

# Pay as you go Plus Extras

## Terms and Conditions

Pay as you go Plus customers

Version: May 2024

These terms and conditions form part of the agreement between **you** (the person purchasing Pay as you go Plus Extras services and products from us) and **us** (Vodafone Limited).



### 1. Our services: Pay as you go Plus Extras

- a. You'll need to purchase the relevant Pay as you go Plus Extra (the "**Extra/s**") for certain activities that aren't covered under your plan. For example, if you run out of data, wish to make an international call/text from the UK or Zone A, roam abroad, or call/text a premium rate number (such as paying for parking, or voting on a TV show).
- b. You can purchase the following Extras, which are set out in more detail below:
  - ✓ Vodafone Pay as you go Plus Data Extra
  - ✓ Vodafone Pay as you go Plus Roaming Extras
  - ✓ Vodafone Pay as you go Plus International Calls Extra
  - ✓ Vodafone Pay as you go Plus International Texts Extra
  - ✓ Vodafone Pay as you go Plus Premium Rate Credit Extra



### 2. Our agreement

- a. This agreement covers your use of optional **Pay as you go Plus Extras**.
- b. Pay as you go Plus Extras are available to Pay as you go Plus customers only and these terms apply in addition to the Pay as you go Plus Terms and Conditions.
- c. Extras should be used in accordance with our Acceptable Use Policy, and are for your personal, non-commercial use only. See the Pay as you go Plus Terms and Conditions and our Acceptable Use Policy at [vodafone.co.uk/terms](https://vodafone.co.uk/terms)
- d. We may amend this agreement at any time. We'll tell you beforehand where any change is likely to materially disadvantage you.
- e. The laws of England and Wales govern these terms, the service you buy from us, and any disputes with us relating to them. We each submit to the exclusive jurisdiction of the courts of England and Wales.



### 3. How to purchase an Extra

- a. You must have an active Pay as you go Plus plan to purchase an Extra.
- b. Download the My Vodafone app and select 'Extras'. When your Extra is added successfully, we will send you confirmation. Where applicable, we'll also send a text to warn you once you have used 100% of your allowance.
- c. Once you've used your Extra, you won't be able to use your phone for the specific purpose of that Extra until you purchase another Extra.
- d. Unused Extra allowances won't carry over when the relevant time period ends, or if you change from Pay as you go Plus to Pay Monthly (or vice versa). Extras can't be transferred to someone else.
- e. You can't purchase the same Extra more than once at the same time. Wait for it to expire or for the allowances to be used up before purchasing it again.



## 4. Can I get a refund for an Extra?

- a. **Within 14 days** of purchasing your Extra (the '**cooling-off period**'), you are entitled to request a refund on the following basis:
  - i. you'll be **charged** for any services used up to the point you cancel your Extra within the cooling-off period; and
  - ii. you'll receive a **refund** on a pro rata basis for any days you have not used the service or, in some cases, any unused data, texts or minutes, depending on the nature of the Extra.See our Returns Policy at [vodafone.co.uk/terms](https://vodafone.co.uk/terms) for more information.
- b. **After the 14-day cooling off period**, Extras can't be refunded if they have been partially or fully used. Up to 60 days after you end your agreement for your Pay as you go Plus Plan with us (by either requesting to switch to a new provider, or by turning off Auto-Renew on the My Vodafone app) you can request a refund (via WebChat: [vodafone.co.uk/contact-us/](https://vodafone.co.uk/contact-us/)) for any wholly unused or unexpired Extras. You are also entitled to a refund of any unused credit if you switch to a new provider.



## 5. Data Extra

An allowance of data for use in the UK and Zone A, which can be purchased if you need more data than the allowance included in your standard plan. You can purchase this Extra at any time.

### How does it work?

- a. Purchase this Extra from the My Vodafone app.
- b. Your Extra will start upon purchase (so you should be able to use the data immediately) and expires either once the plan renews after 30 days, or when you have used up all the Extra.
- c. Any unused data from the Extra will not be transferred over to the next 30-day plan.
- d. You can purchase Data Extras with different allowances at the same time, but you can't purchase Data Extras with the same allowance at the same time. Wait for it to be used up or expire before purchasing again.



## 6. Roaming Extras

An allowance of texts, calls and/or data to use in selected destinations **outside the UK and Zone A**.

### How do they work?

- a. Purchase the relevant Roaming Extra from the My Vodafone app depending on where you are travelling (Roaming Extras cover either 'Europe', 'Around the World' or 'Rest of the World').
- b. You can't use your plan in any destinations not included in your Extras.
- c. Your Roaming Extra will start as soon as you purchase it (this should take a few minutes) and is valid until 11.59pm UK time on either the 8<sup>th</sup> or 15<sup>th</sup> day (depending on which you purchase), or until you use up your allowance, if before expiry.
  - ... Example: if you purchase an '8-day Europe Extra' in the UK two days before travelling, you'd have six days left when travelling before it expires at 11.59pm UK time.
- d. If you use up your Roaming Extra or if it expires, you can buy another one. However, you can't buy the **same** Roaming Extra more than once if it hasn't been used or hasn't expired.
- e. You can purchase a combination of **different** Roaming Extras. For example, you could purchase a Roaming Extra which covers minutes only, and a Roaming Extra which covers texts only.
- f. For more information on which destinations are included in our Roaming Extra, visit our [vodafone.co.uk/mobile/global-roaming](https://vodafone.co.uk/mobile/global-roaming). For prices, visit the My Vodafone app.



**You must activate your SIM in the UK; it can't be activated abroad. Once activated, if purchasing the Roaming Extra when already abroad, you must connect to Wi-Fi for the purchase to be successful.**



### Roaming Extras do not apply to:

- i. Zone A destinations: Roaming in these destinations is included in your plan; you won't need to buy a Roaming Extra. For Zone A destinations, see [vodafone.co.uk/mobile/global-roaming](https://vodafone.co.uk/mobile/global-roaming)
- ii. Calls to the UK from destinations that are not included within your chosen Roaming Extra
- iii. Calls to other destinations that are not included within your chosen Roaming Extra
- iv. Calls to any premium-rate and non-geographic numbers
- v. Picture messages
- vi. Video calls



## 7. International Calls Extra

An allowance of minutes to call standard landline and mobile numbers from the UK and Zone A to selected international destinations. For the list of destinations included, see the My Vodafone app.

### How does it work?

- a. Purchase this Extra from the My Vodafone app.
- b. This Extra starts on purchase and expires once used up or at 11.59pm UK time, 90 days from purchase (whichever is sooner).
- c. Calls are deducted on a **per minute** basis. Calls that are less than one minute will be rounded up to the nearest minute. If your Extra expires whilst you are making a call, the call will end, and you'll need to purchase another Extra to continue the call.



**You'll need to purchase an International Calls Extra to call Zone A from the UK.**

### International calls Extras do not apply to:

- i. Calls from Zone A to the UK (already included in your plan)
- ii. Receiving calls when in the UK & Zone A (already included in your plan)
- iii. Calls to international countries when you are outside of the UK & Zone A (for this, purchase a Roaming Extra). Such international countries must be covered under the Extra
- iv. Calls back to the UK & Zone A when you're outside of the UK & Zone A (purchase Roaming Extra)
- v. Calls to premium-rate and non-geographic numbers (purchase Premium Rate Credit Extra)
- vi. Video calls.



## 8. International Texts Extra

An allowance of texts to standard landline and mobile numbers from the UK and Zone A to selected international destinations. For the list of destinations included, see the My Vodafone app.

### How does it work?

- a. Purchase this Extra from the My Vodafone app.
- b. This Extra starts on purchase and expires once used up or at 11.59pm UK time, 90 days from purchase (whichever is sooner).



**You'll need to purchase an International Texts Extra to text Zone A from the UK.**

### International Texts Extras do not apply to:

- i. Texts from Zone A to the UK (already included in your plan)
- ii. Receiving standard texts in any country (already included in your plan)
- iii. Texts to international countries when you are outside of the UK & Zone A (purchase Roaming Extra)
- iv. Texts to premium-rate and non-geographic numbers (purchase Premium Rate Credit Extra); or
- v. Picture messages



## 9. Premium Rate Credit Extra

An allowance of calls or texts to a premium rate number or certain non-geographic numbers.



**'Premium rate numbers'** charge a higher price for selected services, for example to pay for parking charges or voting on a television show.



**'Non-geographic numbers'** are used by, for example, businesses, government agencies, information lines and payment services (they usually start with 084, 087, 09 or 118).

### How does it work?

- Once purchased, you can call and text premium rate numbers and non-geographic numbers that are included. There are different charges for premium rates depending on whether you call or text from the UK, Europe, Around the World or Rest of the World destinations. See the My Vodafone app for more information.
- You will choose the amount of monetary credit you'd like from the selection of Extras available, and calls or texts will be charged and deducted from your Extra.
- Your Extra starts upon purchase and expires either once used up or at 11.59pm UK time on **day 90**, whichever is sooner.
- If your Extra expires whilst you are making a call, the call will end, and you'll need to purchase another Extra to continue the call.

The following **would** be included within a Premium Rate Credit Extra:

- ✓ UK & Roaming to NGN Numbers (4484, 4487, 118, 449)
- ✓ UK to Premium Voice short codes
- ✓ UK to Directory assistance
- ✓ UK to CNFSUPTLN (85484/65478/85455)

The following **would not** be included within a Premium Rate Credit Extra:

- ✗ Calls or texts to radio-paging services (starting 076)
- ✗ Personal numbering services (starting 070)
- ✗ Call forwarding services (such as 07744 or 07755)
- ✗ Video messaging or non-standard UK text messages

**Charges for Premium Rate calls:** When you call premium rate or non-geographic numbers included in this Extra, charges for these calls are split into **two parts**, which will both be deducted from the Extra:



**'Vodafone access charge':** the amount we charge to connect the call, charged at 79p per minute (charged by the second with a one-minute minimum call charge); **plus**

+

**'Service charge':** amount charged by, for example, businesses, government agencies, information lines and payment services (they usually start with 084, 087, 09 or 118)

Service charge is set by the merchant and not Vodafone. Calls are rounded up to the nearest minute and the charge will be deducted from your Extra. For more information, see [vodafone.co.uk/ukcalling](https://vodafone.co.uk/ukcalling).

**Charges for Premium Rate texts:** These are set by the merchant of the number you want to text.



Example: To send a text to vote on TV that costs £2 (set by the merchant), you must purchase a Premium Rate Credit Extra (for £5, for example), and £2 would be deducted from the £5.