Mobile Broadband Pay as you go Terms and Charges

Call 03333 043 222 or email disability.access@vodafone.co.uk for a large print, braille, dyslexia-friendly or audio CD version of this document.

Your usage allowance

Our plans offer great value on an award winning network. There are lots of things you can do with your data but it's good to be aware that some activities use more data than others. For example, if you stream TV online (e.g. BBC iPlayer) or download a lot of movies, you might find that you're using more of your data allowance than you expected.

You can keep an eye on your usage by regularly checking the usage counter on your Mobile Broadband dashboard if you have a Dongle or Mifi device, or by downloading the My Vodafone App on your tablet.

To enjoy 4G speed all you need is a 4G Device on one of our 4G plans.

All of our plans allow you to tether your mobile equipment as a Wi-Fi hotspot to enjoy your data on other devices. However, you'll need to make sure you have mobile equipment that supports this functionality. You may only use your SIM in or connect it to, modems, dongles, iPad, Tablets and/or laptops. You may not use your SIM in a phone or in any other Mobile equipment which is not set out above. If you do, we'll ask you to stop and in persistent cases, we will suspend your service, restrict your use or speed or charge you for unauthorised use.

Information on data charging

We measure your data usage in kilobyte (KB). Data is based on the following units:

1024 KB = 1 Megabyte (MB)

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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.

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 www.vodafone.co.uk/coverage

Information on your rights, should you experience speeds below those displayed on the coverage checker, is set.

Your agreement with us

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 Pay as you go Terms and Charges, the pricing guide. These terms cover the SIM card and service you use but do not cover any equipment (e.g. the purchase of your device). We also encourage you to take a look at our Returns, Privacy and Acceptable Use Policies which also make up your "Agreement" with us. You can find all these documents at 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 vodafone.co.uk/privacy.

By topping up and/or using the services you agree to the terms of this agreement.

C2 General
C2 General

During your agreement with us

Using our services. We will provide you with a SIM card and a number for you to use with your mobile equipment to access our network. We own the SIM Card and number and reserve the right to change either at any time. You must adhere to terms of this agreement and our instructions on using the services. You are responsible for other people who use your equipment and services. You must only use mobile equipment which is approved for connection to our network. The mobile equipment and services are for your personal non-commercial use only and must be used in accordance with our Acceptable Use Policy at all times.

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/explore/network/uk-coverage-map/). There are a number of reasons why you may find problems with the services, including 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 refund of your credit based on the number of days you are without our services. This does not affect your entitlement to a refund when your agreement with us ends, as set out in the **Refunds** section below. 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 refund of your credit 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 everyone has access to our services. You can find out more on our traffic management policy here: www.vodafone.co.uk/terms-and-conditions/consumer/network-and-coverage/traffic-management/index.htm.

Payment. You pay for the services by topping up your account with us. Please see https://www.vodafone.co.uk/help-and-information/Getting-Started/Mobile-broadband. For details on how to add a Data pack. The Data pack is then credited to your account (usually immediately but it can take up to 24 hours) and is ready for you to use.

We may deduct any money you owe to us from your credit balance or from any debit or credit card details you have given us. We may also charge you interest on the unpaid amount at a daily rate of 2% above the base rate of Barclays Bank each year.

Changing charges or services

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 phone 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;
- **vii)** **Additional services**. We may increase the charges for an optional 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; or
- **viii)** **Out of bundle services** (additional minutes, texts, data, roaming, international calls, etc.). We may increase charges for out of bundle services at any time.

b. We are also entitled to make the following changes to the Agreement, our services or charges (together, the "**Permitted Changes**"):

- **i)** We may make administrative or technical changes;
- **ii)** We may make changes that have no negative effect on your use of the service;
- **iii)** We may make changes that are to your benefit;
- **iv)** We may provide new features of the service to you;
- **v)** We may maintain or improve the services we provide;
- **vi)** We may clarify the Agreement so it is easier to understand;
- **vii)** We may make changes required by:
  a. applicable laws;
  b. regulations;
  c. codes of practice;
  d. a regulator; or
  e. a court of competent jurisdiction;
- **viii)** We may reflect a change in the way we organise and/or operate our business; or
- **ix)** 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).

d. 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 above, you will have a right to leave your Agreement. 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, you'll need to tell us within that 30-day period or you switch off the auto renew plan option in the App. If you take no action within 30 days of us telling you about the changes you'll be considered to have accepted those changes.

Losing the mobile equipment If your mobile equipment is stolen, damaged, destroyed or lost, we do not have to give you any refund for any services that you have paid for in advance or for the cost of the mobile equipment. You must contact us immediately so that we can suspend your services to prevent further calls being made using your mobile equipment. This does not affect your entitlement to a refund when your agreement with us ends, as set out in the **Refunds** section below.

Leaving us/suspending the services. We can suspend, restrict (including, without limitation, prevent you from receiving incoming or making or sending outgoing calls and texts) or stop providing all or part of the services if:

(i) you do not comply with any the terms of your Agreement with us;

(ii) you do not use the service for 180 consecutive days i.e. you do not carry out any chargeable outbound activity such as making an outbound call (excluding calls to 191), sending an SMS, using data or topping up your account;

(iii) you owe us any money (we may continue to provide the services once any outstanding amount is paid);

(iv) If we are permanently unable to provide you with the services, unable to provide the services to you for an unreasonable period of time or we are asked to suspend the services by regulators or are required to do so by law;

(v) we have reason to believe you have topped up (or have tried to top up) your account using a stolen credit or debit card or if the debit or credit card transaction is at some time charged back to us;

(vi) you use any of our services in a way that may damage or affect the operation of our network; or

(vii) we consider it necessary to safeguard the security and integrity of our network or to reduce the incidence of fraud.

If you choose to stop using the services. If we suspend the mobile equipment because you have chosen not to use the services for 180 consecutive days we will send you an SMS notifying you that you should top up your account or make a chargeable outbound call (but not calls to 191), send a chargeable SMS or use your data within the next 90 days. If you fail to do so, we will disconnect your mobile equipment and, unless you claim a refund in accordance with the **Refunds** section below, you will lose any credit held on your account.

Returns and faulty Equipment. Please see our Returns Policy for information on what to do if you wish to return any faulty equipment, have any equipment repaired or have simply changed your mind about your purchase within your cooling off period.

Refunds. Up to 60 days after your agreement with us ends, you may request a refund of any unused credit or wholly unused, unexpired bundles purchased on or after 17 December 2021 by contacting us by webchat. We will charge an administration fee of 5% (up to a maximum of £5) of the value of your unused credit purchased on or after 17 December 2021 (as applicable) and wholly unused, unexpired bundle(s) (as applicable) when processing your refund. We will not provide refunds for any partially used bundles or any expired bundles. This does not affect your statutory right to change your mind about your purchase within the 14 day cooling off period – please consult our returns policy for more information. Your right to a refund may be subject to you passing appropriate checks in place to combat financial crime. Please note, you must have (or have had) a registered account with us in order to request a refund.

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 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.

Fraud prevention agencies. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. For further details explaining how the information held by fraud prevention agencies may be used please ask an advisor or visit vodafone.co.uk/privacy.

For more details please see our Privacy Policy: http://www.vodafone.co.uk/privacy.

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: http://www.vodafone.co.uk/vodafone-uk/forms/complaints.

If you need to speak to us about an issue that is privacy related, please see vodafone.co.uk/privacy or you can contact us at data.protection@vodafone.co.uk.

If we can't fix your issue you may refer the matter to an independent ombudsman under our Customer Complaints Code which is available on our website or by contacting us. Further information is available on our website at the above link.

Other Information

Liability. We'll not be legally responsible to you for any loss or damage that is not directly caused by us or which could not have reasonably been expected 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 that doing so does not adversely impact your rights under the Agreement. You will need to get our permission before transferring this Agreement to someone else.

Your number. 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.

MBB Data Pack Pricing

Finding out about pricing

You can find more about our data charges at www.vodafone.co.uk/explore/costs/call-charges/ or by calling Customer Services on 191 from your mobile or 03333 048 069 from any other phone (you'll be charged at your telephone provider's published rate). Alternatively, you can pop-in to one of our stores and speak to an adviser.

Current Pricing

Vodafone 90 Day Data Packs	
£10	2GB
£20	8GB
£25	15GB

Vodafone 360 Day Data Packs	
£30	12GB

Vodafone 720 Day Data Packs	
£45	24GB

When you're outside the UK

Using Data while abroad

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

General

Information on data charging

We measure your data usage in kilobyte (KB). Data is based on the following units:

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Your inclusive data allowance and additional data services will set out the amount of data you can use without an additional charge. **Your data usage is for use in the UK and Zone A destinations only.** Please visit https://www.vodafone.co.uk/extras for a list of Vodafone's Pay as you go roaming extras. For the list of countries in relevant zones, see https://www.vodafone.co.uk/mobile/global-roaming.

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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.

If you do not have a '4G Ready' or '4G' bundle your upload data speed will be limited to 8Mbps and your download speed will be limited to 10Mbps.

Use of your inclusive allowance when roaming in our Europe Zone is intended for periodic travel. It isn't meant for users roaming on a semi-permanent or permanent basis.

Prices are correct at the time of print and are inclusive of VAT. Where 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 details of our latest pay as you go call, texts, video and data charges, Big Value Bundles, Freebies and Extras at https://www.vodafone.co.uk/shop/bundles-and-sims/pay-as-you-go-plans/

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