



by  **vodafone**

**VOXI by Vodafone**

**VOXI: Pricing Guide**

**Date: 09/08/2023**

Version 1.17

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## VOXI Plans:

VOXI Plans are 30-day rolling plans that include unlimited calls, texts, picture messages, Social Media, Unlimited Music (on plans £12 and up), Unlimited Video (on plans £15 and up) and an allowance of general purpose data to use within the UK. Unlimited Social Media, Music and Video allow you to use unlimited data on a set of mobile applications and websites within the UK. Please see below for what is covered under each:

- 'Unlimited Social Media' includes apps and services with the purpose of sharing 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](#).
- 'Unlimited Music' includes apps and services with the purpose of music streaming and providing access to songs of various niches and/or the functionality of similar services. Please see the most up to date partner list [here](#).
- 'Unlimited Video' includes apps and services with the purpose of creating, streaming, and sharing videos. 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 Unlimited Social Media, Music and Video.

VOXI Unlimited Social Media, Music & Video are available to customers who have an active VOXI Plan. Please see [www.voxi.co.uk/plans](http://www.voxi.co.uk/plans) for the options available to you.

From 27 May 2022, if you are roaming in our Europe Zone, you will need to purchase a European Roaming Pass to access the apps and services included in Unlimited Social Media, Music and Video. However, as they are UK only, any usage will then be deducted from your plan's allowance of general purpose data, subject to our 20GB fair use limit per 30-day plan. If you exceed your allowance of general purpose data or our 20GB fair use limit per 30-day plan (whichever is less) whilst roaming in our Europe Zone, you can either connect to Wi-Fi or buy one of our one-off Data Extras through your online account. Please see our European Roaming Pass Terms and Conditions for further details.

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](http://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.
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

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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](http://www.voxi.co.uk).
5. You can move to a different VOXI Plan for the next 30 day period at [www.voxi.co.uk](http://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, Music and Video in the UK (Unlimited Social Media, Music and Video are 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 Unlimited Social, Music and/or Video. 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 Unlimited Social Media, Music or Video qualifies for unlimited use in the UK. For example, posts and videos hosted by Facebook are covered under Unlimited Social Media (standard with all plans). However, videos hosted by another organisation that appear on Facebook aren't covered – unless you have Unlimited Video included in your plan and the videos you accessed are on apps/websites included within this.
8. Likewise, if you click on a link that takes you out of an app that is covered by Unlimited Social Media, Music or Video respectively, that different app or external web content would normally consume general purpose data. An example of where data would not be consumed is where you are on Facebook (covered by Unlimited Social Media) but then via Facebook you enter a different video app or external web content such as YouTube, which is then covered by Unlimited Video. However, if the video app or web content was not covered by Unlimited Video, your data would be consumed.
9. Your Unlimited Social Media, Music and Video allowances can take up to 48 hours to update on your SIM. If you'd like to start enjoying use of these straight away, simply restart your mobile.
10. Your allowance of texts and minutes are for use to standard landline numbers (for the UK starting 01, 02, 03), mobiles and voicemail within the UK. Calls to other numbers including premium rate and non-geographic numbers are not covered by Unlimited, and will come out of your top up credit..

## **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. From 27 May 2022, if you are roaming in our Europe Zone, you will need to purchase a European Roaming Pass to access

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the apps and services included in Unlimited Social Media, Music and Video. Any usage will then be deducted from your plan's allowance of general purpose data, subject to our 20GB fair use limit per 30-day plan. If you exceed your allowance of general purpose data or our 20GB fair use limit per 30-day plan (whichever is less) whilst roaming in our Europe Zone, you can either connect to Wi-Fi or buy one of our one-off Data Extras through your online account. Please see our European Roaming Pass Terms and Conditions for further details.

4. Unlimited Social Media, Video and Music 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 Unlimited Social data.
8. 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 & music streaming and/or social media apps & websites will not be zero-rated and will come out of your general purpose data allowance.
9. 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 Unlimited Social Media, Music or Video.
10. We may vary or amend these terms and the service, but if it's to your disadvantage, we'll notify you.

## **VOXI Unlimited Social Media, Music & Video:**

VOXI Unlimited Social Media, Music & Video allows 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:

- 'Unlimited Social Media' Please see the most up to date partner list [here](#).
- 'Unlimited Music' Please see the most up to date partner list [here](#).
- 'Unlimited Video' Please see the most up to date partner list [here](#).

Unlimited Social, Music and Video 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

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partners in each of the passes over time, which will automatically become available to you.

VOXI Unlimited Social Media, Music & Video are available to customers who have an active VOXI Plan. Please see [www.voxi.co.uk/plans](http://www.voxi.co.uk/plans) for the options available to you.

## How it works

1. You need to have some general purpose data allowance left to enjoy unlimited Social Media, Music and Video 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 your Unlimited Social Media, Music or Video. 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, Unlimited Social Media, Music and Video will stop. You can however keep using these by adding a new Plan. 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.
2. Only content hosted by the mobile applications and websites covered by Unlimited Social Media, Music or Video qualifies for unlimited use in the UK. 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.
3. Likewise and as mentioned above, if you click on a link that takes you out of an app that is covered by Unlimited Social Media, Music or Video, that different app or external web content would consume general purpose data.
4. 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. Only content hosted by the mobile applications and websites covered by the Passes qualifies for unlimited use in the UK.
5. You must have the most up to date version of the Unlimited apps in order for us to be unlimited. If apps are not up to date, use of these may be deducted from your general purpose data. 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.
6. Subscriptions for the Unlimited Social, Music or Video apps are not included and
7. Terms and conditions for partner apps also apply, and you must adhere to these as well as the VOXI terms, at [Voxi.co.uk/terms](http://Voxi.co.uk/terms).

## Please be aware

1. 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.
2. Deezer radio and podcast usages are excluded and use of these functions will come out of your general data allowance.
3. 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 and/or music streaming apps & websites will not be zero-rated and will come out of your general purpose data allowance.

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4. 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.
  5. We may vary or amend these terms and the service, but if it's to your disadvantage, we'll notify you.

## Partners

We are always looking to enable new content partners to join Unlimited Social Media, Music and Video. Go to our partner portal [www.voxi.co.uk/partners](http://www.voxi.co.uk/partners) to register your interest in becoming a content partner in a current or future category. If your app or service doesn't feature with any of the current categories, don't worry. We may add more categories in the future. In the meantime, all apps, services and digital content that fall outside of the categories can still be fully enjoyed by customers on Vodafone's network via the general purpose data of their Plan.

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 Data Extra:

VOXI Data Extra is available to customers who have an active VOXI Plan. Please see [www.voxi.co.uk/plans](http://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 (if you have an active European Roaming Pass on your account) within 30 days from the date of purchase.
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.

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## 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](http://www.voxi.co.uk/plans) for details of the Extra options available to you.

### 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 [www.help.voxi.co.uk/Roaming-and-International/International/1043704752/Where-can-I-call-with-100-International-Minutes-Extra.htm](http://www.help.voxi.co.uk/Roaming-and-International/International/1043704752/Where-can-I-call-with-100-International-Minutes-Extra.htm).
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](http://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.

### 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.

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National, local (01, 02, 03) and other VOXI and Vodafone numbers; Other mobile networks;  
Calls to voicemail

Calls to all the above will cost 30p a minute.

Charity numbers starting 0800 or 0808; Freephone (0800, 0808) Calls to these numbers are always free of charge.

Decommissioned freephone (0500); Personal numbers/calling cards (starting 07 or 070, but not UK mobile networks) (fixed fee in some cases); Call forwarding services (eg. 07744, 07755); Video calling to Vodafone mobiles; Video calling to other UK mobiles

Calls to all the above will cost 45p a minute. Non-Geographic (08, 09, 118). Calls will cost 45p a minute access charge plus a service charge. To Vodafone-preferred DQ number (118 881) Calls will cost 45p a minute access charge plus 80p service charge. Radio-paging services (starting 076). Calls will cost 45p a minute.

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

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

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which is set by the service or organisation you are calling. To find out more, visit [www.vodafone.co.uk/ukcalling](http://www.vodafone.co.uk/ukcalling)

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

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. With the purchase of a European Roaming Pass, 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 Unlimited Social Media, Video and Music are available in the UK only – this means that if you are in our Europe Zone and have purchased a European Roaming Pass, any usage of apps included in Unlimited Social Media, Music or Video will be deducted from your Plan's allowance of general purpose data subject to our 20GB fair use limit per 30-day Plan.



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3. If you have purchased a European Roaming Pass and you then hit your VOXI Plan general purpose data allowance or our 20GB fair use limit per 30-day plan (whichever is less) while roaming in our Europe Zone, you'll need to connect to WiFi or 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 [www.voxi.co.uk/charges](http://www.voxi.co.uk/charges).
  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 [www.voxi.co.uk/charges](http://www.voxi.co.uk/charges).

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 (with an active European Roaming Pass) for 62 days or more and your roaming usage exceeds your usage within the UK, we may deem you to be a 'Permanent Roamer'. If we decide that you are a 'Permanent Roamer', we will disable any active European Roaming Passes on your account and you will be charged on a per-usage basis (as set out below). We will send you a notification two weeks prior to charging you any additional per-use roaming charges, to allow you time to adjust your usage accordingly. These additional per-use roaming charges will be:

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

Further details on what we consider to be a 'Permanent Roamer' can be found [here](#).

If we consider you to be a 'Permanent Roamer' due to your use of our roaming services in our Zone A destinations, you will be charged on a per-usage basis (as set out above). We will send you a notification two weeks prior to charging you any additional per-use roaming charges, to allow you time to adjust your usage accordingly.

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 [www.voxi.co.uk/charges](http://www.voxi.co.uk/charges)

### Europe Zone (European Roaming Pass required)

Making a call (per minute), sending a text (per message) and using data (per MB) will be charged at standard UK rates, or the usage will be taken from your VOXI plan or extras. It's free to receive calls, and sending a picture/video message (per message) will cost 55p.

### Rest of World Zone 1.

Making a call (per minute) costs 60p, sending a text (per message) costs 8p and using data

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(per MB) costs 12p. Receiving a call (per minute) costs 36p, and sending a picture/video message costs 66p.

**Rest of World Zone 2.**

Making a call (per minute) costs £1.20, sending a text (per message) costs 30p and using data (per MB) costs 60p. Receiving a call (per minute) costs 72p, and sending a picture/video message costs 66p.

**Rest of World Zone 3.**

Making a call (per minute) costs £2.40, sending a text (per message) costs 60p and using data (per MB) costs £1.20. Receiving a call (per minute) costs £1.56, and sending a picture/video message costs 66p.

**Rest of World Zone 4.**

Making a call (per minute) costs £2.40, sending a text (per message) costs 60p and using data (per MB) costs £1.20. Receiving a call (per minute) costs £1.80, and sending a picture/video message costs 66p.

**Airlines.**

Making a call (per minute) costs £2.40, sending a text (per message) costs 60p and using data (per MB) costs £7.20. Receiving a call (per minute) costs £1.80, and sending a picture/video message costs 66p.

**Maritime.**

Making a call (per minute) costs £2.40 and sending a text (per message) costs 60p – data is unavailable. Receiving a call (per minute) costs £1.80, and sending a picture/video message costs 66p.

Additional charges may apply when calling non-UK numbers – please visit our roaming page [here www.help.voxi.co.uk/Roaming-and-International/Roaming/](http://www.help.voxi.co.uk/Roaming-and-International/Roaming/) 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.

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

## 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.

### European roaming costs

Zone	Make a call (per minute)	Sending text (per message)	Data (per MB)	Receiving a call* (per minute)	Send a picture or video message (per message)	Rest of the world calls and texts
<b>A</b>	UK rates, or usage taken from your VOXI plan or extras			Free	55p	Standard VOXI international rates as if calling from the UK
<b>B</b>	European roaming pass required*			Free	Free	

\*European roaming passes can be purchased via My account click [here](#) for further details.

### Rest of the world roaming costs (to the UK)

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

Zone	Making calls (per minute)	Sending texts (per message)	Data (per MB)	Receiving calls (per minute)	Send a picture or video message (per message)
Rest of the world Zone 1	60p			8p	12p
Rest of the world Zone 2	£1.20	30p	60p	36p	66p
Rest of the world Zone 3	£2.40	60p	£1.20	72p	66p
Rest of the world Zone 4	£2.40	60p	£1.20	£1.56	66p
Airlines	66p	60p	£1.20	72p	66p

**Charges for calling a destination outside the country you are visiting, excluding the UK:**

		Zone of country receiving call				
		Europe Zone	Rest of the world Zone 1	Rest of the world Zone 2	Rest of the world Zone 3	Rest of the world Zone 4
Zone of country making call	Rest of the world Zone 1	£1.00	£0.60	£1.50	£1.50	£1.50
	Rest of the world Zone 2	£1.20	£1.50	£1.20	£1.50	£1.50
	Rest of the world Zone 3	£2.40				
	Rest of the world Zone 4					

\* Calls are charged per minute and subject to a one-minute minimum call charge.

**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.

**Connect with us:**

