

Service Charges

Terms & Conditions

The existing service charges (points 1 – 4 inclusive) are effective from 12th July 2011, the new charges (points 5 – 7 inclusive) are effective from 21 October 2013, point 8 effective March 2020 (increased to £5 since June 2022):

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. Pay-As-You-Go Customers will be required to pay the £5 fee up-front by cash/card payment at the Airtel-Vodafone store. Pay Monthly Customers will incur a £5 charge on their Pay Monthly bill.

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. Pay-As-You-Go 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. Pay Monthly Customers will incur a £40 charge on their Pay Monthly Bill. 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.

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

If a number swap is required there will be a £10 charge for this service. Pay-As-You-Go Customers will need to pay the £10 fee up-front at the Airtel-Vodafone store. Pay Monthly Customers will incur the £10 charge on their Pay Monthly bill.

5. Paper Bills – Summary Bill - £2.00 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; these are fully itemised bills & are sent in an encrypted file where the Customer will have their unique password to access the bill.

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

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

8. £5 monthly charge for Direct Debit not setup

Airtel-Vodafone will apply a monthly recurring charge of £5.00 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.