Pay as you go Simply 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 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 for your bundle, the conditions of any optional extras you may choose to add (e.g. Vodafone Big Value Bundles), the General Network Terms and our Acceptable Use Policy. These terms cover the SIM card and any services you use but do not cover any equipment (e.g. the purchase of your phone). 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.

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 (https://maps.vodafone.co.uk/coveragecheckers/web/default.aspx). 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 section **Refunds** 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: https://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://support.vodafone.co.uk/Account-bill- and-topup/Balance-and-topping- up/38948001/How-can-Itop-up-my-phone.htm for details on how to top up. The amount of the TopUp is then credited to your account (usually immediately but it can take up to 24 hours) and is ready for you to use.

You will be charged for using the services in accordance with the rates set out in the relevant pricing guide. All calls are charged by the minute. The longest single call you can make is 3 hours. All charges are inclusive of VAT, where applicable. You can check your allowances, how much you have topped up and how much credit you have used by typing *174# into your phone and pressing call or send.

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.

Changes to your terms, services or charges. We may make changes at any time. If we increase our charges to your disadvantage, we will give you at least 30 days' notice in a way which we consider is reasonable, for example by sending messages using the services. All other changes will apply when we publish details of them for example on our website or by via SMS. By continuing to use the services, you agree to these changes. If you are not happy with any of these changes, you do not have to continue to top up your account or use the services.

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 section **Refunds** 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 (including any equipment, if applicable) 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 wish to end your agreement. If you request from us a Porting Authorisation Code (PAC) because you wish to port your number to another provider or a Service Termination Authorisation Code (STAC) to terminate without porting your number, it will be valid for 30 days from when it is issued to you. Your service will switch to any new provider within one working day of you providing your PAC to them. Your agreement will terminate when your service has switched to your new provider. If you do not use a PAC or STAC within the 30-day period, the agreement will continue. You can request a PAC or STAC at any time.

Please note that if you end the agreement or use a PAC or STAC you may lose the value of any remaining credits or allowances. This does not affect your entitlement to a refund when your agreement with us ends, as set out in the section **Refunds** below.

If you choose to stop using the services:

If you don't use the services for 90 consecutive days, we will send you a SMS notifying you to top up your account or make a chargeable outbound call (but not calls to 191), send a chargeable SMS or use your data. If after 45 days from the first notification you fail to do one of the above, we will send you a final notification via SMS for you to use the services. If the services remain unused after 45 days from the final notification, we will disconnect your mobile equipment and you will lose any credit held on your account. If you wish to leave Vodafone to move to another provider and keep your number, please note the following:

i. If you are disconnected due to inactivity, then you will lose the right to keep your number.
ii. If you have been warned about a potential disconnection (at 90/135 days of inactivity),and wish to switch your service to another provider you can request a PAC prior to the disconnection date.

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 the 14 day cooling off period.

Refunds. Up to 60 days after your agreement with us ends, you may request a refund of any unused credit 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 when processing your refund. We will not provide refunds for any 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. The personal information we collect from you will be shared with fraud prevention agencies who will use it to prevent fraud and money laundering and to verify your identity. If fraud is detected, you could be refused certain services, finance or employment.

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: https://www.vodafone.co.uk/help-and-information/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.

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.

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Pay as you go Simply pricing terms

Finding out about pricing

You can find more about our call, text, video and mobile phone 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.

For our Pay as you go 1 tariff, please see https://www.vodafone.co.uk/terms-and-conditions/consumer/price-plans/mobile/payg-airtime-conditions-plan/

Our charges for calls, data and messaging when you're in the UK

Standard UK landline and mobile calls

A minimum one- minute call charge applies	Cost
Calls to any standard UK mobile	35p a minute
Calls to any standard UK landline (starting 01,02 or 03)	35p a minute
Calls to voicemail	35p a minute
All Big Value Bundle out-of-bundle calls (including voicemail)	35p a minute

Channel Islands and Isle of Man landline and mobile calls

Note that reference to the UK excludes the Isle of Man and Channel Islands.

A minimum one- minute call charge applies	Cost
Calls to any Channel Islands and Isle of Man mobile	45p a minute
Calls to any Channel Islands and Isle of Man landline (starting 01481, 01534 or 01624)	45p a minute

Non-geographic and premium rate numbers (from 12 July 2022)

Calls to non-geographic numbers beginning 08, 09 and 118 are split into two parts. The Vodafone access charge is the cost to connect the call. The cost of this is 65p per minute charged by the second with a one-minute minimum call charge. The rest of the amount is the service charge which is set by the service or organisation you are calling. To find out more, visit www.vodafone.co.uk/ukcalling.

A minimum one- minute call charge applies	Cost
Non-geographic numbers starting 084 or 087	65p a minute Access Charge plus a service charge**
Non-geographic numbers starting 0800 or 0808	Free
Police non-emergency (101)	Free
Charity numbers	Free - More details
Radio-paging services (starting 076)	45p a call
Personal numbering services (070)	45p a minute
Call forwarding services (such as 077 44 or 07755)	45p a minute
Premium rate services (starting 09)	65p a minute Access Charge plus a service charge**
Call short codes – these are usually 5-7 numbers long and used	Free to £2 every minute

for TV or radio shows, competition lines and information services. The service provider will let you know the cost of the call.	
Text short codes – these are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider is responsible for showing the cost for the text.	Free to £10 a text
To Vodafone preferred directory enquiries number (118 881)	65p a minute Access Charge plus a service charge**of 80p a minute
Calls to all other directory enquiries numbers (starting 118)	65p a minute Access Charge plus a service charge**
Non-geographic numbers starting 084 or 087	65p a minute Access Charge plus a service charge**
Non-geographic numbers starting 0800 or 0808	Free

Messaging

	Cost
Standard UK text message (up to 160 characters)	20p a message
Standard UK picture message (up to 300KB)	45p a message
Non-standard UK text messages, including call forwarding services (such as 07744 or 07755)	45p a message
Video messages	45p a message

Data

	Cost
Data usage	£2 per 50 MB, then 10 p per MB thereafter

Extra data (per 30 day)	Cost
Data usage	£5 for 500 MB

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 monthly 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.

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, 5G, GPRS, Edge or HSPA we measure data in the same way over each of these networks.

Expected upload and download speed:

For an estimate of the coverage and speed 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 a number of local factors, such as building materials, tree cover and even weather conditions. Data reception or speed may not be as good indoors or in a car.

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 Pay as you go Terms and Charges 2020.

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 e-mail message, posting a social media message 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 e-mail messages, downloading files, viewing Social Media content or simply visiting or browsing Web pages. Online games also generate download traffic.

Calling abroad from the UK

International calls and texts from the UK

International Calls	Standard charge per minute
European Union & EEA (Iceland, Liechtenstein, Norway)	19p
Channel Islands & Isle of Man	45p
Other Europe	£1.00
Rest of World	£1.50
For a current list of countries, visit Vodafone.co.uk/international	
Text messages	**Per message (160 characters)**
European Union & EEA (Iceland, Liechtenstein, Norway)	6p
Channel Islands & Isle of Man	14p
Worldwide	24p

When you're outside the UK

Voice calls, mobile phone data and messaging 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.**

Your data usage is for use in the UK and Zone A destinations only. Please visit https://wwwvodafone.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.

The prices listed in the table below are effective as of 12 July 2022.

Zone	Make call	Send a text	Data	Picture or video message	Receiving a call
Zone A	UK rates, or usage taken from Big Value Bundle, Freebie or Extra				
Zone B	Usage taken from roaming Extras allowances. For information, visit https://www.vodafone.co.uk/mobile/extras			55p	free
ROW Zone 1	60p	8p	12p per MB	66p	36p
ROW Zone 2	120p	30p	60p per MB	66p	72p
ROW Zone 3	250p	60p	180p per MB	66p	156p
ROW Zone 4	100p	60p	720p per MB	66p	180p

Additional charges may apply when calling non-UK numbers – please visit vodafone.co.uk/travelling for a full list of charges.

In Asia Pacific and in the rest of the World we'll charge you for the call by the minute with a one-minute minimum call charge. For receiving calls we'll charge you by the second.

In the USA and Canada we'll charge you for the call you make and receive by the minute with a one minute minimum call charge.

The above charges do not apply to premium rate and satellite calls and additional charges (including network handling fees) may apply.

Text charges based on location text is sent. If we are charged a fee from a foreign network operator for you to receive a text or picture message, we'll pass this charge onto you.

General

Where a call originating from a phone is disconnected, the network will initially assume that signal has been temporarily lost – for example, when passing under a bridge or through a tunnel. The connection will be maintained and charged for the first 10 seconds after signal is lost, and if the signal is re-established, the call will continue as before. If, however, you've switched off the phone, run out of battery or moved permanently out of range, the charges for that call will include the 10 seconds. In order to minimise the risk of unnecessary charges, you should be careful to end each call correctly as set out in the user instructions for your phone.

Please note you may incur additional charges due to manufacturer specific features on your handset. Please see your handset user guide for more information.

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, and Extras at https://www.vodafone.co.uk/shop/bundles-and-sims/pay-as-you-go-plans/

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