



by  **vodafone**

VOXI: Pricing Guide

Date:
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Version 1.13

VOXI Plans:

VOXI Plans are 30-day rolling plans that include unlimited calls texts, picture messages, Social and Chat Passes and an allowance of general purpose data to use within the UK and Europe Zone. Social & Chat Passes allow you to use unlimited data on a set of mobile applications and websites within the UK. Please see below what is covered by each pass:

- ‘Social Pass’ includes apps and services that have as their main purpose of the sharing of events of daily life with friends, family, and colleagues via a public or private profile. Please see the most up to date partner list [here](#).
- ‘Chat Pass’ includes apps and services that have as their main purpose of text messaging and / or the functionality of similar services (and / or voice calling and / or video calling). Please see the most up to date partner list [here](#).

The offer applies to any data usage activity you can do within the apps/websites that are covered by your passes.

Passes are designed to provide confidence and continuity for you to use them for as long as you remain on your VOXI Plan. We expect a growing number of included partners in each of the passes over time, which will automatically become available to you.

If you enter our Europe Zone, you can still access the apps and services included in these Passes but any usage will be deducted from your plan’s allowance of general purpose data. If you exceed your allowance of general purpose data whilst in our Europe Zone, you can either connect to Wi-Fi or buy one of our one-off roaming data extras through your online account.

There may be some unexpected instances when a partner is unable to continue in the program (e.g., they decide to opt out of the program, they are unable to perform the basic conditions of the program, or they cease operation of their app/service). If these instances do occur, we will inform you of this change in status.

There are different types of VOXI Plans which give you different general purpose data allowances and VOXI extras that give you more flexibility on your usage. Please see www.voxi.co.uk/plans for all available plan and extra options.

How it works

1. The day a VOXI Plan is added to your account will count as day 1. It’ll run out at 11.59pm UK time on day 30. This is your 30-day period.
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by  **vodafone**

VOXI: Pricing Guide

Date:

23 / 04 / 2021

Version 1.13

2. Your VOXI Plan will renew automatically every 30 days as long as you have registered payment details (e.g. a debit, credit card). If, on the 30th day of your plan, we are unable to take payment, we will make further attempts to take the payment over the following two days. If we are unable to successfully take payment by the end of the 32nd day, your VOXI Plan will be removed.
 3. If your VOXI Plan is removed, you will be charged our out of bundle standard VOXI charges for your usage until you add a new VOXI Plan.
 4. You can stop your VOXI Plan from renewing at any time and restart it any time at www.voxi.co.uk.
 5. You can move to a different VOXI Plan for the next 30 day period at www.voxi.co.uk. The Plan change would then take effect at the end of that 30 day period.
 6. You need to have some general purpose data allowance left to enjoy unlimited Social and Chat Passes in the UK (note that use of Social and Chat Passes are for UK use only). If you use up all your data from your VOXI Plan before day 30, you can add a Data Extra to keep using general purpose data or your Passes. However, you will need to have an active Plan at the time of purchase to be able to add an extra.
 7. Only content hosted by the mobile applications and websites covered by the Passes qualifies for unlimited use in the UK. For example, posts and videos hosted by Facebook are covered under our Social and Chat passes (standard with all plans). However, videos hosted by another organisation that appear on Facebook aren't covered – unless another pass covers the hosting site.
 8. Likewise, if you click on a link that takes you out of an app that is covered by your Pass, that different app or external web content would normally consume general purpose data, unless that different app (or external web content) is covered by another Pass or extra that you've opted in to.
 9. Your endless social and chat allowances can take up to 48 hours to update on your SIM. If you'd like to start enjoying your passes straight away, simply restart your mobile.
 10. We are always looking to enable new content partners to join our Passes. Go to our [partner portal](#) to register your interest in becoming a content partner in a current or future Pass category. If your app or service doesn't fit with any of the current categories, don't worry. We may add more Pass categories in the future. In the meantime, all apps, services and digital content that fall outside of the Pass categories can still be fully enjoyed by customers on Vodafone's 4G network via the allowance of general purpose data on their Plan.
 11. Your allowance of texts and minutes are for use to standard landline numbers (for
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by  **vodafone**

VOXI: Pricing Guide

the UK starting 01, 02, 03), mobiles and voicemail within the UK and our Europe Zone. Calls to other numbers including premium rate and non-geographic numbers are not covered by Endless, and will come out of your top up credit

Date:

23 / 04 / 2021

Version 1.13

Please be aware

1. There may be a delay on day 30 before the next VOXI Plan is applied to your account.
 2. You can't transfer VOXI Plan allowances to another plan you have with Vodafone.
 3. Passes only cover unlimited usage in the UK. If you enter our Europe Zone, any usage of apps included in a Pass will be deducted from your allowance of general purpose data.
 4. Passes will work on non-proxy mode only. If you are using a proxy or VPN tunnels or external (non-Vodafone UK) DNS servers to access apps/ websites, then unlimited data on apps will not be available.
 5. Only VOXI mobile products are available on the VOXI base tariff - any other Vodafone pay as you go or pay monthly mobile products are not available.
 6. Some apps display additional content such as adverts (picture, audio, video), extensions or 3rd party content (e.g. location sharing/tracking, GIFs, sticker market, external videos, maps) and use analytics which may come out of your general data allowance.
 7. Twitter live streaming, Facebook Messenger voice and video calls, Facebook Gameroom and Viber Public Accounts are excluded and use of these functions will come out of your general data allowance. Making and receiving voice and video calls on Facebook Messenger or WhatsApp is not included in your endless social data.
 8. You can tether another mobile device or tablet to your phone, tablet or MiFi device, and enjoy the endless data from the apps included in your passes whilst you are in the UK. Tethering to other devices such as your video game console, TV, or through a smart device such as Chromecast, Roku, or Fire TV Stick, is not included in your passes.
 9. We may vary or amend these terms and the service, but if it's to your disadvantage, we'll notify you.
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by  **vodafone**

VOXI: Pricing Guide

Date:
23 / 04 / 2021

Version 1.13

VOXI Endless Music & Video Passes:

VOXI Music & Video Passes allow you to use unlimited data on a set of mobile applications and websites within the UK. Please see below what is covered by each pass:

- 'Music Pass' includes apps and services that have as their main purpose music streaming. Please see the most up to date partner list [here](#).
- 'Video Pass' includes apps and services that have as their main purpose video streaming. Please see the most up to date partner list [here](#).

Passes are designed to provide confidence and continuity for you to use them for as long as you remain on your plan. We expect a growing number of included partners in each of the passes over time, which will automatically become available to you.

If you enter our Europe Zone, you can still access the apps and services included in these Passes but any usage will be deducted from your plan's allowance of general purpose data. If you exceed your allowance of general purpose data whilst in our Europe Zone, you can either connect to Wi-Fi or buy one of our one-off roaming data extras through your online account.

There may be some unexpected instances when a partner is unable to continue in the program (e.g., they decide to opt out of the program, they are unable to perform the basic conditions of the program, or they cease operation of their app/service). If these instances do occur, we will inform you of this change in status.

VOXI Music & Video Passes are available to customers who have an active VOXI Plan. Please see www.voxi.co.uk/plans for the Pass options available to you.

How it works

1. A Music or Video Pass can be purchased on top of any of the VOXI Plans and can be used in the UK for 30 days.
 2. The day a Pass is added to your account will count as day 1. It'll run out at 11.59pm UK time on day 30.
 3. Your Pass will renew automatically every 30 days as long as you have registered payment details (e.g. a debit, credit card). If your payment fails at the end of 30-day period, your Pass will be removed.
 4. If your Pass is removed, your usage will be rated as general purpose data and if you have a Plan or a Data Extra, you will start using your Plan's or Data Extra's data.
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by  **vodafone**

VOXI: Pricing Guide

Date:

23 / 04 / 2021

Version 1.13

5. You can stop your Pass from renewing and restart it any time at www.voxi.co.uk.
6. You need to have some general purpose data allowance left to enjoy unlimited Music and Video Passes in the UK. If you use up all your data from your VOXI Plan before day 30, you can add a Data Extra to keep using general purpose data or any of your Passes. However, you will need to have an active Plan at the time of purchase to be able to add an extra. If you opt out of your Plan and if you don't have any Extras with some general purpose data allowance, your Passes will stop. You can keep using your Passes by adding a new Plan.
7. Only content hosted by the mobile applications and websites covered by the Passes qualifies for unlimited use in the UK.
8. Likewise, if you click on a link that takes you out of an app that is covered by your Pass, that different app or external web content would normally consume general purpose data, unless that different app (or external web content) is covered by another Pass or extra that you've opted in to.
9. Your Pass can take up to 48 hours to update on your SIM. If you'd like to start enjoying your Pass straight away, simply restart your mobile.
10. We are always looking to enable new content partners to join our Passes. Go to our [partner portal](#) to register your interest in becoming a content partner in a current or future Pass category. If your app or service doesn't fit with any of the current categories, don't worry. We may add more Pass categories in the future. In the meantime, all apps, services and digital content that fall outside of the Pass categories can still be fully enjoyed by customers on Vodafone's 4G network via the general purpose data of their Plan.

Please be aware

1. You can't transfer VOXI Pass allowances to another plan you have with Vodafone.
 2. Passes only cover unlimited usage in the UK. If you enter our Europe Zone, any usage of apps included in a Pass will be deducted from your allowance of general purpose data.
 3. Passes will work on non-proxy mode only. If you are using a proxy or VPN tunnels or external (non-Vodafone UK) DNS servers to access apps / websites, then unlimited data on apps will not be available.
 4. Some apps display additional content such as adverts (picture, audio, video), extensions or 3rd party content (e.g. location sharing/tracking, GIFs, sticker market, external videos, maps) and use analytics which may come out of your general data allowance.
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by  **vodafone**

VOXI: Pricing Guide

Date:

23 / 04 / 2021

Version 1.13

5. Deezer radio and podcast usages are excluded and use of these functions will come out of your general data allowance.
6. You can tether another mobile device or tablet to your phone, tablet or MiFi device, and enjoy the endless data from the apps included in your passes whilst you are in the UK. Tethering to other devices such as your video game console, TV, or through a smart device such as Chromecast, Roku, or Fire TV Stick, is not included in your passes.
7. We may vary or amend these terms and the service, but if it's to your disadvantage, we'll notify you.

VOXI Data Extra:

VOXI Data Extra is available to customers who have an active VOXI Plan. Please see www.voxi.co.uk/plans for the Extra options available to you.

How it works

1. A Data Extra can be purchased on top of any of the VOXI Plans and includes a general purpose data allowance to be used in the UK or our Europe Zone for 30 days.
2. The day a Data Extra is added to your account will count as day 1. It'll run out at 11.59pm UK time on day 30.
3. Your Data Extra will expire at the end of 30 days or when you consume all of the data allowance.
4. You can immediately purchase another one when your Data Extra expires. You can purchase multiple Data Extras in a month.

Please be aware

1. You can't transfer VOXI Data Extra allowances to another plan you have with Vodafone.
2. We may vary or amend these terms and the service, but if it's to your disadvantage, we'll notify you.

VOXI International Minutes Extra:

VOXI International Minutes Extras are available to customers who have an active VOXI Plan. Please see www.voxi.co.uk/plans for details of the Extra options available to you.



by  **vodafone**

VOXI: Pricing Guide

Date:
23 / 04 / 2021

Version 1.13

How it works

1. An International Minutes Extra can be purchased on top of any of the VOXI Plans and includes a number of international minutes. Please find the list of included destinations [here](#).
2. Once you subscribe to International Minutes Extra, you'll be able to use the minutes in your allowance to call standard landline and mobile numbers in any of the destinations included. The minutes cannot be used for:
 - calls to the UK (which includes the Channel Islands and Isle of Man);
 - calls to premium-rate and non-geographic numbers;
 - texts, picture messages; or
 - video calls
3. Usage of international minutes are measured in one-second increments. There's a one-minute minimum call-charge. Unused minutes from one month cannot be carried over into the next one.
4. The day the International Minutes Extra is added to your account will count as day 1. It'll run out at 11.59pm UK time on day 30.
5. Your International Minutes Extra will renew automatically every 30 days as long as you have registered payment details (e.g. a debit, credit card). If your payment fails at the end of 30-day period, your International Minutes Extra will be removed.
6. You can't have more than one International Minutes Extra at the same time or within the same 30 day period.
7. If your International Minutes Extra is removed, you will be charged at our standard VOXI international rates.
8. You can stop your International Minutes Extra from renewing and restart it any time at www.voxi.co.uk

Please be aware

1. You can't transfer your International Minutes Extra allowances to another plan.
 2. We may vary or amend these terms and the service, but if it's to your disadvantage, we'll notify you.
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by  **vodafone**

VOXI: Pricing Guide

Date:
23 / 04 / 2021

Version 1.13

Our charges for usages outside your Plan and Extras when you're in the UK:

A minimum one-minute call charge applies and calls are charged per minute thereafter	Cost a minute
National, local (01, 02, 03) and other VOXI and Vodafone numbers	30p
Other mobile networks	30p
Calls to voicemail	30p
Charity numbers starting 0800 or 0808	Free
Freephone (0800, 0808)	Free
Decommissioned freephone (0500)	45p
Non-Geographic (08, 09, 118)	45p access charge plus a service charge
To Vodafone preferred DQ number (118 881)	45p access charge plus 80p service charge
Personal numbers / calling cards (starting 07 or 070, but not UK mobile networks) (fixed fee in some cases)	45p
Call forwarding services (eg. 07744, 07755)	45p
Video calling to Vodafone mobiles	45p
Video calling to other UK mobiles	45p
Radio-paging services (start 076)	45p per call

Calls to non-geographic numbers beginning 08, 09 and 118 are split into two parts. The VOXI access charge is the cost to connect the call. The cost of this is 45p per minute charged by the second with a one minute minimum call charge. The rest of the amount is the service charge which is set by the service or organisation you are calling. To find out more, visit www.vodafone.co.uk/ukcalling



by  **vodafone**

VOXI: Pricing Guide

Date:
23 / 04 / 2021
Version 1.13

UK messaging (message)	Cost per SMS
Standard text message (per 160 characters)	14p
Picture messaging (UK up to 300KB)	45p
Video messaging	45p

UK data usage

There are no pay as you go data charges on VOXI plans; you need to buy a VOXI plan or VOXI extra data to keep using data.

All bundles include Voice Over Internet Protocol (VOIP).

Where a call originating from a phone is disconnected, the network will initially assume that signal has been temporarily lost – for example, when passing under a bridge or through a tunnel. The connection will be maintained and charged for the first 10 seconds after signal is lost, and if the signal is re-established, the call will continue as before. If, however, you've switched off the phone, run out of battery or moved permanently out of range, the charges for that call will include the 10 seconds. In order to minimise the risk of unnecessary charges, you should be careful to end each call correctly as set out in the user instructions for your phone.

Please note you may incur additional charges due to manufacturer specific features on your device Please see your device user guide for more information

Calling abroad from the UK

International rates vary depending on the country you're calling or sending a text to and where you're contacting them from. Please see [here](#) for current list of countries and charges

When you're outside the UK

1. VOXI Plans are available for use in our Europe Zone subject to the exclusions listed in clause 2 below. Please see the list of our Europe Zone destinations.
 2. VOXI Endless Social Media, Endless Video and Endless Music Passes are available in the UK only and are not included in EU Roaming – this means that if you are in our Europe Zone, any usage of apps included in Endless Social Media will be deducted
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by  **vodafone**

VOXI: Pricing Guide

Date:
23 / 04 / 2021

Version 1.13

- from your plan's allowance of general purpose data.
3. If you exceed your VOXI Plan general purpose data allowance while travelling in our Europe Zone, you'll need to add a Data Extra to keep going.
 4. Calls from one of our Europe Zone destinations (for example, France) to any country beyond our Europe Zone destinations (for example, the USA) will be charged at VOXI international rates which vary depending on the country you're calling. You can check how much you'll pay [here](#).
 5. VOXI plans are not available for use in countries outside our Europe Zone. For usages in these countries, standard VOXI roaming rates apply. You can check how much you'll pay [here](#).

We've divided the world into zones which carry different charges. As zones, countries, and charges change from time to time, please check our website before travelling.

Charges for using your phone while roaming

Please note: charges for making a call are for calls to the UK, or within the country you're visiting.

Calls are charged per minute with a one-minute minimum call charge.

If, during any 4 month period, you roam in our Europe Zone destinations for 62 days or more and your corresponding roaming usage exceeds your usage within the UK, you may incur additional roaming charges. We will send you notification two weeks prior to charging you any additional roaming charges, to allow you time to adjust your usage accordingly. These additional roaming charges will be:

- £0.03 per minute for calls
- £0.01p per SMS
- £3.13 per 1GB of data

You will still be able to receive calls and texts from friends and relatives at no extra cost. For the list of destinations in all zones, please see voxi.co.uk/charges



by **vodafone**

VOXI: Pricing Guide

Date:
23 / 04 / 2021
 Version 1.13

Zone	Make a call* (per minute)	Send a text (per message)			
Europe Zone	UK rates, or usage taken from your VOXI plan or extras			Free	55p
Rest of World Zone 1	60p	8p	12p	36p	66p
Rest of World Zone 2	£1.20	30p	60p	72p	
Rest of World Zone 3	£2.40	60p	£1.80	£1.56	
Rest of World Zone 4			£7.20	£1.80	
Airlines					
Maritime			X		

Additional charges may apply when calling non-UK numbers – please visit our roaming page [here](#) for a full list of charges.

Premium rate and satellite calls are excluded and additional charges (including network handling fees) may apply.

Free calls while in UAE not available.



by  **vodafone**

VOXI: Pricing Guide

Reference to the UK excludes the Isle of Man and Channel Islands which are not treated as standard UK numbers.

Date:
23 / 04 / 2021

Version 1.13

How we charge for data usage

We measure your data usage in kilobyte (KB). Data is based on the following units:

1024 KB = 1 Megabyte (MB)

1024 MB = 1 Gigabyte (GB).

Your inclusive monthly data allowance and additional data services will set out the amount of data you can use without an additional charge.

We calculate your data usage based on the amount of data that travels over our network, which may differ from the data your device consumes. Your data usage may include data packages which are re-sent over the network, for example if your connection drops off or if a webpage is refreshed. Certain data services (websites and other packets) may be usage free and will not be taken from your data allowance, whilst others can consume your data allowance.

It does not matter if you are using 2G, 3G, 4G, 5G, GPRS, Edge or HSPA we measure data in the same way over each of these networks.

Expected upload and download speed:

For an estimate of the coverage and speed you may experience at home and when you are out and about in the UK, please see our coverage checker at vodafone.co.uk/coverage.

The speed estimate you receive with our coverage checker is subject to a number of local factors, such as building materials, tree cover and even weather conditions. Data reception or speed may not be as good indoors or in a car.

Information on your rights, should you experience speeds below those displayed on the coverage checker, is set out in the “Problems with our services” section of [VOXI terms and conditions](#).

Upload refers to data that is sent from an electronic device such as a mobile phone, tablet computer or a communications network. This includes all types of outgoing data, such as sending an e-mail message, posting a social media message or uploading a file or picture. It



by  **vodafone**

VOXI: Pricing Guide

may also include data sent over the Network while playing an online game.

Date:
23 / 04 / 2021

Download refers to data that is received by an electronic communications device such as a mobile phone, tablet, computer or a communications network. This includes receiving e-mail messages, downloading files, viewing Social Media content or simply visiting or browsing Web pages. Online games also generate download traffic.

Version 1.13

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