

General

1. All prices include VAT, which will be charged where applicable, unless otherwise stated.
2. Prices and promotions are correct at time of going to press, but may change at any time. We will inform you of changes to your price plan in line with your airtime agreement.
3. Prices and information apply for pay monthly services where Vodafone Limited is the Service Provider. Other Service Providers may have different prices and terms.
4. Further details of charges are available on request or on our website www.vodafone.co.uk.

Your connection with Vodafone

5. Connections include a SIM card and are subject to status and signature of an airtime agreement. The agreement will be for a minimum term of 12 months, during which time you must pay the monthly line rental and other charges. If you enter into your agreement on any day other than the first of the month then, for that month only, we will charge you a proportionate amount of line rental and you will receive the same proportion of inclusive minutes, texts from your text pack or text and or data from your extras pack.
6. You may change your price plan for free to the price plan with the next lower monthly cost to your current price plan once each month after the nine months following your connection. During the first nine months following your connection you may also change your price plan to one with a higher monthly line rental charge. If you change price plan to a price plan of a different type then any unused minutes will not be carried over e.g. if you switch from an Anytime plan to an Evening & Weekend plan.
7. Itemised bills list all calls, data and messages (picture and text messages) made. For new airtime agreements, this service costs £1.50 a month.
8. If you prefer not to set up a direct debit to pay your monthly charges, a monthly fee of £3.53 is charged.
9. If you are on a Vodafone Business price plan or on another price plan that you use for business purposes, you will be treated as a business user not as a consumer, even if some calls are made for personal use.

Calls from your Vodafone mobile

10. Daytime rates apply 8am–7pm, Monday to Friday. Evening rates apply 7pm–8am, Mon. to Fri. Weekend rates apply all day Saturday and Sunday.
11. All prices are for calls made from within the UK, excluding Isle of Man and the Channel Islands. Different charges apply to international, roaming, premium rated calls & non-geographic numbers. Please visit our website www.vodafone.co.uk. Calls to Emergency services, customer care, Vodafone directory assistance, premium rate services, non-geographic numbers,

international numbers and when roaming are not included in inclusive minutes. Calls to call forwarding services, onward calling services and calls to numbers that pay a revenue share are not eligible for your inclusive minutes even if they use numbers that would normally be included.

12. There is no charge for calls that are not answered, but in some cases charges are made by a network for recorded announcements.

13. The minimum charge for voice, WAP and data calls (GSM only) on Anytime and Evening & Weekend plans is 5p. The minimum charge for voice and WAP on Perfect Fit for Business price plans is 3.5p and 5p for a data call (GSM only). For all other pay monthly plans the minimum charge for a voice or WAP call is 1p and for a data call (GSM only) 5p. The minimum call charge for a video call is 5p.

14. Calls are charged by the second, except some roaming, directory assistance and fixed fee calls. Individual calls are charged excluding VAT and rounded up to one tenth of a penny. The total of all calls and other charges on your monthly bill is then rounded down to the nearest penny and VAT added. Where you have two or more subscribers connected to a single billing account, the net of VAT charges are accumulated and VAT is calculated on the total sum. This total is then rounded down to the nearest whole penny.

15. When using Call Return (returning a call when directly within Vodafone Voicemail / Vodafone Mail Service), you will be charged for both the Vodafone Voicemail call and the Call Return call throughout the duration of the returned call. Call Return calls will be deducted from the bundle, where appropriate. The Call Return charge is calculated as the rate for that price plan, as if you had hung up and dialled direct for the returned call, less the voicemail charge. The minimum call rate on Call Return is the same as the Voicemail rate. Call Return calls to other mobile networks within the voice bundle of Anytime plans, as well as having the length of call deducted from the bundle, incur an additional charge equal to the difference between the cost of the call to another network and the cost of a call to a Vodafone Mobile.

16. You are not charged for receiving calls to your Vodafone mobile phone number unless you are roaming on a foreign network. You will be charged for the international leg of calls to your Vodafone mobile phone number received while you are abroad.

17. The charges for calls to your Vodafone mobile phone number from a fixed line or other mobile network are set by the

other network operator. The standard charges made by BT for a call from a BT fixed line to a Vodafone mobile phone number are: Daytime (Mon-Fri 8am-6pm) 13p, Evening (Mon-Fri 6pm-8am) 8p and weekend (all day Saturday and Sunday) 5p. Total call charges are rounded in accordance with BT's current policy. BT's minimum call charge is 5p.

Different prices apply to BT discount schemes, BT Public Payphone calls, BT Chargecard cards and calls made via the operator.

18. Any unused minutes on a new price plan will not be eligible for rollover to the following month.

Text, picture, and video messages

19. Standard text messages can contain up to 160 characters. If your handset allows for more, these will be divided and sent

in numerous messages, each of which will be charged at the standard text message rate.

20. Standard text message prices exclude premium rate, international, roaming, reverse charged and long text messages. If

your price plan includes text messages then only standard text messages that you send will come out of your monthly allowance.

21. You won't be charged for receiving text and picture messages, except for reverse charged messages and when roaming.

You should only receive reverse charged messages if you have opted to do so.

22. Using Vodafone's Multimedia Messaging Service (MMS) you can send long text, picture and video messages to a maximum size of 300kB. If a message contains multiple media items you'll be charged for the most expensive item in the message, e.g. if you send a message containing a picture and video clip you'll be charged the video message price.

Try Me Bundles and Extras Packs

23. Try me bundles will be subject to change at Vodafone's discretion.

24. Any unused elements of Try Me bundles and Extras Packs will not be carried over to the following month.

25. Only one Extras Pack may be included on a price plan. Once you have chosen an Extras Pack you cannot cancel it for nine months, although you can switch to a larger Extras Pack at any time. After nine months from choosing your first Extras Pack you can move to any size of Extras Pack or cancel your Extras Pack at any time.

Text Packs

26. Text Packs will be subject to change at Vodafone's discretion.

27. Any unused elements of Text Packs will not be carried over to the following month.

28. Only one Text Pack may be included on a price plan.

29. The Text Pack will include any free allocation of texts you receive as part of your price plan.

Video Calls

30. Charges for video calls start when the called party accepts the call, even if the call subsequently fails, therefore a failed call may be subject to a minimum charge.

31. Video calls on the Vodafone network are subject to Vodafone's 3G network coverage. Further information on 3G network

coverage can be found at www.vodafone.co.uk/ukcoverage or at any Vodafone retail store. For information on

international availability of 3G visit www.vodafone.co.uk/goingabroad

32. Any unused Video Call minutes included within any bundles will not be carried over to the following month

Data Access (GPRS and 3G)

33. For data access by GPRS or 3G, you must be connected to a compatible price plan.

Data will be charged at the published

rates for your price plan in 1Kb steps for use in the UK. We round up to the next 1/10 of 1 pence, and up to the next KB.

34. We reserve the right to charge all usage other than accessing Vodafone live! and the mobile internet at our published

rates for GPRS and 3G data access. A 5p minimum charge will apply for each data session where use of other services

has occurred. Other services would typically include, but are not limited to, Voice over IP services such as Skype, or Peer

to Peer communication services like MSN messenger, or File Sharing services. When using these non-browsing services,

charging will be in 1Kb steps, the data consumed will not count towards any daily or monthly data allowances on price

plans. This does not apply to Vodafone Mobile Connect or Mobile Broadband customers.

35. If Vodafone Content Control prevents you from accessing any Vodafone live! or mobile internet page, or internet

content, you will still incur a mobile browsing charge at your normal price plan rate for any data used in the attempt

to view the content.

36. With Vodafone Messenger you can send and receive instant messages up to 160 characters to and from Vodafone UK

mobiles and selected internet messenger providers. Usage will be charged at the standard GPRS rate for your price

plan. By completing your personal profile you can search for other users and they can also search for you. Any mobile

which supports GPRS or 3G data can send and receive messages. We cannot guarantee that messages will always be

delivered.

37. Older handsets may be configured to make a phone call to Vodafone's WAP Gateway using the number 07836900808

to access Vodafone live! and the mobile internet. These calls are charged per minute and Vodafone's published prices

for WAP apply.

38. Data Access - monthly bundles

Only one data bundle may be included on your price plan at any time. You cannot rollover any unused monthly allowance to the next month. Once you've used up your monthly allowance, further data access in that same billing period will be charged at the standard out of bundle rate for your price plan. If in Vodafone's reasonable opinion you are abusing the service in any way, we may ask you to moderate your behaviour or in extreme cases we may block your access to all data services. Monthly data access bundles are not available on all price plans.

39. Data Access - Daily rate for browsing

Daily rates are available on all Consumer price plans and Anytime Business plans. Daily rates apply from midnight to midnight. If your data session spans two calendar days, e.g. you start browsing at 11.58pm Thursday and end at 00:10am Friday, the charge for your session will typically fall into the first day's charging allowance (i.e. Thursday). However, this cannot be guaranteed.

Vodafone live! and Vodafone Mobile Internet:

40. To access Vodafone Live! and Vodafone Mobile Internet pages the following APN will need to be used:

wap.vodafone.co.uk

41. All Vodafone live! services offered free or under unlimited subscription are subject to our fair use policy. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If after we have informed you to moderate your usage, you fail to do so, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate or to suspend or terminate your service in accordance with your airtime contract.

42. Roaming charges apply to all data access from abroad additional information can be found at www.vodafone.co.uk/goingabroad.

43. If you attempt to connect to Vodafone live! or the Vodafone Mobile Internet and have changed the browser settings to an APN other than wap.vodafone.co.uk, you will be unable to access the service but will be charged at your normal price plan rate for any data used in the attempt.

44. If Vodafone Content Control prevents access to Vodafone live! pages or mobile internet page, or internet content, then you will be charged at your normal price plan rate for any data used in the attempt.

45. Where any content service is included within your monthly line rental, Vodafone may modify, supplement or withdraw this service on notice to you.

Vodafone Stop The Clock

46. Vodafone Stop The Clock is available on both 12 & 18 month term contracts on an Anytime price plan. This can either be included in your monthly line rental fee or charged at £5 per month depending on your price plan. Vodafone Stop The Clock applies to all standard calls (Vodafone mobiles, other UK mobiles or UK landlines with a geographic STD code) made within the United Kingdom (excluding Isle of Man and the Channel Islands) that commence during our evening and weekend periods. All other calls are excluded, e.g. calls to non-geographic numbers, such as 0845 numbers, premium rate numbers, video calls, data calls and voicemail / Vodafone mail calls including Call Return.

47. A call that starts during our evening and weekend periods but then continues into daytime hours will be charged from the point the daytime period begins, at the standard charge for your price plan for such calls. The first 3 minutes of a call that qualifies for Vodafone Stop The Clock will be deducted from your bundle or charged at the standard rate under your price plan for such a call as appropriate and then the next 57 minutes of that call are free. After this 57 minute period, if a call is still in progress the remainder of the call will be deducted from your bundle or charged at the standard rate under your price plan as appropriate.

48. If you start a call in a daytime period, which continues into an evening and weekend period, then Vodafone Stop The Clock will apply to the part of the call in the evening and weekend period, so that after 3 minutes of the evening and weekend period have elapsed the next 57 minutes of that call are free before charging starts again, if the call is still in progress.

49. If your call is cut off for any reason and you need to redial you will be treated as starting a new call.

50. Vodafone Stop The Clock may only be used for private non-commercial use and is not for resale, nor for non-voice services. All usage is subject to Vodafone's fair use policy. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you then fail to do so, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate and/or to transfer you to the equivalent Anytime Price Plan without Vodafone Stop The Clock. If you have Vodafone Stop the Clock on your price plan then you cannot also have of Vodafone Unlimited Landline Calls and/or Vodafone Free Weekend Calls.

Vodafone Free Weekend Calls

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51. Vodafone Free Weekend Calls is only available on selected 18 month contracts on an Anytime price plan. Each Vodafone Free Weekend Call will have a maximum duration of 60 minutes. After this 60 minute period, if a call is still in progress the remainder of the call will be deducted from your bundle or charged at the standard rate under your price plan as appropriate.

52. Vodafone Free Weekend Calls applies to all standard calls (Vodafone mobiles, other UK mobiles or UK landlines with a geographic STD code) made within the United Kingdom (excluding Isle of Man and the Channel Islands) that commence between midnight Friday to midnight Sunday ("Weekend Periods"). All other calls are excluded, e.g. calls to non-geographic numbers, such as 0845 numbers, premium rate numbers, video calls, data calls and voicemail / Vodafone mail calls including Call Return.

53. A call that starts during our Weekend Periods but then continues into non-weekend hours will be charged from the point the non-weekend period begins, at the standard charge for your price plan for such calls

If you start a call in a non-weekend period, which continues into a Weekend Period, then Vodafone Free Weekend Calls will apply to the part of the call in the Weekend Period.

54. Vodafone Free Weekend Calls may only be used for private non-commercial use and is not for resale, nor for non-voice services. All usage is subject to Vodafone's fair use policy of 3000 minutes per month. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you then fail to do so, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate and/or to transfer you to the equivalent Anytime Price Plan without Vodafone Free Weekend Calls. If you have Vodafone Free Weekend Calls on your price plan then you cannot also have f Vodafone Unlimited Landline Calls and/or Vodafone Stop the Clock.

Vodafone Unlimited Landline Calls

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55. Vodafone Unlimited Landline Calls is only available on selected 18 month contracts on an Anytime price plan. Each Vodafone Unlimited Landline Call will have a maximum duration of 60 minutes. After this 60 minute period, if a call is still in progress the remainder of the call will be deducted from your bundle or charged at the standard rate under your price plan as appropriate.

56. Vodafone Unlimited Landline Calls applies to all calls to a UK landline with a geographic STD code made within the United Kingdom (excluding Isle of Man and the Channel Islands). All other calls are excluded, e.g. calls to non-geographic numbers, such as 0845 numbers, premium rate numbers, video calls, data calls and voicemail/Vodafone mail calls, including Call Return.

57. Vodafone Unlimited Landline Calls may only be used for private non-commercial use and is not for resale, nor for non-voice services. All usage is subject to Vodafone's fair use policy of 3000 minutes per month. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you then fail to do so, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate and/or to transfer you to the equivalent Anytime Price Plan without

Vodafone Unlimited Landline Calls. If you have Vodafone Unlimited Landline Calls on your price plan then you cannot also have Vodafone Free Weekend Calls and/or Vodafone Stop the Clock.

Vodafone Unlimited Texts

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58. Vodafone Unlimited Texts is only available on selected 18 month contracts on an Anytime price plan.

59. Any unused elements of Text Packs will not be carried over to the following month.

60. Vodafone Unlimited Text Packs include any free allocation of texts you receive as part of your price plan. The packs only include standard person to person texts within the UK. Text messages to non-geographic numbers, premium rate numbers and all other numbers and sent whilst abroad are not included and will be charged at your standard price plan rates. All usage is subject to Vodafone's fair use policy of 3000 texts per month. If, in the reasonable opinion of Vodafone, your use is excessive, we may ask you to moderate your usage. If you then fail to do so, we reserve the right to charge you for the excessive element of your usage at your price plan's standard rate and/or to transfer you to the equivalent Anytime Price Plan without Vodafone Unlimited Texts.

Vodafone Passport

61. Vodafone Passport is available to customers on: Perfect Fit price plans (available since May 1st 2005), 3G price plans, Anytime Price Plans and Business, Sharetime, Company Caller, Commercial Caller and Business Caller Perfect Fit for Business price plans.

62. In order to benefit you must register for Vodafone Passport. Once registered, you will be charged for eligible calls at the same rate as your home price plan while abroad, subject to these terms and conditions.

63. A 75p connection charge applies to all calls made and received in addition to your usual cost of a call, including calls using inclusive minutes.

64. Vodafone Passport is available when you use your phone in any of the following countries: Albania, Australia, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Republic of Ireland, Italy, Japan, Latvia, Lithuania, Luxembourg, Malta, The Netherlands, New Zealand, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland. The list of countries may be subject to change from time to time.

65. A minimum call charge of 1 minute applies to eligible calls made by you. After 1 minute, calls are charged in 30-second increments.

66. For each call you receive that lasts more than 60 minutes, a 20p per minute charge applies from the 60th minute onwards. This is charged in per second increments.

67. Vodafone Passport applies to voice calls made back to the United Kingdom or within the visited country and excludes calls to other countries, premium rate numbers and all data transfers (including text messages).

68. Daytime, evening and weekend rates are charged according to the time in the country you are visiting. If you are a

customer in a country where there is more than one time zone, you will be charged according to the time in the capital city.

69. Occasionally, Vodafone UK may not receive records for calls made from abroad for processing until several weeks after the call is made. Eligibility for inclusive minutes is determined when the call record is processed, not when the call is made.

70. Vodafone Stop The Clock, Vodafone Family and Vodafone Free Weekends does not apply to calls made while abroad.

71. If your domestic price plan includes cheaper or free (VPN rated) calls to mobiles or landlines within your business, these calls will be charged the connection fee plus usage of the inclusive minutes (if applicable). If you do not have inclusive minutes remaining these calls will be charged at the published Vodafone to Vodafone call rate for your price plan.

72. All charges include VAT, where applicable, unless otherwise stated.

73. Vodafone cannot guarantee access to, or coverage within, any foreign country.

International and Roaming Services

74. International and roaming services are subject to status. Roaming charges may vary according to the foreign network and exchange rates may include minimum charges.

75. If you send a text message while abroad, you are charged a flat rate charge plus your normal rate or inclusive text message eligibility for that text message. If you send a picture message while abroad, you'll be charged 36p plus the roaming data charges.

76. If you have a daily or monthly data allowance, or an Extras Pack, data used while you are abroad won't be deducted from your allowance.

Vodafone Roaming

77. These terms and conditions apply to any voice calls made or received outside of the United Kingdom (U.K.) and any texts sent from outside the U.K. (otherwise known as 'roaming').

78 Eligible calls are any calls made or received outside of the UK (excluding premium rate and satellite calls, and calls made using Vodafone Passport).

79. Eligible calls made by you are charged in 30 second increments with a minimum call charge equivalent to one minute (with the exception of Zone 3 – N America). Eligible calls received by you are charged per second, with a minimum call charge of 5p on pay monthly (with the exception of Zone 3 – North America). Eligible calls made or received in Zone 3 (North America) are charged in 60 second increments, with a minimum call charge equivalent to one minute.

80. The list of countries in each Zone and the status of a network as a Vodafone Preferred Network may be subject to change from time to time.

81. Eligible calls to Toll Free numbers within the visited country will be charged at the applicable Zone flat rate price for making a call in that country.

82. Text messages sent by you are charged at the flat rate price per text message (see www.vodafone.co.uk/goingabroad for details), plus the text messaging charge set out in your price plan for messages sent within the UK. If a foreign network operator charges Vodafone an administration fee for you to receive a text message on their network, Vodafone will pass this charge onto you. For further details, please contact your service provider.

83. Charges for premium rate and satellite calls will vary according to the cost charged by the foreign network operator and exchange rate fluctuations and include minimum charges. A network-handling fee will be applied to these calls.

84. Any inclusive minutes given to you as part of your price plan cannot be used for Vodafone World calls.

85. All charges include VAT, where applicable unless otherwise stated.

86. Vodafone cannot guarantee access to or coverage within any foreign country. If you are unable to receive access to a Vodafone Preferred Network, you may obtain access to another foreign network operator in that country. If so, you will be charged accordingly.

87. If you access data through the WAP APN when roaming you will be charged in 10KB steps. When sending and receiving an MMS or long text, data transfer charges apply and depend up on the size of message. Data charges and additional information can be found at www.vodafone.co.uk/goingabroad.

88. For information, and charges for video calling abroad refer to www.vodafone.co.uk/goingabroad.

3 September 2007