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## Terms and conditions

### Vodafone Simply price plan terms

Your agreement with us is made up of:

(a) the Pay as you go Airtime terms and conditions;

(b) the Price Plan guide for your Vodafone Simply Price Plan (available on [www.vodafone.co.uk](http://www.vodafone.co.uk) or by calling 191). All listed prices include VAT, where applicable, unless otherwise stated;

(c) the Pay as you go Vodafone Simply Price Plan Terms and the terms and conditions of any optional extras you may choose to add for example Text Packs, Vodafone Free Weekends, or Vodafone Text Unlimited (available on [www.vodafone.co.uk](http://www.vodafone.co.uk)); and

(d) the wording on the packaging of the Mobile Equipment.

#### The basics

More information about our call charges is available at [www.vodafone.co.uk](http://www.vodafone.co.uk), in our price plan guide or by calling 191 from your mobile or 08700 77 66 55 from any other phone. (You'll be charged at your telephone provider's published rate). Calls to automated help lines, including 191, are free when you call on your mobile within the UK, unless you speak to an adviser.

#### For calls from your Vodafone mobile...

We count a day as midnight to midnight. A standard call, is a call to landlines (with numbers beginning 01, 02 and 03), Vodafone mobiles, voicemail or other UK mobile networks within the UK (excluding the Isle of Man and the Channel Islands). A standard text is a text to other Vodafone mobiles or other UK mobile networks within the UK (excluding the Isles of Man and the Channel Islands). We charge each call by the second, and round up to the next whole pence. A minimum call charge applies. Different charges apply for non-standard calls, including premium rate calls and non-geographic numbers. Further information is available at [www.vodafone.co.uk](http://www.vodafone.co.uk)

#### ...and to your mobile

You don't have to pay for receiving calls except when you roam on a foreign network. Calls from a fixed line or other mobile network to your phone are set by the other network operator.

#### Text messages

A standard text message is 160 characters long, but some handsets let you send longer ones. In that case, the message will be divided up into the number of texts required to convey the message. Each one of these will be charged at the standard rate for your Price Plan. Receiving text messages from another mobile whilst in the UK is free. Text messages which are premium rate, international, sent and received abroad, reversed charged and long are not included in the standard rates so additional charges may apply. Delivery cannot always be guaranteed.

#### MMS

Using Vodafone MMS you can send long text messages, picture messages and video messages. A long text message, picture message and video message is limited to a maximum size of 300kb. If a message contains multiple media items you will be charged for the most expensive item in the message, for example, send a message containing a picture and video clip you are charged the video message price. Messages sent whilst abroad, premium rate and reverse charged messages are not included in the standard rate so additional charges may apply. Please note that not all handsets can send and receive MMS.

#### Vodafone Messenger

Using Vodafone Messenger you can send and receive instant messages up to 160 characters long to and from Vodafone UK mobiles and selected internet messenger providers. Use of Vodafone Messenger 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 WAP over GPRS can send and receive messages. Delivery cannot always be guaranteed.

#### Video Calls

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. 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](http://www.vodafone.co.uk/ukcoverage) or at any Vodafone retail store. For information on international availability of 3G visit [www.vodafone.co.uk/goingabroad](http://www.vodafone.co.uk/goingabroad).

#### Mobile Internet and Vodafone Live!

All Mobile Internet and 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 or exceeds any specified amount, we may ask you to moderate your usage. If after we have asked 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, limit the speed of your service or suspend or terminate your service in accordance with the Pay as you go Airtime terms and conditions.

If you use services on the Vodafone menu, you'll be charged at the published rates. If Vodafone Content Control prevents access to any Vodafone live! or mobile internet page, or internet content, then you will incur a mobile browsing charge at your normal Price Plan rate for any data used in the attempt. We charge GPRS or 3G browsing sessions by kilobyte ('KB') at our published rates in 1KB steps with a minimum charge for access in the UK and round up to the whole pence at the end of each browsing session.

If you purchased your Pay as you go SIM Card with a Mobile Connect card, different published rates will apply.

We will charge all usage other than accessing Vodafone live! and the mobile internet at the full published rates for Pay as you go GPRS and 3G data access, along with a minimum charge for each data session where use of other services has occurred. Other services would typically include, but are not limited to, non-browsing services, such as calls over the internet, Peer to Peer communication services, or File Sharing services, unless otherwise stated. When using these non-browsing services, charging will be in 1KB steps, the data consumed will not count towards any daily or monthly inclusive or promotional allowances and will round up to the next pence at the end of each browsing session.

Roaming charges apply to browsing Vodafone live! and the mobile internet from abroad; additional information and published rates can be found at [www.vodafone.co.uk/goingabroad](http://www.vodafone.co.uk/goingabroad). When roaming, GPRS and 3G are charged in 10KB steps and rounded up to the next pence at the end of each browsing session. A minimum call charge applies.

### Voice and text packs

Voice and text packs are available on the Vodafone Simply Price Plan. You can have one voice pack and one text pack running at the same time on the Vodafone Simply Price Plan. Each pack runs for 30 days or until you have used your minutes or messages, whichever is first. Any unused minutes and messages at the end of the 30 day period will be lost. If you buy more than one of each pack at the same time they'll run one after the other such that the second pack starts as soon as the first pack is finished.

Vodafone packs are available for standard calls (Vodafone mobiles, other UK mobiles or landlines with numbers beginning 01, 02 and 03) made within the United Kingdom (excluding Isle of Man and the Channel Islands). We charge each call by the second and round it up to the next pence. If your call is part of your voice pack, there are no minimum call charges. Only standard texts can be set against your text pack. Text messages are deducted from your text pack shortly after it's sent.

### Calling abroad from the UK

The charges for calling abroad from the UK vary depending on where you're calling. We charge each call by the second and round up to the next whole pence. A minimum call charge applies. Further information on call charges is available at [www.vodafone.co.uk/international](http://www.vodafone.co.uk/international).

### Going Abroad

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

Eligible calls are any calls made or received outside of the UK (excluding premium rate and satellite calls, and calls made using Vodafone Passport). 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. Text messages sent by you are charged at the flat rate price per text message. You are charged for the international leg of calls you receive whilst abroad.

If you access data when roaming you will be charged as per the data roaming charges. When sending and receiving an MMS or long text, data transfer charges apply and depend upon the size of message. If you use GPRS while abroad, the usage is not eligible for Extras Packs and GPRS bundles.

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.

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.

Voice pack minutes cannot be used for Vodafone World calls and text packs cannot be used for text messages sent from outside the UK.

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.

For further information, including details on call and data charges, charging increments and minimum call charges, and Vodafone World terms and conditions see [www.vodafone.co.uk/goingabroad](http://www.vodafone.co.uk/goingabroad).