



Vodafone Mobile Tariff Guide

Vodafone Single User Voice and Data Tariffs

All tariffs below are Bill Spend Cap Eligible Tariffs

Price Plan Description	RRP	Minutes	SMS	International Call Bundle	EU Roaming	Europe Non-EU Roaming	Roam Further	5G Option	Data	Data (Out of Bundle)
VF Single 2GB	£19.50	Unlimited	Unlimited	No	£2.50 per Day	£3.50 per Day	£6.50 per Day	Yes	2GB	£6.95 per 250MB
VF Single 6GB	£21.95	Unlimited	Unlimited	No	£2.50 per Day	£3.50 per Day	£6.50 per Day	Yes	6GB	£6.95 per 250MB
VF Single 12GB	£32.50	Unlimited	Unlimited	No	£2.50 per Day	£3.50 per Day	£6.50 per Day	Yes	12GB	£6.95 per 250MB
VF Single 24GB	£35.95	Unlimited	Unlimited	No	£2.50 per Day	£3.50 per Day	£6.50 per Day	Yes	24GB	£6.95 per 250MB
VF Single Unlimited	£39.95	Unlimited	Unlimited	No	£2.50 per Day	£3.50 per Day	£6.50 per Day	Yes	Unlimited	£6.95 per 250MB

Single Call Rates

For calls, texts and data outside of your monthly allowance

Standard UK call charges	Cost per minute	Cost per Call	Minimum Call Charge	Billed by the:
Calls to any Vodafone UK mobile, standard UK landline (starting 01, 02 or 03) and UK voicemail	0p		1 minute	second
Calls to other UK mobile networks	0p		1 minute	second
Calls to other UK voicemail	0p		1 minute	second
Video calling to any Vodafone UK mobile	60p		1 minute	second
Video calling to other UK mobile networks	60p		1 minute	second
Video calling to international mobile networks within the EU	155p		1 minute	second
Video calling to international mobile networks within the Rest of the World	305p		1 minute	second

Standard UK text charges	Cost per minute	Cost per Message	Minimum Call Charge	Billed by the:
Standard UK text messages		0p		call
Standard UK picture messages		60p		call
Standard UK long text		60p		call
Standard UK video message		60p		call

Single Call Rates contd.

Non-geographic call charges	Cost per minute	Cost per Call	Minimum Call Charge	Billed by the:
Non-geographic numbers starting 0500	60p		1 minute	minute
ACCESS CHARGE FOR: Non-geographic numbers starting 0870, 0871, 0872, 0843, 0844 or 0845 #	65p		1 minute	minute
Charity numbers starting 0800 and 0808	0p		1 minute	minute
Radio-paging services (starting 076)		60p		call
Personal numbering services (starting 070)	60p		1 minute	minute
Call forwarding services (e.g. 07744, 07755)	60p		1 minute	minute
ACCESS CHARGE FOR: Directory enquiries numbers (118 numbers) #	65p		1 minute	minute

Premium Rate call charges	Cost per minute	Cost per Call	Minimum Call Charge	Billed by the:
ACCESS CHARGE FOR: Premium rate services (starting 09) #	65p		1 minute	minute
Voice short codes. These are usually 5-7 numbers long and used for TV or radio shows, competition lines and information services. The service provider will let you know the cost of the call.	free to 250p		1 minute	minute

numbers starting 084, 087, 09 or 118, as advertised by the organisation offering the service (such as a bank or travel agent). See premium rate calling table for call rates.

Channel Island Calls and Texts

Standard UK call charges	Cost per minute	Cost per Call	Minimum Call Charge	Billed by the:
Calls to any Channel Islands and Isle of Man mobile and landline (starting 01481, 01534, 01624)	60p		1 minute	second

Standard UK text charges	Cost per minute	Cost per Message	Minimum Call Charge	Billed by the:
Texts to Channel Islands or Isle of Man numbers		35p		call

International Call Rates

International calls	Cost per minute	Cost Per Call	Minimum Call Charge	Billed by the:
Calls to European Union countries from the UK	20p		1 minute	second
Calls to Other European countries from the UK	20p		1 minute	second
Calls to USA and Canada from the UK	20p		1 minute	minute
Calls to any other worldwide destination	20p		1 minute	minute

International SMS	Cost per minute	Cost Per Message	Minimum Call Charge	Billed by the:
International SMS (Other European countries)		35p		call

International Video Calls	Cost per minute	Cost Per Call	Minimum Call Charge	Billed by the:
Video calls from the UK to Europe	155p		1 minute	minute
Video calls from the UK to Rest of the World	305p		1 minute	minute

Single Tariff - Travelling and Using Devices Abroad (Europe Zone)

Zone	Discount	Daily Charge	Incoming	Voice to IC and B2UK	Voice to Europe	Voice to RoW	Voice to USA & Canada	GPRS	Incoming SMS	SMS IC and B2UK	SMS to Europe	SMS to RoW
VF Euro Zone 0	No Int discount	£0.00	0p	0p	20p	305p	155p	Domestic	0p	0p	0p	35p
VF Euro Zone 0	Int discount 1	£0.00	0p	0p	15p	40p	15p	Domestic	0p	0p	0p	35p
VF Euro Zone 0	Int discount 2	£0.00	0p	0p	12p	20p	12p	Domestic	0p	0p	0p	35p
VF Euro Zone 0	Int discount 3	£0.00	0p	0p	9p	15p	9p	Domestic	0p	0p	0p	35p
VF Euro Zone 0	Int discount 4	£0.00	0p	0p	13p	30p	13p	Domestic	0p	0p	0p	35p
VF Euro Zone 1	No Int discount	£2.50	0p	0p	20p	305p	155p	Domestic	0p	0p	0p	35p
VF Euro Zone 1	Int discount 1	£2.50	0p	0p	15p	40p	15p	Domestic	0p	0p	0p	35p
VF Euro Zone 1	Int discount 2	£2.50	0p	0p	12p	25p	12p	Domestic	0p	0p	0p	35p
VF Euro Zone 1	Int discount 3	£2.50	0p	0p	9p	18p	9p	Domestic	0p	0p	0p	35p
VF Euro Zone 1	Int discount 4	£2.50	0p	0p	13p	30p	13p	Domestic	0p	0p	0p	35p
VF Euro Zone 2	No Int discount	£3.50	0p	0p	20p	305p	155p	Domestic	0p	0p	0p	35p
VF Euro Zone 2	Int discount 1	£3.50	0p	0p	15p	40p	15p	Domestic	0p	0p	0p	35p
VF Euro Zone 2	Int discount 2	£3.50	0p	0p	12p	25p	12p	Domestic	0p	0p	0p	35p
VF Euro Zone 2	Int discount 3	£3.50	0p	0p	9p	18p	9p	Domestic	0p	0p	0p	35p
VF Euro Zone 2	Int discount 4	£3.50	0p	0p	13p	30p	13p	Domestic	0p	0p	0p	35p

Single Tariff - Travelling and Using Devices Abroad cont'd.

Zone	Discount	Daily Charge	Incoming	Voice to IC and B2UK	Voice to Europe	Voice to RoW	Voice to USA & Canada	GPRS	Incoming SMS	SMS IC and B2UK	SMS to Europe	SMS to RoW
VF Traveller Tier1	No Int discount	£6.50	0p	0p	20p	305p	155p	Domestic	0p	0p	35p	35p
VF Traveller Tier1	Int discount 1	£6.50	0p	0p	15p	40p	15p	Domestic	0p	0p	35p	35p
VF Traveller Tier1	Int discount 2	£6.50	0p	0p	12p	25p	12p	Domestic	0p	0p	35p	35p
VF Traveller Tier1	Int discount 3	£6.50	0p	0p	9p	18p	9p	Domestic	0p	0p	35p	35p
VF Traveller Tier1	Int discount 4	£6.50	0p	0p	13p	30p	13p	Domestic	0p	0p	35p	35p
VF Traveller Tier2	No Int discount	£6.50	0p	0p	20p	305p	155p	Domestic	0p	0p	35p	35p
VF Traveller Tier2	Int discount 1	£6.50	0p	0p	15p	40p	15p	Domestic	0p	0p	35p	35p
VF Traveller Tier2	Int discount 2	£6.50	0p	0p	12p	25p	12p	Domestic	0p	0p	35p	35p
VF Traveller Tier2	Int discount 3	£6.50	0p	0p	9p	18p	9p	Domestic	0p	0p	35p	35p
VF Traveller Tier2	Int discount 4	£6.50	0p	0p	13p	30p	13p	Domestic	0p	0p	35p	35p

Single Tariff - Travelling and Using Devices Abroad contd.

Zone	MMS Long	MMS Picture	MMS Postcard	MMS Video
VF Euro Zone 0	60p	60p	60p	60p
VF Euro Zone 1	60p	60p	60p	60p
VF Euro Zone 2	60p	60p	60p	60p
VF Traveller Tier 1	60p	60p	60p	60p
VF Traveller Tier 2	60p	60p	60p	60p
VF World Zone 1	60p	60p	60p	60p
VF World Zone 2	60p	60p	60p	60p

Zone	Minimum Call Charge	Billed by the:	Minimum Call Charge	Billed by the:	Minimum Call Charge	Billed by the:
	Outbound Calls - to UK and Europe		Outbound Calls - USA, Canada & RoW		Incoming Calls	
VF Euro Zone 0	1 minute	second	1 minute	minute	1 minute	second
VF Euro Zone 1	1 minute	second	1 minute	minute	1 minute	second
VF Euro Zone 2	1 minute	second	1 minute	minute	1 minute	second
VF Traveller Tier 1	1 minute	second	1 minute	minute	1 minute	second
VF Traveller Tier 2	1 minute	second	1 minute	minute	1 minute	second
VF World Zone 1	1 minute	second	1 minute	minute	1 minute	second
VF World Zone 2	1 minute	second	1 minute	minute	1 minute	second

World Data Roaming

VF Business Traveller

Business Traveller (£6.50 Per Day)					
USA	Canada	Australia	New Zealand	South Africa	Singapore
Taiwan	Thailand	Afghanistan	Albania	Anguilla	Antigua and Barbuda
Argentina	Armenia	Aruba	Bahrain	Bangladesh	Barbados
Bermuda	Bonaire	Bosnia and Herzegovina	Brazil	Congo	Dominica
Dominican Republic	Ecuador	Egypt	El Salvador	Fiji	Georgia
Ghana	Grenada	Guatemala	Guyana	Haiti	Honduras
Hong Kong	India	Indonesia	Israel	Jamaica	Japan
Jordan	Kazakhstan	Kenya	Korea	Kuwait	Lesotho
Macau	Macedonia	Malaysia	Mexico	Moldova	Mongolia
Montenegro	Montserrat	Morocco	Mozambique	Myanmar	Nicaragua
Oman	Pakistan	Panama	Papua New Guinea	Paraguay	Peru
Philippines	Puerto Rico	Qatar	Russia	Saba	Samoa
Saudi Arabia	Serbia	Sint Eustatius	Sint Maarten	Sri Lanka	St Kitts and Nevis
St Lucia	St Vincent and Gren- adines	Sudan	Suriname	Swaziland	Tanzania
Tonga	Trinidad and Tobago	Turks and Caicos Islands	Ukraine	United Arab Emirates	Uruguay
US Virgin Islands	Vanuatu	Vietnam	Andorra	Laos	Uzbekistan

Roaming Zones

Europe Zone 1 (£2.50 Per Day)							
Azores	Austria	Belgium	Bulgaria	Canary Islands	Croatia	Cyprus	Czech Republic
Denmark	Estonia	Finland	France (Inc. Corsica)	French Guiana	Germany	Gibraltar	Greece
Guadeloupe	Hungary	Iceland	Italy (Inc. Vatican City)	Kosovo	Latvia	Liechtenstein	Lithuania
Luxembourg	Malta	Martinique	Mayotte	Monaco	The Netherlands	Norway	Poland
Portugal (Inc. Madeira)	Reunion	Republic of Ireland	Romania	St Martin	Slovakia	Slovenia	Spain (Inc. Balearic Islands)
Sweden							
Europe Zone 2 (£3.50 Per Day)							
Faroe Islands	Guernsey	Isle of Man	Jersey	San Marino	Switzerland	Turkey	

Roaming Zones contd.

Rest of World Zone 1

Algeria	Angola	Azerbaijan	Bahamas	Belarus	Benin	Bolivia	Botswana
Brunei Darussalam	Burkina Faso	Cameroon	Cape Verde	Central African Republic	Chad	East Timor	Falkland Islands
Gabon	Gambia	Guam	Guinea	Guinea-Bissau	Iran	Iraq	Ivory Coast
Kyrgyzstan	Liberia	Malawi	Mali	Mauritania	Mauritius	Namibia	Nepal
New Caledonia	Niger	Nigeria	Palestinian Territory	Republic of the Congo	Rwanda	Saint Helena	Senegal
Seychelles	Sierra Leone	Tajikistan	Tahiti	Togo	Tunisia	Uganda	Venezuela
Yemen	Zambia	Zimbabwe					

Rest of World Zone 2

Belize	Bhutan	Burundi	Comoros	Cook Islands	Cuba	Djibouti	Equatorial Guinea
Ethiopia	Greenland	Lebanon	Libya	Madagascar	Maldives	Sao Tome and Principe	Solomon Islands
Aerospace and Maritime							

Currently NO Roaming Service

Eritrea	Kiribati	Micronesia	Northern Mariana	Somalia	St Pierre and Miquelon	Syria	Turkmenistan
---------	----------	------------	------------------	---------	------------------------	-------	--------------

Early Termination Fee (ETF)

An early termination fee may apply to you when you cancel your agreement with us during the 12, 18 or 24-month minimum term (whichever applicable). For more detail, please see our Terms & Conditions.

Your early termination fee is based on the services that make up your package and the number of months remaining until the end of your minimum term.

How we calculate your Early Termination Fee

Calculating your early termination is simple, the monthly termination fee for your service is multiplied by the number of months remaining.

Service	Monthly Termination Fee
VF Single 2GB	£10.50
VF Single 6GB	£10.50
VF Single 12GB	£10.50
VF Single 24GB	£13.50
VF Single 50GB	£19.00
VF Single Unlimited	£25.50

Any part month is rounded up to a full month. This means that if there are 3.5 months in between the date you leave and the end of your minimum term, the monthly termination fee is multiplied by 4 months.

Example

You are a Onestream VF Single Unlimited customer and you end your contract 4 months before the end of your minimum term. Your monthly termination fee would be **£25.50**, multiplied by 4 months remaining = **£102**

The Smallprint

- The Vodafone tariffs are available for any new and re-signing customers (includes ports and migrations).
 - For customers who require a tariff change within their existing contract period, please refer to the tariff guide at the time of connection for tariff options and pricing.
 - Inclusive minutes can be used to call UK landlines starting 01, 02 and 03, and standard UK mobiles starting 07.
 - Inclusive minutes do not include calls to Jersey, Guernsey and Isle of Man, are chargeable.
 - Inclusive texts can be used to send a text in the UK to a UK mobile. Inclusive data is 4G in the UK (5G where enabled) and can be used in the UK.
 - Calls made through voicemail using the caller return feature are not included in the customer's allowance.
 - WiFi Calling is available at no extra charge.
 - Unlimited Data fair usage policy: Usage must not exceed 500GB per month twice or more in a 6-month period
 - Bill spend caps are available on all single user tariffs connected or resigned after October 2018. Excludes Sharer tariffs, PAYU and bespoke tariffs
 - All usage is subject to our general terms and conditions
 - UK & EU Out of Bundle data is charged at £6.95 per 250MB
 - We have the right to pass on any annual RPI or CPI related price increases imposed by the network
- When using data abroad, you're automatically opted into the £39 Data Spend Cap within our Europe Zone and Rest of the World (ROW), for each monthly billing period

Fair Use Policy

- Inclusive roaming services in Europe Zone are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis
- If customers use their mobile in the Europe Zone for more than 50% of the time in any 3 month rolling period, they will receive a notification requesting more moderate use of our roaming services.
- If customers' usage in the Europe Zone continues to exceed 50% as described above, over the 2-week period following the first notification, customers will either be charged for use or be barred from using our roaming services.
- Excess usage will be charged at 4p per MB for all data used
- Customers will be notified before charges are applied
- VF Data Only 30GB & VF Business Data Only Unlimited plans roamed data usage is capped at 25GB per billing month in Europe Zone 1, Europe Zone 2 and Business Traveller countries. If the 25GB is exceeded, data will be charged at 4p per MB for all data used.

Unlimited clause

Unlimited allowances in tariff are truly unlimited for minutes and text messages, however, as per our general terms and conditions Onestream reserves the right to suspend or terminate connections where it identifies usage which it believes is:

- Outside normal commercial practice
- Made via automated means e.g. SIM Gateway
- Damages or impairs our network
- Fraudulent, abusive, illegal or a nuisance

All of these activities would fall outside of the Fair Usage policy, and such will not be supported by the Mobile Bill Limit Regulation (mobile spend cap).

For help visit <https://onestream.co.uk/support>