



Vodafone Benefits Terms and Conditions **Effective from 03 September 2026**

1. Introduction

- 1.1 These terms explain the benefits that Vodafone may make available in connection with selected Vodafone Airtime or Data Plans (each a "plan").
- 1.2 Benefits are not included with all plans. A benefit will only apply where it is expressly stated as being included with your plan.
- 1.3 Some benefits may be made available separately as an add-on. Unless stated otherwise at the point of sale, add-ons are provided on a 30-day rolling basis and will continue until cancelled by you or Vodafone in accordance with the applicable terms. Add-ons are separate from your plan and may be added to or removed from your account without affecting your underlying plan.
- 1.4 The benefits available to you will be identified during the purchase journey, on the relevant product page and, where applicable, in your Contract Summary and order documentation.
- 1.5 Benefits may be available on plans purchased directly from Vodafone and, in some cases, through authorised retail partners.
- 1.6 Some benefits may be marketed or referred to as "Xtra" in customer communications, marketing materials or during the sales journey. Where this occurs, the relevant benefit will only form part of your plan where expressly stated at the point of sale.
- 1.7 Your use of any benefit is subject to these terms, your Vodafone Airtime Agreement and Charges Guide. Where a benefit is provided by a third party, additional third-party terms may also apply.
- 1.8 Benefits are linked to your eligible plan. If your plan ends, is cancelled, suspended or otherwise ceases to qualify for a benefit, your entitlement to that benefit will end.
- 1.9 We may amend, replace, suspend or withdraw a benefit where reasonably necessary. Where a change materially affects a benefit included with your plan, we will provide notice in accordance with your Vodafone Agreement and applicable law. Further details of each benefit, including any eligibility requirements, exclusions and limitations, are set out below.

2. Unlimited Picture Message

- 2.1 If included with your plan, Unlimited Picture Messaging allows you to send and receive MMS messages within the UK at no additional cost to your monthly plan cost. This benefit is available only whilst you remain on an eligible plan. Each MMS message is limited to a maximum size of 300KB. International MMS and any other chargeable services are not included and may be charged in accordance with your Vodafone Agreement and Charges Guide.

3. Device Care

- 3.1 If included with your plan, Device Care provides access to device health checks and device valuations carried out by Vodafone's in-store technical experts.



- 3.2 Device Care is available for the duration of your plan only. If your plan ends, is cancelled, or otherwise ceases to qualify for Device Care, your entitlement to this benefit will end, even if you continue to have a separate Device Plan with Vodafone.
- 3.3 This benefit applies only to mobile phones and is intended to help you understand the condition and performance of your device.
- 3.4 A device health check may include an assessment of your device's battery health, software, storage and other relevant performance indicators.
- 3.5 A device valuation provides an estimated trade-in value for your device based on its condition and other relevant factors at the time of assessment. Any valuation is indicative only and does not guarantee the amount you may receive if you choose to trade in your device.
- 3.6 To access Device Care, you must book an appointment at a participating Vodafone store. Information about participating stores can be found using the Vodafone Store Locator on our website. Availability of Device Care services, participating stores and appointment times may vary and cannot be guaranteed. We may change the stores offering Device Care from time to time.
- 3.7 Vodafone reserves the right to amend, suspend or withdraw the Device Care benefit where reasonably necessary for operational, legal or commercial reasons, provided that such changes do not affect your statutory rights.

4. Device Support

- 4.1 Device Support is available only to customers on eligible Vodafone Business Pay Monthly Plans where the benefit is expressly stated as applying to the plan at the time of purchase.
- 4.2 Device Support provides access to technical support services for a range of compatible devices, which may include mobile phones, tablets, computers, printers, smart home devices and other connected devices. The scope, features and availability of the service may vary from time to time.
- 4.3 Device Support is provided by Lifestyle Services Group Limited trading as Assurant ("Assurant"), an independent third-party provider. By activating, accessing or using Device Support, you will enter into a separate agreement with Assurant, and your use of the service will be governed by Assurant's terms and conditions. Vodafone is not responsible for the provision, performance or availability of Device Support.
- 4.4 Details of the Device Support service, including eligibility criteria, service features, applicable terms and any service limitations, are available at www.vodafone.co.uk/devicesupport.
- 4.5 Device Support may include data backup, cloud storage and other digital services provided by Assurant or its service providers. Where personal data is processed as part of the service, including where it may be transferred or stored outside the United Kingdom or European Economic Area, this will be carried out in accordance with Assurant's privacy notice and terms and conditions.
- 4.6 Device Support is available only while you remain on an eligible Vodafone Business Pay Monthly Plan. If your plan ends, is cancelled, suspended, migrated to a plan that does not include Device Support, or otherwise ceases to qualify for the benefit, your entitlement to access Device Support will end.
- 4.7 Vodafone and Assurant may amend, suspend, replace or withdraw the Device Support service from time to time. Where a change materially affects your use of the benefit, we will provide notice where required by applicable law or regulation.

5. OneNumber



- 5.1 Inclusive OneNumber means you will receive Watch Connectivity (OneNumber) at no additional cost when you purchase a Premier mobile plan. OneNumber connectivity works on smartwatches bought directly from VodafoneThree, or smartwatches bought externally, as long as they are cellular-enabled, subject to device compatibility and eligibility criteria.

6. Inclusive Roaming in 51 European destinations

- 6.1 If included with your eligible plan, this benefit allows you to use your UK monthly allowance of minutes, texts and data when travelling in Vodafone's Zone A and Zone B roaming destinations without paying any additional daily roaming charges.
- 6.2 The countries included in Zone A and Zone B may change from time to time. Before travelling, you should check the current list of included destinations at Vodafone Roaming Destinations at www.vodafone.co.uk/mobile/global-roaming/destinations.
- 6.3 A fair use limit of 25GB of data per billing month applies when roaming in Zone A and Zone B destinations. If you exceed this allowance, additional charges may apply in accordance with your Vodafone Agreement and Charges Guide.
- 6.4 This benefit only applies whilst you remain on an eligible plan and only when using your device in Zone A and Zone B destinations. Calls, texts and data usage that are not covered by your UK monthly allowance, are used outside of Zone A or Zone B destinations, or otherwise fall outside the scope of this benefit may incur additional charges.

7. Inclusive Roaming in 83 Worldwide Destinations

- 7.1 If included with your eligible plan, this benefit allows you to use your UK monthly allowance of minutes, texts and data when travelling in Vodafone's Zone A, Zone B and Zone C roaming destinations without paying any additional daily roaming charges.
- 7.2 The countries included in Zone A, Zone B and Zone C may change from time to time. Before travelling, you should check the current list of included destinations at <https://www.vodafone.co.uk/mobile/global-roaming/destinations>.
- 7.3 A fair use limit of 25GB of data per billing month applies to roaming usage in Zone A, Zone B and Zone C destinations. If you exceed this allowance whilst roaming, additional charges may apply in accordance with your Vodafone Agreement and Charges Guide.
- 7.4 This benefit applies only whilst you remain on an eligible plan and only to usage within Vodafone's Zone A, Zone B and Zone C destinations. Calls, texts and data usage that are not covered by your UK monthly allowance, are used outside the included roaming destinations, or otherwise fall outside the scope of this benefit may incur additional charges.

8. Speed Boost

- 8.1 If included with your eligible plan, Speed Boost gives your mobile data traffic priority over standard mobile data traffic on the Vodafone network when the network is managing competing demand.
- 8.2 Speed Boost is available only in the UK and is compatible with eligible 5G devices connected to the Vodafone 5G network. The benefit applies to up to 200GB of data usage per billing month. Once you have used 200GB of data in a billing month, Speed Boost will no longer apply until your next billing month begins.
- 8.3 Speed Boost does not increase the speed of your tariff, remove any applicable speed restrictions or speed



caps, guarantee any minimum speed, improve indoor coverage, or guarantee network availability, performance or connectivity. Actual speeds and performance will vary depending on factors including location, device capability, network coverage, network demand and environmental conditions.

9. Vodafone SuperMobile

- 9.1 Vodafone SuperMobile is our premium mobile benefit. Where Vodafone SuperMobile is included with an eligible plan, that plan will be known as a Vodafone SuperMobile Plan. Vodafone may make available different type of Vodafone SuperMobile Plans from time to time, which may include different combinations of features and benefits. The Vodafone SuperMobile Plans available to you, the features and benefits included with each plan will be made clear during the purchase journey and at the point of sale.
- 9.2 Vodafone SuperMobile may also be available to purchase separately as a Vodafone SuperMobile add-on to selected plans.
- 9.3 Vodafone SuperMobile is designed to provide Vodafone's best mobile experience by providing you various features and benefits. Depending on the Vodafone SuperMobile Plan selected, Vodafone SuperMobile may include: a) access to Vodafone's 5G+ FastTrack, b) minimum download speeds and the ability to leave your Airtime Agreement without paying an early termination charge if those minimum download speeds are not achieved and the applicable requirements are met; c) where included, Secure Net Mobile and d) other benefits that Vodafone may make available as part of a Vodafone SuperMobile Plan from time to time, including roaming benefits.
- 9.4 The Vodafone SuperMobile features and benefits available to you will depend on the type of Vodafone SuperMobile Plan you choose. Different Vodafone SuperMobile Plans may include different combinations of Vodafone SuperMobile features and benefits. Where Vodafone SuperMobile is purchased as an add-on, the features and benefits available may differ from those included with a Vodafone SuperMobile Plan. The features and benefits available to you will be identified during the purchase journey and at the point of sale. Where a benefit is included as part of your Vodafone SuperMobile Plan, the applicable provisions relating to that benefit elsewhere in these Benefits Terms and Conditions will also apply.

9.5 Vodafone's 5G+ FastTrack:

- 9.5.1 A key feature of Vodafone SuperMobile is access to Vodafone's 5G+ FastTrack. Where available, Vodafone SuperMobile's network prioritisation and performance benefits are enabled by Vodafone's 5G+ FastTrack. The 5G+ FastTrack uses Vodafone's advanced network capabilities to help prioritise eligible SuperMobile customers' mobile data traffic when the network is managing competing demand. This may include the allocation of dedicated network resources and the application of enhanced network treatment to eligible traffic across relevant parts of the Vodafone network.
- 9.5.2 Availability of Vodafone's 5G+ FastTrack varies by location and depends on factors including coverage, network capability, device compatibility, SIM compatibility, network demand and network conditions at the time of use. Please note that the indication of a 5G + on your device does not mean you are on Vodafone's 5G + FastTrack. Customers should use Vodafone's Network Status Checker to check where Vodafone's 5G+ FastTrack is available. This will be made clear on the Network Status Checker.
- 9.5.3 To access Vodafone's 5G+ FastTrack, you must use an eligible 5G-enabled device that is compatible with Vodafone's 5G+ network and any associated network functionality required to deliver the service. You must also have an eligible Vodafone SIM (or any replacement technology specified by Vodafone from time to time) inserted, activated and correctly configured on your device. Device compatibility



requirements and any activation steps may vary depending on the device manufacturer, operating system and software version. Vodafone's 5G+ FastTrack will not be available where your device, SIM or settings do not support the relevant functionality.

- 9.5.4 As a result, Vodafone SuperMobile customers may experience enhanced network performance compared with standard Vodafone mobile plans, particularly at times and in locations where network demand is higher. The extent of any improvement will depend on factors such as network demand, location, coverage, device capability and network conditions at the time of use.
- 9.5.5 Vodafone SuperMobile network prioritisation applies to up to 600GB of data usage in each billing month. Once you have used 600GB of data in a billing month, your mobile services will continue in accordance with your Plan, but SuperMobile network prioritisation will no longer apply until the start of your next billing month.

9.6 Minimum download speeds and right to leave your plan

- 9.6.1 The relevant minimum download speed will be shown during the purchase journey before you take out your plan.
- 9.6.2 If you believe the relevant minimum download speed is not being achieved, you may ask us to assess whether you qualify for the right to leave.
- 9.6.3 To assess your request, Vodafone may require you to follow the testing process we specify at the time. This may include carrying out speed tests through the My Vodafone app or another Vodafone-approved testing method, and providing supporting information such as screenshots, location details, device information, SIM information and signal information.
- 9.6.4 Vodafone may require speed tests to be carried out at the relevant location, using an eligible device and SIM, on more than one occasion and, where required, across different days. This is to help Vodafone assess whether the issue is persistent and whether the relevant minimum download speed is not being achieved in the circumstances in which the Vodafone SuperMobile minimum download speed commitment applies, including where Vodafone's 5G+ FastTrack is available and the customer is using a compatible device and SIM
- 9.6.5 Vodafone will assess your request acting reasonably and may take into account the speed test results, information provided by you, Vodafone's network assessment tools, coverage information, network performance data and any other relevant technical information available to Vodafone.
- 9.6.6 Vodafone may reject a request where the testing process has not been followed, where the supporting information is incomplete, inaccurate or inconsistent, or where Vodafone reasonably determines that the issue is caused by factors outside the scope of Vodafone SuperMobile. This may include device limitations, indoor coverage conditions, customer equipment, local environmental factors, temporary network disruption, planned maintenance, congestion outside the relevant coverage area, or any other factor which means the results do not fairly demonstrate that the relevant minimum download speed is not being achieved.
- 9.6.7 If, following completion of the assessment process, Vodafone reasonably determines that the relevant minimum download speed is not being achieved, Vodafone will be entitled to a period of up to 30 days to investigate and, where reasonably possible, rectify the issue. If, after that period, the relevant minimum download speed continues not to be achieved and the applicable requirements have been met, you may be entitled to end the Airtime Agreement to which Vodafone SuperMobile applies without paying an early termination charge. This right does not apply to any separate Device



Plan, or other separate agreement, unless expressly stated in the terms of that agreement. If you are a Small Business Customer and have a pay monthly device and airtime plan, you may be entitled to end the Vodafone SuperMobile plan early without paying an early termination fee (although you'll need to pay for your equipment subsidy if applicable, see "Equipment Terms" in your Airtime Agreement for details) at <https://www.vodafone.co.uk/terms-and-conditions>.

- 9.6.8 Where Vodafone SuperMobile has been purchased as a separate add-on rather than as part of a Vodafone SuperMobile Plan, the right to end your Airtime Agreement without paying an early termination charge does not apply. If Vodafone determines that the relevant minimum download speed is not being achieved and the applicable requirements in this section have been met, your remedy will be limited to cancellation of the Vodafone SuperMobile add-on. Your Airtime Agreement will continue. Any refund entitlement will be determined in accordance with Vodafone's standard cancellation and refund processes applicable to the add-on.

9.7 **Secure Net Mobile:**

- 9.7.1 Where Vodafone SuperMobile is included in your plan, Secure Net Mobile will be included in that plan for the duration of your minimum term contract.
- 9.7.2 If you purchase Vodafone SuperMobile as a standalone add-on, Secure Net Mobile is not included.
- 9.7.3 Secure Net Mobile is a separate service and your use of Secure Net Mobile is subject to the Secure Net Mobile terms and conditions, at URL, which apply in addition to these terms.

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