

Plan Summary



Vodafone Limited
The Connection, Newbury,
Berkshire RG14 2FN

This document explains the key parts of your chosen service, and is designed to help make comparing services easier.

This offer is available at the time of issue. All prices inclusive of VAT.

Reference: V12

Your service

Package 1

£20 Bundle

Standard Package (SIM only)

Includes

- ✓ 40GB data
- ✓ Unlimited standard minutes & texts
- ✓ Total Rollover Data

Duration of plan

Bundles last 30 days

Extras

Data Speed

As fast as your device will allow (<http://www.vodafone.co.uk/coverage>)

Plan Costs

Standard cost (before discounts): £20.00

Prices shown may be subject to a Sim card and top up application fee as set by retailers.

Total price
£20.00

Essential information about your plan

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

With a Big Value Bundle you get unlimited standard minutes and texts plus the data allowance stated above for a period of 30 days.

All our Big Value Bundles also come with Total Rollover, which lets you carry over any unused data, minutes and texts into the next 30 days. Providing you have enough credit on your account, your bundle will automatically renew on day 30.

Usage outside your plan allowance will be charged at a different rate. You can find more about our call, text, video and mobile phone data charges at www.vodafone.co.uk/explore/costs/call-charges/

If your bundle expires or you choose to not renew, then your plan will end and Pay As You Go 1 rates and terms and conditions will apply. Further details are outlined below and in our Pay as You Go 1 terms and conditions: vodafone.co.uk/terms-and-conditions

With Pay as you go 1 you'll pay just £1 on the days you use your phone and get unlimited minutes, unlimited texts and 50MB of data to use until midnight.

And on the days you don't use anything, you won't pay anything.

You'll need to top up a minimum of £5 in order to be able to use Pay as you go 1. We charge a minimum of one minute per call. This means, for example, if you have made a call for 30 secs, you will be charged for a minute. For further information on charges, please see our Pay as you go 1 Terms and Conditions at: www.vodafone.co.uk/terms-and-conditions/

Standard UK landline and mobile calls

Spend on these services counts towards the £1 daily spend cap.

A minimum one- minute call charge applies	Cost
Calls to any standard UK mobile	£1 per call
Calls to any standard UK landline (starting 01,02 or 03)	£1 per call
Calls to voicemail	£1 per call

Standard UK messaging

Spend on these services counts towards the £1 daily spend cap

	Cost
Standard UK text message (up to 160 characters)	£1 per message
Standard UK picture message (up to 300KB)	£1 per message

UK Data

Spend on these services counts towards the £1 daily spend cap.

	Cost
Data usage	£1 for 50MB of data (charged on the first 250 KB)

Please note, that if you have a Big Value Bundle, any out of bundle spend will be charged at a different rate, and will not contribute to the £1 spend cap. 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.

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.

Faults and Service Quality

If you experience a degradation in service, you may be entitled to a partial refund based on the number of days you are without your services, in accordance with our Pay as you go 1 Terms and Conditions:

<https://www.vodafone.co.uk/terms-and-conditions/>

Payment

You pay for the services by topping up your account with us. Please see <https://support.vodafone.co.uk/Mobile-plans-Pay-as-you-go-SIM/Pay-as-you-go-top-up/1479617992/How-can-I-top-up-myphone-or-another-number.htm> for details on how to top up. 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.

Changes to your terms, services or charges

We may make changes at any time. If we make a change which (i) has a negative impact on your use of the service (in Vodafone's reasonable opinion) and (ii) is not a Permitted Change (as described in our terms and conditions), you will have a right to leave your Agreement. If that's the case, we'll usually give you at least 30 days' notice. To exercise your right to leave, you'll need to tell us within that 30-day period. If you take no action within 30 days of us telling you about the changes you'll be considered to have accepted those changes. Please note, you will not have a right to leave the Agreement early where we make a Permitted Change such as a change that is required by applicable law (see our terms and conditions at vodafone.co.uk/terms for a full list of Permitted Changes).

Leaving us/suspending the services

We can suspend, restrict or stop providing all or part of the services 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;
- (iv) 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.

What are Big Value Bundles?

Big Value Bundles are Pay as you go Bundles that give you an allowance of standard minutes, standard texts and data to use within the UK for a period of 30 days. Big Value Bundles are also known as BVB.

There are different types of Big Value Bundles which give you different allowances. Please see our Big Value Bundle page for details.

How it works

The day a Big Value Bundle is added to your account will count as day 1. It'll run out at 11.59pm UK time on day 30.

Your Big Value Bundle will renew automatically every 30 days as long as you have enough credit by the time it runs out. We'll try and take payment on day 30. For your bundle to renew automatically, you'll need to have enough credit to renew whatever type of Big Value Bundle you've opted in to.

If we can't take your payment because you haven't got enough credit, you'll have seven more days (non-working days) to top up (the 'seven-day period'). During this time, you'll be charged in line with your base plan (Pay as you go 1) for minutes, texts and data until you top up. If, by the end of the seventh day, you still don't have enough credit, you'll be automatically opted out of the Big Value Bundle and standard Pay as you go rates will apply. Please note, if you have

purchased a new Big Value Bundle since 13 January 2019, Pay as you go 1 rates will apply. You can opt back in at any time by buying another Big Value Bundle.

If you'd like to change your Big Value Bundle, you can call **2345** free from your Vodafone mobile. Any changes will not be applied until your current bundle has expired.

If you don't want your Big Value Bundle to automatically renew, you'll need to opt out by calling **2345** free from your Vodafone mobile. You can end the automatic renewal at any time within your 30-day period.

If you use up your minutes, texts or data from your Big Value Bundle allowance before the 30th day, you'll be charged 53p a minute for standard UK calls, 26p to send a standard UK text message and £2 a day for 50MB UK data and 10p for every MB after this, until your Big Value Bundle is renewed. If your bundle ends and you don't renew, or if you cancel your bundle early, you'll be charged [Pay as you go 1 rates](#)

Total Rollover

If your Pay as you go Bundle (also known as Big Value Bundle) automatically renews, any unused data from your previous bundle will roll over and will only be available for you to use during the next 30-day period.

Unused allowances will only roll over from one Pay as you go Bundle to the next if your bundle renews automatically on the day your previous bundle expires. If you choose to change your bundle, or it doesn't automatically renew (usually due to a lack of credit on your account), any unused data will not roll over

Roaming

Please note that from 8 June 2022 inclusive, you will be able to use your bundle allowances in the UK and [Zone A](#) only. If you travel to Europe or any other destination outside Zone A from 8 June 2022 inclusive, you will need to buy one of our roaming Extras which give you an allowance of data, minutes and/or texts to use in selected destinations. For details of our pay as you go roaming destinations please see our roaming destinations page (vodafone.co.uk/mobile/global-roaming/destinations) and our terms and conditions (vodafone.co.uk/terms-and-conditions). For details of our Extras, please see vodafone.co.uk/extras.

International calls from the UK to other destinations will be charged in accordance with our [standard international rates](#).

Additional information about your plan

If you want to end your agreement

You can leave Vodafone at any time by requesting and using a PAC or STAC code. If you choose to leave Vodafone, you can obtain a refund for any unused credit or wholly unused bundles on your account by contacting us. You cannot obtain a refund for any partially used bundles. See our Pay as you go 1 Terms and Conditions for more details:

<https://www.vodafone.co.uk/terms-and-conditions/>

If you choose to stop using the services

We can suspend, restrict or stop providing all or part of the services if 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.

Returns and faulty Equipment

Please see our Returns Policy at www.vodafone.co.uk/terms-and-conditions/ 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 or wholly unused, unexpired bundles purchased on or after 8 December 2021 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 (as applicable) and wholly unused, unexpired bundle(s) purchased on or after 8 December 2021 (as applicable) when processing your refund.

Data Protection

Vodafone Limited is authorised and regulated by the Financial Conduct Authority for consumer credit lending and insurance distribution activity (Financial Services Register No. 712210) Registered in England and Wales. Company No 01471587. Registered Office: Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN

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](https://www.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

Security

Vodafone may suspend the services (in whole or part), including provision of equipment to safeguard the security and integrity of the network or to reduce the incidence of fraud.

Other Relevant Information

Only the account holder can request a Porting Authorisation Code (PAC) or Service Termination Authorisation Code (STAC). If you have more than one number on your account, check the amount in your account online by going to Account settings mobile switching, or give us a call on 191 free from your Vodafone mobile. Leaving us for another mobile network might affect any other Vodafone services you're using.

For further information, including how to get your PAC or STAC code, go to www.vodafone.co.uk/leaving

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:

<http://www.vodafone.co.uk/vodafone-uk/forms/complaints>.

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. Further information is available on our website at the above link.

Features for Those with Accessibility Needs

For alternative formats such as Braille, large print or audio, dyslexia friendly versions, or if you need information on Text Relay or free 195 directory enquiries, please visit www.vodafone.co.uk/help-and-information/accessibility, email disability.access@vodafone.co.uk or call us on 0333 304 3222 free from a Vodafone mobile (standard call charges apply from other mobiles or landlines).



For more information please visit: [vodafone.co.uk](https://www.vodafone.co.uk)

Full Terms & Conditions, details of how we use your data (Privacy Policy), along with our Returns & Cookie policies, can be found here: [vodafone.co.uk/terms-and-conditions/](https://www.vodafone.co.uk/terms-and-conditions/). Prices, promotions, stock and availability are subject to change.