



Vodafone
Power to you

Vodafone Out Of Bundle Charges

All prices quoted in this document are excluding VAT.

Please note that out of bundle data charges are charged at £5.00 per GB. Example - if you were to download a 2-hour HD movie, this is likely to use up to 3GB of data. In out of bundle charges at £5.00 per GB, this is going to cost approximately £15 in additional charges.

Call Type Description	Cost	Minimum First Period Charge	Billing Increments
On-Net	£0.36	60 seconds	1 second
Cross-Net	£0.36		
Landline - 01,02 and 03 numbers	£0.36		
Voicemail	£0.36		
Channel Islands & Isle of Man (excluded from bundles)	£0.36		
SMS	£0.24	N/A	Per message
Channel Islands & Isle of Man SMS (excluded from bundles)	£0.24		
MMS	£0.36		
Video Call	£0.36	60 seconds	1 second
Video Call - International EU	£1.01		
Video Call - International ROW	£1.99		
Call return - Vodafone (first 3600 seconds)	Free		
Call Return - Vodafone (over 3600 seconds)	£0.36		
Call Return - Landlines and cross network	£0.36		
International Call - Europe & EEA	£0.24		
International Call - Europe Other	£1.01		
International Call- ROW	£1.99		
International SMS - EU & EEA	£0.24		
International SMS - Europe Other	£0.24		
International SMS - ROW	£0.44		
Non-Geo Access Charge (084 & 087)	£0.44	60 seconds	60 seconds
Premium Call Access Charge (09)	£0.44		
Directory Enquiries Access Charge (118)	£0.44		
Freephone (0800) ***	Free	1 second	1 second
Personal Numbering Services (i.e. 070)	£0.36	60 seconds	1 second
Call Forwarding Services (07744/07755)	£0.36		
Data	£10.20	Per GB	Per 1GB

*** Freephone numbers may still be charged when dialling from outside of Europe

Vodafone Mobile Terms and Conditions

Usage is worked out on a pro rata basis from 1st - 31st. So, if the sim card is connected on 15th of the month and is on a 20GB tariff, you will have a 10GB allowance to use from 15th to the end of the first month. The full 20GB allowance will commence on 1st of the following month.

We will advise you when 80% of your usage has been reached. When you have reached your spend cap, an auto-bar will be placed on your account. Please bear in mind that billing data can take up to 48 hours to download from the network (even longer when travelling abroad). Due to this delay, there may still be some excess charges incurred before the auto-bar activates. It is imperative that you carry out regular monitoring of data usage in particular, throughout the month. By signing this contract, you accept that you have read and understood this important information and you are liable for all out of bundle charges.

If you need any help on how to monitor the data usage, please contact DWD Telecoms on 0345 3456 575 or email - support@wearedwd.co.uk

Vodafone Spend Caps

Either you or the authorised person within your company / organisation who signed the contract, has already approved a monthly spend cap for you. This is for any out of bundle charges such as the £2 per day Euro Travel Select countries, £5 per day TravelPlus countries and World Traveller Service countries, picture messages, calls to 084/087 numbers, premium texts etc. If you need to check or amend the spend caps, please contact DWD on email – support@wearedwd.co.uk

Vodafone Roaming Allowances and Pricing

Your allowance and price whilst roaming will vary, and is also dependent on your tariff. Before you leave the UK, please ensure that you contact DWD on 0345 3456 575 or email – support@wearedwd.co.uk to check the country you are visiting and your allowances along with current prices.

Vodafone Fair Usage Policy

Unlimited plans roaming data usage is capped at 25GB per billing month in European Travel Select, Travel Free and Travel Plus destinations.

If you reach this limit, you will be charged £3 per 1GB (ex VAT) to continue using data in a European Travel Select, Travel Free or Travel Plus destinations, until your monthly allowance renews on the 1st of next month.

If a user uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Travel Select and/or legislation such as Roam Like at Home), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a user's usage continues to exceed 50% as described above over the two-week period following the first notification, DWD reserves the right to either charge customers for this excessive usage or bar roaming services. Users will be notified before any action is taken.

Vodafone International Caller Saver

If you are in regular contact with other countries, you will benefit from adding on some of our international bundles to help keep cost low. This will be based upon the countries you call, and the estimated time spent on calls etc. International call rates to some countries are very expensive from the UK.

100 International minutes @ £4.00

500 International minutes @ £8.00

100 International SMS @ £4.00

100 Countries included within the International Saver bundles are:

American Samoa, Andorra, Angola, Argentina, Australia, Austria, The Bahamas, Bahrain, Bangladesh, Belgium, Bermuda, Bhutan, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Egypt, Estonia, Faroe Islands, Finland, France, French Territories (inc. Guadeloupe, French Guiana, Martinique, Reunion and Mayotte), Germany, Gibraltar, Greece, Guam, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Republic of Ireland, Israel, Italy, Japan, Kazakhstan, South Korea, Kuwait, Laos, Lao People's Democratic Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mariana Islands, Mauritius, Mexico, Monaco, Mongolia, Namibia, Nepal, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Paraguay, Peru, The Philippines, Poland, Portugal, Puerto Rico, Romania, Russia, San Marino, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sint Maarten, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Thailand, Turkey, Turkmenistan, USA (United States of America), Uzbekistan, Venezuela, Vietnam, The US Virgin Islands

Vodafone European Traveller Select

As of 1st January 2022, all customers using their Vodafone bundles in any European countries, will be charged £2 + VAT per day to Roam Like at Home. This means you can continue using your standard tariff for a one-off daily charge. Data usage where roaming outside of the UK will have a fair usage allowance of 25GB per billing month. A charge of £5.00 + VAT will be applied per GB used over the initial 25GB roaming fair usage allowance. These charges will not apply when roaming in Ireland or Isle of Man. **Please check with us first to see if this service applies to you, contact DWD on 0345 3456 575 or email – support@wearedwd.co.uk**

Europe Zone 1

Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French territories, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden.

Europe Zone 2

Channel Islands (inc. Guernsey, Jersey) and the Isle of Man, Faroe Islands, San Marino, Switzerland.

Vodafone World Traveller Select

Please note that this does NOT include mobile broadband! This is for voice connections only! You will incur data charges when roaming and using a mobile broadband! If you are going to be using data outside of the UK and EU, then please let us know so we can change your mobile broadband tariff before you leave the country.

For users that are roaming outside of Europe in the Rest of the World, for £5 + VAT per day, users can still access their UK allowance whilst in the following destinations. **Please check with us first to see if this service applies to you, contact DWD on 0345 3456 575 or email – support@wearedwd.co.uk**

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

For roaming outside of the above World Traveller Service countries, charges for that particular country zone will apply. The zones are listed below.

Vodafone International Zones

Rest of World Zone 1 - countries below that are underlined are covered by the £5 per day WTS

Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bhutan, Bonaire, Botswana, Bosnia & Herzegovina, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cameroon, Cambodia, Canada, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Democratic Republic of Congo, Peoples Republic of Congo, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, French Polynesia, Gabon, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran[^], Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kosovo, Laos, Lesotho, Macau, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saba (Netherlands Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, Singapore, Sint Eustatius (Netherlands Antilles), Sint Maarten, Solomon Islands, South Africa, South Korea, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Sudan, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turkey, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia.

[^] Users should expect service restrictions when roaming in Iran

Rest Of World Zone 2

Algeria, American Samoa, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe.

Rest Of World Zone 3

Andorra, Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia.

Rest Of World Zone 4

Angola, Ascension Islands, Australian External Territories, Belize, Comoros, Cook Islands, Cuba, Diego Garcia, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Greenland, Kiribati, Lebanon, Maldives, Marshall Islands, Micronesia, Midway Island, Nauru, New Caledonia, Niue, Norfolk Island, North Mariana, Palau, Saint Helena, Somalia, St Pierre & Miquelon, Syria, Timor (East), Tokelau, Turkmenistan, Tuvalu, Wallis & Futuna.

Vodafone Roaming Out of Bundle Charges

Please see below for out of bundle charges. Mobile broadband outside of Europe see below prices for the country of usage (prices are excluding VAT): -

Call Type Description	Cost	Minimum first billing period	Billing increments
Roaming RoW Zone 1 - In Country, In Zone & UK	£0.41	60 seconds	60 seconds
Roaming RoW Zone 1 - Euro Zones	£1.01		
Roaming RoW Zone 1 - RoW Zone 2	£1.34		
Roaming RoW Zone 1 - RoW Zone 3	£1.34		
Roaming RoW Zone 1 - RoW Zone 4	£1.34		
Roaming RoW Zone 1 - Inbound	£0.24		
Roaming RoW Zone 1 - SMS	£0.06	per message	per message
Roaming RoW Zone 1 - MMS	£0.44		
Roaming RoW Zone 1 - Data	£0.08	per MB	per MB
Roaming RoW Zone 2 - In Country, In Zone & UK	£0.80	60 seconds	60 seconds
Roaming RoW Zone 2 - Euro Zones	£1.01		
Roaming RoW Zone 2 - RoW Zone 1	£1.34		
Roaming RoW Zone 2 - RoW Zone 3	£1.34		
Roaming RoW Zone 2 - RoW Zone 4	£1.34		
Roaming RoW Zone 2 - Inbound	£0.48		
Roaming RoW Zone 2 - SMS	£0.20	per message	per message
Roaming RoW Zone 2 - MMS	£0.44		
Roaming RoW Zone 2 - Data	£0.41	per MB	per MB
Roaming RoW Zone 3 - In Country, In Zone & UK	£1.60	60 seconds	60 seconds
Roaming RoW Zone 3 - Euro Zones	£1.60		
Roaming RoW Zone 3 - RoW Zone 1	£1.60		
Roaming RoW Zone 3 - RoW Zone 2	£1.60		
Roaming RoW Zone 3 - RoW Zone 4	£1.60		
Roaming RoW Zone 3 - Inbound	£1.04		

Vodafone Out Of Bundle Charges



Roaming RoW Zone 3 - SMS	£0.41	per message	per message
Roaming RoW Zone 3 - MMS	£0.44		
Roaming RoW Zone 3 - Data	£1.20	per MB	per MB
Roaming RoW Zone 4 - In Country, In Zone & UK	£1.60	60 seconds	60 seconds
Roaming RoW Zone 4 - Euro Zones	£1.60		

Roaming RoW Zone 4 - RoW Zone 1	£1.60		
Roaming RoW Zone 4 - RoW Zone 2	£1.60		
Roaming RoW Zone 4 - RoW Zone 3	£1.60		
Roaming RoW Zone 4 - Inbound	£1.20		
Roaming RoW Zone 4 - SMS	£0.41	per message	per message
Roaming RoW Zone 4 - MMS	£0.44		
Roaming RoW Zone 4 - Data	£4.80	per MB	per MB