

# Vodafone network trial

## Terms and Conditions

Consumers

Version: May 2026

**These terms and conditions form part of the legal agreement between you (the person ordering the free trial from us) and us (Vodafone Limited).**

You agree to the terms of this agreement by completing and submitting an order form to use our free network trial.

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Phone **03333 043 222**



Email **[disability.access@help.vodafone.co.uk](mailto:disability.access@help.vodafone.co.uk)**

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Vodafone Limited, registered in England & Wales under number 1471587 at Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN



## **A. Eligibility for Trial Plan**

### **1. Our service**

This agreement covers your personal use of **our network trial**. The promotional trial gives you a free 'Pay as you Go Plus' eSIM with standard UK data allowance, minutes and texts, as per the trial offer (**the Trial Plan**) if you are:



Aged 18+ and a **consumer**, which means an individual person acting for purposes that are mainly outside that person's business/profession; and



a **UK resident** with a UK billing address (and your eSIM device is located in the UK when you submit your order). If a further geo-location restriction applies to your Trial Plan, it will be stated in your trial offer (ie London only, or Manchester only, etc); and



you are a **new** mobile customer to Vodafone (existing customers are not eligible - sorry!). Please note:

- Registration is not permitted with an email address that has already been used for a Vodafone network trial or Vodafone mobile account.
- Each device is limited to one trial only. If a participant joins the trial with a mobile number generated in a previous trial, you will be rejected unless you change the default number in your device settings.

This is what we mean when we refer to '**service**' in this agreement .



You must download and register an account with MyVodafone app to activate your Trial Plan eSIM service.



## B. Activation and Duration of Trial Plan

- The Trial Plan will last for its stated duration, from order completion. The day you complete your order will count as day 1 of the Trial Plan. We recommend you download and activate your eSIM as soon as possible, following order completion. Your Trial Plan will run out at 11:59pm on the final day of your plan.
- You must download and activate your eSIM within 7-days of completing your order. Delays in downloading or activating your eSIM beyond your order completion date will result in a reduced Trial Plan time.
- The Trial Plan and trial period is not extendable, exchangeable or transferable.
- You do not own your eSIM Trial Plan phone number. We own the eSIM profile and software and are licensing it to you to use our services, which we can change at any time.



## C. Allowances and Usage

### What's included in my Trial Plan?

**Within your Trial Plan, you'll receive:**

- ✓ An allowance as stated in your trial offer, of texts and minutes for use to standard landline numbers (for the UK starting 01, 02, 03), mobiles and voicemail within the UK. We'll reduce your allowance on a per-minute basis. Calls and SMS to other numbers including premium rate and non-geographic numbers are not included.
- ✓ A data allowance as stated in your trial offer, for use in the UK (5GSA is excluded from your Trial Plan)

### Restrictions

- You're responsible for other people that use your eSIM equipment and Trial Plan, which are only for your personal, non-commercial use. For more information visit [vodafone.co.uk/payg](http://vodafone.co.uk/payg). Your Trial Plan and any subsequent Plan is subject to the Pay as you go Plus Airtime Terms and Charges guide.
- You may only use equipment that is approved for use on our network. For more information on using our services and restrictions please refer to our Acceptable Use Policy. If your usage is in breach of our Acceptable Use Policy, we will suspend your services and can terminate this agreement with immediate effect.
- As this is a free trial, you will not be entitled to any refunds or compensation resulting from a degradation in your service.



## D. General Information

- ✓ 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](http://vodafone.co.uk/privacy).
- ✓ We may vary or amend these terms, including (without limitation) where necessary to (i) maintain the integrity of our network; and/or (ii) reduce the likelihood of fraud.
- ✓ These terms are subject to English law and the English Courts shall have exclusive jurisdiction.