

Service Charges

Terms & Conditions

The existing service charges (points 1 – 5 inclusive) are effective from 12th July 2011, the new charges (points 6 – 11 inclusive) are effective from 21 October 2013, point 13 effective March 2020:

1. SIM swap or Duplicate SIM – Charged at £5 per SIM:

If a SIM swap or duplicate SIM is required there will be a £5 charge for this service. Customers will be required to pay the £5 fee up-front by cash/card payment at the Airtel-Vodafone store.

2. Customer call out – Charged at £40 per hour:

If you are experiencing technical difficulties we can arrange for an engineer call out which will cost £40 per hour. Customers will be required to pay the £40 fee up-front by cash/card payment at the Airtel-Vodafone store or via our Call Centre. If the call out is due to an issue with the Airtel-Vodafone network then we will refund the money paid. However, if the issue is due to a user issue then the £40 charge per hour will stand.

3. Handset repair – Total cost of handset repair + 20%:

If a handset is required to be sent away for repair the Customer will be charged for the cost of repairing the handset plus an extra 20% to cover postage and administration charges. Customers will be required to pay the fee by cash/card payment at the Airtel-Vodafone store on collection of the device.

4. Number swap – Charged at £10 each time:

If a number swap is required there will be a £10 charge for this service. Customers will need to pay the £10 fee up-front at the Airtel-Vodafone store or via our Call Centre.

5. Direct Debit Admin Charge – £15 or £4.00 each time:

If a Direct Debit is cancelled without the Customer notifying Airtel-Vodafone the Pay Monthly Customer will incur a £15 administration charge if payment is not made within 2 working days following the Direct Debit decline. If a Customer pays their due bill within 2 working days of their Direct Debit failing they will only be charged £4.00. The customer will be notified of the charge on their next Pay Monthly bill.

6. Late Payment & Cash Payer Admin Charge – £15 or £4.00 each time:

If a Customer is late paying their bill without receiving approval from Airtel-Vodafone the Pay Monthly Customer will incur a £15 administration charge if payment is not made within 2 working days following the 10th day of the month payment is due. If a Customer pays their due bill within 2

working days of the payment due date they will only be charged £4.00. The Customer will be notified of the charge on their next Pay Monthly bill.

7. Promise to Pay Agreements (P2P) Admin Charges – £15 or £4.00 each time :

If a Customer is late paying their bill without receiving approval from Airtel-Vodafone the Pay Monthly Customer will incur a £15 administration charge if payment is not made within 2 working days following the 10th day of the month payment is due. If a Customer pays their due bill within 2 working days of the payment due date they will only be charged £4.00. The Customer will be notified of the charge on their next Pay Monthly bill.

**8. Paper Bills – Summary Bill - £1.00 per month
Itemised Bill - £2.00 per month**

If a customer requests a paper bill Airtel-Vodafone will charge the above fees per month to cover postage & administration charges. All customers have the option to opt in to receive their bills via email at no cost; ebills are sent in an encrypted file where the Customer will have their unique password to access the bill. Customers will be notified of the charges on their Pay Monthly bills.

9. Duplicate Bill under 12 months within 12 months – Charged as above.

10. Duplicate Bill over 12 months up to 3 years – £10.00 per bill.

Achieved bills can take up to 1 month to be recalled. Customer's will need to pay the £10 fee up-front at the Airtel-Vodafone store or via our Call Centre.

11. 2nd Direct Debit Requests - £15.00

If any Customer requests Airtel-Vodafone to collect their monthly dues after the initial Direct Debit, Airtel-Vodafone will attempt a second Direct Debit approximately around the second week of each month

12. Promise to Pay Agreements (P2P) – £2.00 per month on month end arrears.

If Airtel-Vodafone agrees with the Customer an affordable repayment plan for large arrears on the Customer's account, the Customer will be charged £2.00 per month on the arrears outstanding at each month end until the arrears are cleared.

13. £2 monthly charge for Direct Debit not set up

Airtel-Vodafone will apply a monthly recurring charge of £2.00 to every account that does not have an active direct debit set up.



Please note:

Airtel-Vodafone reserve the right to amend all additional service charges at their own discretion, if Airtel-Vodafone increase any of the Charges Airtel-Vodafone will notify their Customers by SMS and/or in writing 15 days prior to the increase taking effect & the new prices will be available for viewing on the Airtel-Vodafone Website www.airtel-vodafone.com/term&conditions.