



VOXI by Vodafone

VOXI: Small print

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**Call 03333 043 222 or email [disability.access@vodafone.co.uk](mailto:disability.access@vodafone.co.uk) for a large print or braille version of this document.**

VOXI plans are 30-day rolling plans. Includes unlimited calls, texts, MMS and an allowance of data to use in the UK. SIMs must be activated in the UK or roaming will not be enabled. Unlimited passes are for UK use only. From 27 May 2022 inclusive purchase a European Roaming Pass to use your plan's inclusive allowance in our Europe Zone. Your inclusive allowance excludes any Unlimited Passes & is subject to a 20GB fair use limit.

## Unlimited Social Media:

Included in all VOXI 30-day rolling plans for use in the UK only. Includes unlimited data on selected social mobile apps & websites. Excludes making and receiving voice & video calls. Some data is required for Unlimited Social Media. When roaming in our Europe Zone with a European Roaming Pass, any usage of apps included in Unlimited Social Media will be deducted from your plan's data allowance and is subject to a fair use limit of 20GB per 30-day plan. If you're using a service that masks your IP address, including but not limited to Apple Private Relay or a VPN, any use of data on selected social media apps & websites will not be zero-rated and will come out of your data allowance. Terms, exclusions & limitations under 'Terms and Conditions'.

## Unlimited Data VOXI Plan:

30-day rolling plans. Includes unlimited standard calls, unlimited standard texts, unlimited MMS & unlimited data for use in the UK only. If you purchase one of our European Roaming Passes, you can use your unlimited calls, unlimited texts & unlimited pictures message allowance in our Europe Zone. When roaming in our Europe Zone with a European Roaming Pass, your plan's allowance of data is subject to a roam fair use limit of 20GB per 30-day plan. For your full Terms & destinations see under 'Terms and Conditions'.

## Unlimited Video:

Included in selected VOXI 30-day rolling plans for use in the UK only. Subscription fees for video streaming applications required. Includes unlimited data on selected video streaming applications & websites. Some data is required on your plan's allowance for Unlimited Video streaming. Some use of the Unlimited Video apps will not be zero-rated and may use up some of your data allowance. This may include third party adverts, apps or websites accessed through the Unlimited Video apps. Any use of BBC iPlayer accessed through the TVPlayer app will not be zero-rated and will come out of your data allowance. If you are using a service that masks your IP address, including but not limited to Apple Private Relay or a VPN, any use of data on selected video streaming apps & websites will not be zero-rated and will come out of your general purpose data allowance. When roaming in our Europe Zone with a European Roaming Pass, any usage of apps included in Unlimited Video will be deducted from your plan's data allowance and is subject to a 20GB fair usage limit per 30-day plan. Terms, exclusions & limitations under 'Terms and Conditions'.

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## Unlimited Music:

VOXI 30-day rolling plans for use in the UK only. Subscription fees for music streaming applications required. Includes unlimited data on selected music streaming applications & websites. Some data is required on your plan's allowance for unlimited music streaming Unlimited Music. Some use of the music apps may use up some of your data allowance. This may include third party adverts, apps or websites accessed through the Unlimited Music apps. If you are using a service that masks your IP address, including but not limited to Apple Private Relay or a VPN, any use of data on selected music streaming apps & websites will not be zero-rated and will come out of your general purpose data allowance. You must also have the most up to date version of the included apps on your device. If you do not have the most up to date version of these apps, this will come out of your general purpose data. When roaming in our Europe Zone with a European Roaming Pass, any usage of apps included in Unlimited Music will be deducted from your plan's data allowance and is subject to a 20GB fair usage limit per 30-day plan. Terms, exclusions & limitations under 'Terms and Conditions'.

## Unlimited Calls & Texts:

Included in all VOXI 30-day rolling plans. Includes unlimited standard calls, unlimited standard texts & unlimited MMS to use in the UK. When roaming in our Europe Zone with a European Roaming Pass, any calls, texts and picture messages will be deducted from your plan's allowance and is subject to a 20GB fair usage limit per 30-day plan. Terms & destinations under 'Terms and Conditions'.

## Roaming in our Europe Zone:

From 27 May 2022 inclusive, you will need to purchase a European Roaming Pass to use your plan's inclusive allowance in our Europe Zone. Your inclusive allowance excludes Unlimited Passes & is subject to a 20GB fair use limit per 30-day plan. European Roaming Passes are available to purchase in 1, 2, 8 & 15-day variants. Once you have used up your inclusive allowance or the 20GB fair use limit per 30-day plan (whichever is less), you'll have the opportunity to purchase a Data Extra. You will also need to purchase a European Roaming Pass if you do not have an active European Roaming Pass on your account at the time. You do not need to purchase a European Roaming Pass to use your plan's inclusive allowance if you are roaming in the Republic of Ireland or Isle of Man. Terms, exclusions, limitations & destinations can be found in the 'VOXI European Roaming Passes, Terms and Conditions'.

## Roaming outside our Europe Zone on your VOXI Plan:

VOXI plans are not available for use in countries outside our Europe Zone. For usages in these countries, standard VOXI roaming rates apply. 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. You can check how much you'll pay, please visit [www.voxi.co.uk/charges](http://www.voxi.co.uk/charges).

## VOXI Data Extra:

If you run out of data completely, you won't be able to use data until your plan refreshes, unless you buy more. You can buy a VOXI data extra to keep going. Log into your VOXI account for more details and terms.

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## Unlimited Free Stuff:

Includes ongoing time limited offers. Terms & exclusions apply.

## Friends With Benefits:

If you invite a friend to join VOXI and they do, you'll both get up to £20 in Amazon.co.uk Gift Cards as long as you have both paid your first 2 bills. Activate your VOXI sim & follow instructions in your VOXI welcome email. See terms under 'Friends with Benefits'.

## Network:

Coverage may be affected by a number of factors. For details see [www.vodafone.co.uk/network](https://www.vodafone.co.uk/network)

## 5G:

You must have a 5G-ready device with the downloaded 5G software, a VOXI 5G plan and 5G coverage in the area that you are in. Coverage may be affected by a number of factors. Details at <https://www.vodafone.co.uk/network/status-checker>

## 100 International Minutes Extra:

Includes 100 minutes to call standard numbers from the UK to selected international destinations. Last 30 days. For a list of destinations, see [voxi.co.uk/charges](https://voxi.co.uk/charges) For VOXI's full terms and conditions see at 'Terms and Conditions'.

## Which? Recommended Provider:

VOXI has been recognised as a Which? Recommended Provider for Mobile Networks (April 2022). Which? is an independent consumer body and makes recommendations based exclusively on test and survey results. For more information, [see here](#).

## Student first month free SIM-only offer

First month of your relevant student plan is free. After this, your plan will renew and the payment method on your account will be charged. You can change, pause or cancel your plan at any time (you must do this before the plan renews to avoid being charged for the next month). Claim the free month by creating a VOXI account and entering your voucher code. Code received from SIM pack, UCAS or UNiDAYS.

## Haunted House Party first month free offer

**Claim by 31.12.22.** First month of your chosen plan is free. After this, your plan will renew and the payment method on your account will be charged. You can change, pause or cancel your plan at any time (you must do this before the plan renews to avoid being charged for the next month). Claim the free month by creating a VOXI account and entering the discount code from the lanyard that you received at the Haunted House Party at checkout. Must be a new VOXI customer.

## Unlimited Music up to 6 months free offer:

Up to 6 months free. To receive the full 6 months, you'll need to opt out on the final day of the 6 months. After month 6, Unlimited Music reverts to £5/month and will auto-renew unless you opt out by accessing

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the 'My Account' section on the VOXI website. If you do not wish to continue with Unlimited Music, you must opt out by accessing your VOXI account. Once opted out, you will lose access to Unlimited Music immediately. If you wish to continue with Unlimited Music, £5/month will automatically be taken from the card registered for your VOXI plan payment. General purpose data required. 30-day rolling plan. In-app exclusions may apply. Selected music streaming apps in UK only. Subscription to music apps not included.

## **Student Promo. KISS Haunted House Party 1 month free promo**

### **1. How do I redeem my free month?**

When you select a plan, you'll be asked to create a VOXI account and enter the discount code which was contained on your lanyard at checkout to claim your free month. You'll also be asked to add a payment method to your account so your plan can renew after your free month – but you can cancel anytime. Once you've inserted your SIM into your phone and switched it on, your 30 days will start and you'll be ready to go. You must claim your one month free by 31.12.22.

### **2. How do I get a voucher code?**

You will have received the code on the lanyard given to you at the Kiss FM Haunted House Party.

### **3. What happens after my free month?**

After your free month, your plan will renew and the payment method on your account will be charged. You can keep track of your usage and renewal date by signing into your VOXI account, and you can also change, pause or cancel your plan anytime. If you do this before your plan renews, you won't be charged.

### **4. Can I keep my number when I join VOXI?**

You'll get a new number when you join VOXI - but if you want to keep your current number, you can have it transferred over easily. To do this, sign into your VOXI account and go to the 'transfer number' section. You'll be asked to enter your PAC code and choose a transfer date.

### **5. What does unlimited mean?**

Unlimited means unlimited use in the UK. With Unlimited Social Media on all plans, you get unlimited use of these social apps and websites in the UK without eating your data: Snapchat, Instagram, WhatsApp, Facebook, Twitter, Pinterest and Facebook Messenger. Anything else you do online, such as browsing websites, sending emails and using maps comes out of your general data. With Unlimited Video plans, you can stream as much as you like on YouTube, Netflix, Prime Video, My5, TVPlayer and UKTV Play, all without eating your data. Subscriptions to these services are not included. To keep your Unlimited Social Media and Unlimited Video active, you must have some general data left. The same goes for any video or music passes you have. Making and receiving voice & video calls are not included on your Unlimited Social Media.

## **KISS Haunted House Party Ticket Giveaway via VOXI Social Channels**

These Terms and Conditions are only applicable to those individuals who have entered into the prize draw for tickets to the VOXI X Kiss Haunted House Party (the "Prize") by posting on our Halloween post on Instagram ("Prize Draw").

1. The giveaway will open at 11am 18th October and close at 11am on 19th October (the "Prize Period"). You must have submitted your post by then in order to have a chance at winning.
2. To enter into this Prize Draw, you need to comment on the social post and tag the name of the person you want to take with you.

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3. You must be aged 16 or over to enter.
  4. There are 7 pairs of tickets to the VOXI x Kiss FM Haunted Halloween Party to giveaway. The party is on 28th October 2022. 7 winners will receive 2 tickets each.
  5. The 7 winners will be selected independently, at random within 48 hours of the end of the Prize Period.
  6. Winners will be notified by the same social media channel that you entered on. We will ask for your email address to enable us to email you the instructions to collect the tickets. Tickets will need to be collected from the onsite box office on the 28th October. Further details (including opening times) will be emailed to you prior to the event.
  7. You will need to provide proof of ID when collecting tickets.
  8. If you are a winner, you must respond to us with your email address via the social media channel within 48 hours in order to claim your prize. If we are not able to contact you via the social media platform or have not received a response within 48 hours of contact, we will pick another winner.
  9. You do not have to be a VOXI customer to enter.
  10. You can only enter once and you cannot win more than one pair of tickets.
  11. We don't allow you to transfer your Prize to someone else and we won't give you cash instead.
  12. If there is any reason to believe that there has been a breach of these Terms and Conditions, we reserve the right at our sole discretion to exclude you from participating in the Prize Draw.
  13. VOXI reserves the right to replace the Prize with an alternative Prize of equal or higher value if circumstances beyond VOXI's control make it necessary to do so.
  14. The Prize is given on an "as is" basis and is not negotiable or transferable. To the fullest extent permitted by law, VOXI expressly excludes and disclaims any representations, warranties or endorsements, whether express or implied, written or oral, including but not limited to any warranty of quality, merchantability or suitability or fitness for a particular purpose, in respect of the Prize.
  15. Whilst we'll try and fulfil our obligations to run the prize draw smoothly, we'll not be responsible if something happens that is beyond our reasonable control.
  16. We reserve the right to verify the validity of entries and to disqualify you without notice if you tamper with the entry process or don't comply with these rules.
  17. By entering the Prize Draw you accept these terms. Our decisions are final and we reserve the right not to enter into detailed responses to you.
  18. Subject to availability. The Prize cannot be exchanged, refunded, transferred or used in conjunction with any other offer.
  19. These terms and conditions are subject to English law and the English Courts shall have exclusive jurisdiction.
  20. For this show, you'll need to show your ticket

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## Liability

21. Insofar as is permitted by law, VOXI, our agents or distributors will not in any circumstances be responsible or liable to compensate the winners or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the Prize and/or usage of the Prize except where it is caused by the negligence of VOXI, our agents or distributors or that of our employees. Your statutory rights are not affected.

22. The title in the Prize and any risk of loss to the Prize will pass to the winner upon delivery (including via email) of the Prize to such winner. VOXI is not liable for or obliged to replace any defective, lost, damaged or stolen Prize where such defect, loss or damage in respect of the Prize is not due to the fault and/or negligence of VOXI.

23. VOXI accepts no responsibility or liability for any entry to the Prize Draw that is not successfully completed due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network or server failure.

## Publicity & Content

24. We will process the information you provide in relation to this promotion for the purposes of running this Prize Draw, to contact you if you win and to provide and tailor our products and services to you. If you are a winner, unless you object, we may publish or make available your details if requested to demonstrate that a valid award took place. For some promotions, we may also use your entry, your name, your social media username and/or photos for promotional purposes including for display on our social media channels and other marketing materials. We will only send you future marketing in accordance with your marketing preferences. For more information on how VOXI processes personal data, please see: <https://www.voxi.co.uk/privacy-policy>

## Partner specific terms

25. a. The prizes are fulfilled directly by our prize provider. Any personal data submitted by the winner to the Prize Provider will be treated in accordance with Prize Provider's privacy policy, which is accessible here: <https://www.bauerlegal.co.uk/privacy-policy-20220501>

b. The Prize Provider is KISS FM (Bauer Media) <https://www.bauermedia.co.uk/>

## Who are we?

VOXI trading under Vodafone Limited, Vodafone House, The Connection, Newbury, Berkshire RG14 2FN

## Connect with us:



[www.twitter.com/voxi\\_uk](https://www.twitter.com/voxi_uk)



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[www.snapchat.com/add/voxi\\_uk](https://www.snapchat.com/add/voxi_uk)



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