



## This is a guide to International call charges and data usage for Outsourcery customers

This document is meant as a guide and is not an exhausted list of tariffs and charges.

All prices exclude VAT unless otherwise stated

Prices are correct at time of issue. We will inform you of any changes to your price plan in line with your airtime agreement

**Making Calls Abroad** - Please note that roaming charges may vary depending on the foreign network, exchange rates and may include minimum charges. Sometimes we may not receive calls made from foreign networks for processing until several weeks after the call is made.

**Receiving Calls Abroad** - if you are travelling outside of the UK and receive a call you will be charged for the diverted leg of the call to your mobile phone number. In European countries it's easier to detail the applicable charges.

If you are unsure as to the call charges or which tariff you are currently on please consult a Outsourcery advisor prior to travel to confirm what your international /roaming call rates are. Accessing data in international countries can be costly so it is essential that you are aware of the costs. European legislation ensures you have clear pricing in terms of call charges and data usage.



### **Vodafone Update- 1st June 2011 NEW Mobile Broadband Data Roaming rates**

These changes will affect all new and existing Vodafone Mobile Broadband customers meaning you get more for your money as follows:

- **Europe pricing** will change to £6.67 ex VAT (£8.00 inc. VAT) per day for 100MB (currently £8.50 ex VAT for 50MB).
- **World pricing** will change to £25 per day for 100MB (currently £25.50 for 50MB).

### **Vodafone Update - 1st July 2010**

To meet new EU Regulation and to give you increased control of your mobile charges when you travel abroad, the networks have made some changes to their roaming charges.

#### **The following are effective from 1st July 2010:**

- **New Data Roaming Notifications-** From 1st July all Vodafone customers will be able to monitor their usage so they will know how much they are spending when abroad. Therefore getting no surprises. Vodafone customers will receive a sequence of messages when roaming informing them of their usage.

- **New Data Roaming Cap-** From 1st July 2010 in line with new EU Legislation all Vodafone customers will have their data roaming capped at 50 Euros (approx £43) ex VAT this means **unless you opt out of this cap** and you exceed the limit, you won't be able to use data whilst abroad for the rest of the month. To opt out in advance please contact an Outsourcery advisor.

- **New Capped SMS Charge in Europe** - From 1st July 2010 Vodafone has reduced their price for customers texting in Europe from 9.7p (ex VAT) to 9.3p (ex VAT) .

- **New Data Roaming Pricing-** From 1st July Vodafone have also changed their data roaming charges to a more simpler and cost effective charging method so customers will know exactly what they will be paying see separate sheet details of these charges . This can be found further on in this document.

- **New Vodafone Data Roaming Footprint** - From 1st July 2010 Vodafone have changed their data roaming footprint to align the voice footprint. This means that 7 countries have moved from Zone 1 to Zone 2 from 1st July 2010. These are Serbia, Montenegro, Moldova, Ukraine, Turkey, Macedonia and Belarus. Please see the separate sheet for a full list of Data Roaming Zones and Countries detailed further on in this document.

#### **The below have been in place since 1st July 2009:**

- **Minimum call duration** - Previously when roaming a one minute call charge applied, after which calls were charged in 30 second increments. From 1st July 2009 this will be changed to a minimum 30 second call charge, after which per second increments will apply.

- **Text Message Notification** - The networks are required to tell people how much they will pay for data abroad in the EU. You will receive a SMS notification detailing data charges for the EU country you have entered.





## Vodafone Voice Roaming Charges- From 14th January 2010

### Important information about changes to Vodafone World calling zones and voice roaming charges

Vodafone have simplified the charges and zones for businesses using Vodafone World. This means it will be easier for you to understand how much you will be charged for voice roaming when working abroad.

### These changes apply to the following price plans: Total Business, Business Clarity, Small Business, Sharetime and Sharetime Plus tariffs.

If your tariff is not mentioned here or you are unsure of your tariff, please consult a Outsourcery advisor prior to travel to confirm what your international /roaming call rates are.

It's easy to work out what you'll be charged. No matter which network you are roaming on, you'll pay one rate depending on the calling zone you are in. It's that simple.

Vodafone have also reduced the number of calling zones from six to three, to make it easier to identify your zone.

The table below shows the new calling zones and how much you will pay for making a call or receiving a call.

You'll also see details about our standard international calling rates, which show you the costs of making calls abroad from the UK.

There are no changes to text message pricing.

Zone	Making a call	Receiving a call	Making a call (other than back to UK or from country your in)	International call (from the UK)
Europe	33p	15p	33p	12p
USA & Canada	90p	75p	£1.79	12p
Rest of the World	£1.40	£1.00	£1.79	50p

Prices exclude VAT and show charges per minute†. Customers in Northern Ireland will receive a preferential rate for roaming in Ireland on the Vodafone Ireland network

† Europe zone: Calls made by you are charged in 1 second increments with a 30 second minimum call charge. US & Canada zone: Calls made by you are charged in 60 second increments with a 60 second minimum call charge. Rest of World zone: Calls made by you are charged in 60 second increments with a 60 second minimum call charge. The minimum call charge to receive a call is 5 pence per minute across all zones.

Changes come into effect on the 14th January 2010. Vodafone World is automatically available to business customers who don't have a voice roaming plan. Vodafone Passport customers are not affected by changes to Vodafone World. If a passport customer makes a call in a country outside of the passport footprint they will be charged the new rates as per above.



## Vodafone Passport Service

Vodafone Passport customers are not affected by changes to Vodafone World. From 14th January 2010 if a passport customer makes a call in a country outside of the passport footprint they will be charged the new rates as per the previous page

### Passport: A simple international price plan for Vodafone Business customers

With Passport, each time you make a call from the most popular European destinations – whether back to the UK or within the country you're in, you will pay a standard connection charge of 64p (ex VAT) per call and the rest of the call is charged at your published domestic rate. There's no need to worry about preferred networks and you can even use inclusive minutes from your bundle.

For receiving calls – it's just as simple. You will pay a 64p (ex VAT) connection charge for each call answered within Europe and 75p for the rest of the world (due to VAT policy) then all calls come out of inclusive minutes. After which you pay the standard home rate – so now you can leave your phone on when you travel for business without the fear that goes with it.

Vodafone Passport is completely free to activate on any network, in any of the Vodafone Passport countries listed and on any valid Vodafone business price plan. To check that you have Vodafone Passport activated on your tariff, please speak to a Outsourcery Advisor prior to travel to ensure you can benefit from these rates.

#### Before jetting off

1. You will need to check whether your mobile device is compatible with the local network
2. Ensure the mobile device isn't barred from use abroad.
3. To allow you to pick up voicemail messages abroad, you'll need to personalise the security code which is automatically activated whenever overseas. You can just call 121 from your Vodafone mobile and follow the instructions.

### Passport Countries

Albania, Australia, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, France, Italy, Latvia, Lithuania, Malta, Netherlands, New Zealand, Poland, Portugal, Romania, Finland, Germany, Greece, Hungary, Ireland, Slovakia, Spain, Sweden, Switzerland

#### Added as of 1st June 2009:

Bosnia, Channel Islands (Guernsey and Jersey), Croatia, Faroe Islands, Gibraltar, Iceland, Isle of Man, Liechtenstein and Norway

#### Removed from Passport as of 1st June 2009:

Japan

#### Added for the months of June and July 2010:

South Africa

This now take the passport footprint to a total of 40 countries



## NEW Vodafone Mobile Broadband Data Roaming rates from 1st June 2011

### Vodafone Using Data Abroad- From 1st July 2010.

**NEW** From 1st July 2010 Vodafone changed their data roaming footprint to ensure zone 1 and 2 are the same for voice and for data. This affects BlackBerry, Mobile Internet and Mobile Broadband users.

What are the rates and how do they work?

The new data roaming rates are split into two zones. Each zone has a different price for accessing data whilst abroad:

Europe Zone 1	
Albania	Liechtenstein
Austria	Lithuania
Belgium	Luxembourg
Bosnia and Herzegovina	Malta
Bulgaria	Maritime
Channel Islands	Netherlands
Croatia	Norway
Cyprus	Poland
Czech Republic	Portugal
Denmark	Romania
Estonia	Slovak Republic
Finland	Slovenia
France	Spain
Germany	Sweden
Gibraltar	Switzerland
Greece	Yugoslavia
Guernsey	
Hungary	
Iceland	
Isle of Man	
Ireland	
Italy	
Jersey	
Latvia	

Zone 2 - Rest of the World			
Afghanistan	Dominica	Kuwait	Saudi Arabia
Algeria	Ecuador	Lebanon	Senegal
Anguilla	Egypt	Macau	Seychelles
Antigua	El Salvador	Madagascar	Singapore
Argentina	Fiji	Malaysia	South Africa
Armenia	French West Indies	Maldives	Sri Lanka
Australia	Gabon	Mauritius	St Kitts
Azerbaijan	Georgia	Mexico	St Lucia
Bahamas	Ghana	Montserrat	St Vincent
Bahrain	Grenada	Morocco	Taiwan
Bangladesh	Guatemala	Mozambique	Tajikistan
Barbados	Guyana	Namibia	Tanzania
Bermuda	Hong Kong	New Zealand	Thailand
Brazil	India	Nigeria	Tunisia
British Virgin Islands	Indonesia	Oman	Turks & Caicos
Cambodia	Israel	Pakistan	UAE
Canada	Jamaica	Panama	Uganda
Cayman Islands	Japan	Peru	Uruguay
Chile	Jordan	Philippines	USA
China	Kazakhstan	Qatar	Uzbekistan
Columbia	Kenya	Russia	Vietnam
Dem. Rep. of Congo	Korea	Rwanda	
Serbia	Montenegro	Moldova	Ukraine
Turkey	Macedonia	Belarus	

NEW

The countries highlighted in red in Zone 2 above moved from zone 1 to zone 2 as of 1st July 2010. This is to simplify and align the voice and data footprint

Unless customers have opted into a roaming bundle, the charges implemented on 1st July 2010 will automatically replace the standard per MB data roaming charges on all BlackBerry, Windows Mobile/Mobile Internet, Data bolt ons and Mobile Broadband tariffs.

Please see below roaming charges:

Handheld Charging		Europe Zone 1	Rest of the World Zone 2
Including: BlackBerry Mobile Internet Mobile Data	First 5MB	£1 per MB up to £5.00	£3 per MB up to £15.00
	Every 5MB thereafter	£5.00	£15.00

New! Mobile Broadband Data Roaming charges from 1st June 2011	Laptop/ Mobile Broadband Charging	Europe Zone 1	Rest of the World Zone 2
	Mobile Broadband	First 100MB	£6.67
Every 100MB thereafter		£6.67	£25.00

The data sessions are calculated per day. A day is counted from midnight to 11.59pm UK time. A session starts when a customer first accesses data and will be counted until either the end of the data session or the end of the day. "Up to" on a handheld device means you will pay £4.25 per MB in 1KB steps for your first 25MB in Europe zone for example Laptop usage will be charged on connection



## Vodafone Using Data Abroad- Prior to 1st July 2010

From 1st July 2009 Vodafone introduced changes to their data roaming rates. This affects BlackBerry, Mobile Internet and Mobile Broadband users.

**What are the rates and how do they work?**

The new data roaming rates are split into two zones. Each zone has a different price for accessing data whilst abroad:

Europe Zone 1	
Albania	Latvia
Austria	Liechtenstein
Belarus	Lithuania
Belgium	Luxembourg
Bosnia and Herzegovina	Macedonia
Bulgaria	Malta
Channel Islands	Maritime
Croatia	Moldova
Cyprus	Montenegro
Czech Republic	Netherlands
Denmark	Norway
Estonia	Poland
Finland	Portugal
France	Romania
Germany	Serbia
Gibraltar	Slovak Republic
Greece	Slovenia
Guernsey	Spain
Hungary	Sweden
Iceland	Switzerland
Isle of Man	Turkey
Ireland	Ukraine
Italy	Yugoslavia
Jersey	

Zone 2 - Rest of the World			
Afgahnistan	Dominica	Kuwait	Saudi Arabia
Algeria	Ecuador	Lebanon	Senegal
Anquilla	Egypt	Macau	Seychelles
Antigua	El Salvador	Madagascar	Singapore
Argentina	Fiji	Malaysia	South Africa
Armenia	French West Indies	Maldives	Sri Lanka
Australia	Gabon	Mauritius	St Kitts
Azerbaijan	Georgia	Mexico	St Lucia
Bahamas	Ghana	Monseratt	St Vincent
Bahrain	Grenada	Morocco	Taiwan
Bangladesh	Guatemala	Mozambique	Tajikistan
Barbados	Guyana	Namibia	Tanzania
Bermuda	Hong Kong	New Zealand	Thailand
Brazil	India	Nigeria	Tunisia
British Virgin Islands	Indonesia	Oman	Turks & Caicos
Cambodia	Israel	Pakistan	UAE
Canada	Jamaica	Panama	Uganda
Cayman Islands	Japan	Peru	Uruguay
Chile	Jordan	Phillippines	USA
China	Kazakhstan	Qatar	Uzbekistan
Columbia	Kenya	Russia	Vietnam
Dem. Rep.of Congo	Korea	Rwanda	

From 1st July 2009 Vodafone introduced changes to their data roaming rates. This affects BlackBerry, Mobile Internet and Mobile Broadband users.

**What are the rates and how do they work?**

The new data roaming rates are split into two zones. Each zone has a different price for accessing data whilst abroad:

Unless customers have opted into a roaming bundle, the charges implemented on 1st July 2009 will automatically replace the standard per MB data roaming charges on all BlackBerry, Windows Mobile/Mobile Internet, Data bolt ons and Mobile Broadband tariffs.

Please see below roaming charges:

Handheld Charging		Europe Zone 1	Rest of the World Zone 2
Including: BlackBerry Mobile Internet Mobile Data Mobile Applications	First 25MB	Up to £4.25	Up to £12.75
	Every 25MB thereafter	£4.25	£12.75

Laptop Charging		Europe Zone 1	Rest of the World Zone 2
Mobile Broadband	First 50MB	£8.50	£25.50
	Every 50 MB thereafter	£8.50	£25.50

The data sessions are calculated per day. A day is counted from midnight to 11.59pm UK time. A session starts when a customer first accesses data and will be counted until either the end of the data session or the end of the day. "Up to" on a handheld device means you will pay £4.25 per MB in 1KB steps for your first 25MB in Europe zone for example. Laptop usage will be charged on connection.



## Vodafone Using Data Abroad

Whether you're using a BlackBerry, normal handset with a Mobile Internet Pack or Mobile Broadband you'll find that Vodafone data services work in most major destinations.

If your phone or device hasn't automatically connected to a network you will need to manually select the network by following the specific instructions to your device.

The list of tariff information contained within this document is by no means exhausted. Please ensure you check with a Outsourcery Advisor prior to travel if you are unsure of international roaming charges.

### **Vodafone Mobile Broadband**

The below are the most up to date Mobile Broadband tariffs, if you are unsure which tariff you are on or are on an older legacy tariff please speak to a Outsourcery Advisor for tariff information and international rates prior to travelling.

**Vodafone Mobile Broadband 3GB – UK usage** – This tariff is ideal for customers with occasional usage. The 3GB tariff has a 3GB limit after which the customer will be charged £12.77 per GB rather than a fair usage.  
UK Usage: 3GB UK download limit applies  
Customers going over the 3GB limit will automatically be charged £12.77 per additional GB  
See below for international usage charges

**Vodafone Mobile Broadband 5GB – UK Usage** - is ideal for customers that want a predictable flat rate price plan, for home and away. The 24 hour roaming charges are ideal for customers with longer roaming working patterns. This tariff has a 5GB UK fair usage policy so is ideal for the regular user  
UK Usage: 5GB UK Fair Usage policy applies  
Customers must not exceed 5GB per user account in each month  
Vodafone will monitor usage and persistent Fair Usage abusers will be charged by Vodafone  
Your dashboard will inform you when you are going over your fair usage allowance  
Unused data is not carried over to the next month  
See below for international usage charges

### **Vodafone Mobile Broadband 3GB and 5GB tariffs when used abroad:**

See new VF data roaming 1st July 09 for charges when used abroad

**Vodafone Mobile Broadband Europe** - is ideal for customers that have regular usage both in the UK and in Europe as it includes a 5GB fair usage for UK data downloads and from the 1st June 2011 a 1GB bundle for use in Europe (increased from 200MB previously)  
5GB UK Fair Usage policy applies  
Customers must not exceed 5GB per user account in each month  
Vodafone will monitor usage and persistent Fair Usage abusers will be charged by Vodafone  
Unused data is not carried over to the next month  
**When used abroad, this tariff** includes 1GB European bundle from 1st June 2011 (200MB prior to 1st June 2011) to be used in specific countries. See Zone 1 countries. **See new data roaming charges July 09 for out of bundle charges**

**Vodafone Mobile Broadband Travel** - is ideal for the regular traveller as it has 200MB per month built in for use on any network abroad  
5GB UK Fair Usage policy applies  
Customers must not exceed 5GB per user account in each month  
Vodafone will monitor usage and persistent Fair Usage abusers will be charged by Vodafone  
Unused data is not carried over  
**When used abroad this tariff includes** - 200MB is included to be used for any Vodafone network with a data roaming agreement in any country. For a list of Vodafone preferred networks please refer to Vodafone website

**Vodafone Mobile Broadband Business 10GB and 20GB Tariffs** – with a Wireless Router these tariffs are ideal for team working, where a small group of individuals are working together without a fixed line such as construction industry working in a cabin.  
Tariff subject to either a 10GB or 20GB UK Fair Usage policy  
Customers must not exceed fair usage amount in each month  
Vodafone will monitor usage and persistent Fair Usage abusers will be charged by Vodafone  
Unused data is not carried over

**These tariffs cannot be used abroad**



## Vodafone Using Data Abroad

### Vodafone BlackBerry

charges for use in this country and abroad can differ depending on which tariff you are on. If you are unsure of which tariff information applies to you or are on an older legacy tariff not listed below, please consult a Outsourcery Advisor before travelling abroad to be advised of charges whilst roaming.

#### Vodafone BlackBerry BIS Tariffs

These Vodafone BlackBerry BIS Tariffs can be added to the **Total Business Tariffs**. Customers will pay the monthly BIS rental per parent or child in addition to the Mobile Voice Tariff and can be added on an individual basis.

##### **BlackBerry BIS 500MB** - this tariff includes:

500MB of UK data allowance for data usage through WAP, Internet and BlackBerry email  
Usage outside the 500MB will be charged at £0.60p per MB

**When used abroad** this tariff will incur charges as per VF New Data Roaming 1st Jul 09

##### **BlackBerry BIS 500MB + 10MB Roaming** - this tariff includes

500MB of UK data allowance for data usage through WAP, Internet and BlackBerry email  
Usage outside the 500MB will be charged at £0.60p per MB

**When used abroad this tariff** includes 10MB fair usage to be used worldwide. This is a fair usage allowance that will be monitored and Vodafone reserve the right to charge where appropriate due to excessive continuous over usage

#### Vodafone BlackBerry BES Tariffs for Total Business Tariffs

These BlackBerry BES Tariffs can only be added to the **Total Business Voice Tariffs**. Customers will pay a monthly BlackBerry subscription fee for BES per handset in addition to the Voice tariff monthly line rental fee.

##### **BlackBerry BES 500MB** – this tariff includes:

500MB of UK data allowance for data usage through WAP, Internet and BlackBerry email  
Usage outside the 500MB will be charged at £0.60p per MB

**When used abroad** this tariff will incur charges as per VF New Data Roaming 1st Jul 09

##### **BlackBerry BES 500MB + 10MB Roaming** – this tariff includes:

500MB of UK data allowance for data usage through WAP, Internet and BlackBerry email  
Usage outside the 500MB will be charged at £0.60p per MB

**When used abroad this tariff** includes 10MB fair usage to be used worldwide. This is a fair usage allowance that will be monitored and Vodafone reserve the right to charge where appropriate due to excessive continuous over usage

### Vodafone other BlackBerry Tariffs

These tariffs are for use with **Sharetime Plus, Small Business, Business Caller Plus, Commercial Caller Plus and Company Caller Plus tariffs**

**Vodafone BlackBerry BIS Tariffs** – the following applies to:

VF Small Business Mobile Email 12 and 24, VF BlackBerry Email Only and VF BlackBerry Internet 1-39 and 40+

These tariffs include 6MB UK bundle for use for BlackBerry email data only

Once this allowance has been used there will be a £2.00 charge per MB

Other data and web usage is charged at £2.00 per MB and is not included in the 6MB UK allowance

**When used abroad these tariffs** – as per VF New Data Roaming 1st Jul 10

#### **Vodafone BlackBerry BES tariffs**

The following applies to: VF BlackBerry BES, VF BlackBerry BES Data Only, VF BlackBerry BES Roaming with Voice, VF BlackBerry BES Roaming Data Only.

These tariffs include 6MB UK bundle for use for BlackBerry email data only

Once this allowance has been used there will be a £2.00 charge per MB

Other data and web usage is charged at £2.00 per MB and is not included in the 6MB UK allowance

**When used abroad these tariffs: –**

Roaming tariffs when used abroad (VF BlackBerry BES Roaming with Voice, VF BlackBerry BES Roaming Data Only):

These roaming tariffs include 3MB (fair usage) of roamed BlackBerry only email usage to be used on any network, any country. Repeated excessive usage above the 3MB (fair usage) may result in charges. Vodafone reserve the right to charge for excessive usage.

Internet usage while roaming will be charged as per VF New Data Roaming 1st Jul 10

Other tariffs when used abroad (BlackBerry BES, VF BlackBerry BES Data Only):

While roaming the customer will pay as per VF New Data Roaming 1st Jul 10



## Vodafone Using Data Abroad

### Vodafone Windows Mobile/Mobile Internet Pack

Vodafone Mobile Internet packs, Windows Mobile packs and Data bundles for use in this country and abroad can differ depending on which tariff you are on. If you are unsure of which tariff information applies to you or are on an older legacy tariff not listed below, please consult a Outsourcery Advisor before travelling abroad to be advised of charges whilst roaming

These tariffs can be added to the **Total Business Voice tariffs**

#### **VF Mobile Internet 500MB**

These tariffs include 500MB UK data allowance which includes data through WAP and internet connections  
Usage outside of this allowance is charged at £0.60 per MB

**When used abroad this tariff** – as per VF New Data Roaming 1st Jul 10

#### **VF Mobile Internet 5GB**

These tariffs include 5GB UK data allowance which includes data through WAP and internet connections. This is a fair usage allowance that will be monitored and Vodafone reserve the right to charge where appropriate due to excessive continuous over usage

**When used abroad this tariff** as per VF New Data Roaming 1st Jul 10

#### **VF Mobile Internet 500MB + 10MB Roaming**

These tariffs include 500MB UK data allowance which includes data through WAP and internet connections  
Usage outside of this allowance is charged at £0.60 per MB

**When used abroad this tariff includes** a 10MB fair usage data allowance which includes data through WAP and internet connections. This is a fair usage allowance that will be monitored and Vodafone reserve the right to charge where appropriate due to excessive continuous over usage

#### **VF Mobile Internet 500MB + 50MB Roaming**

These tariffs include 500MB UK data allowance which includes data through WAP and internet connections  
Usage outside of this allowance is charged at £0.60 per MB

**When used abroad this tariff includes** a 50MB fair usage data allowance which includes data through WAP and internet connections. This is a fair usage allowance that will be monitored and Vodafone reserve the right to charge where appropriate due to excessive continuous over usage