2 destination you'll need to buy one of our optional extras. You can find out more by visiting our Rest of World Zones page	
Receiving calls	72p per min	72p per min
Sending picture messages	66p per picture message	66p per picture message

Roaming in Rest of World Zone 3	Costs before 12 April 2024	Costs from 12 April 2024
Making calls	£2.40 per min	£2.40 per min
Sending texts	60p per text	60p per text
Using data	To use data in a Rest of World Zone 3 destination you'll need to buy one of our optional extras. You can find out more by visiting our Rest of World Zones page	
Receiving calls	£1.56 per min	£1.56 per min
Sending picture messages	66p per picture message	66p per picture message

Roaming in Rest of World Zone 4	Costs before 12 April 2024	Costs from 12 April 2024
Making calls	£2.40 per min	£2.40 per min
Sending texts	60p per text	60p per text
Using data	To use data in a Rest of World Zone 4 destination you'll need to buy one of our optional extras. You can find out more by visiting our Rest of World Zones page	
Receiving calls	£1.80 per min	£1.80 per min
Sending picture messages	66p per picture message	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 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.

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 Zones A, 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 £3.37 per 1GB to continue using data in Zones A, B, C and D until your monthly allowance renews. Please go to 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 • £3.37 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.

Exclusions on your Basics plan

As part of your Vodafone Basics plan there will be certain types of numbers that you will not be able call or text. These are listed below

Type of call or text	
Non-geographic numbers starting 08 and 09	Calls or Text to any international number
Video Calling to Vodafone UK number	
Video Calling to other UK mobiles	Sending MMS to a UK number

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 24 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://www.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

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. 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.

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