

Vodafone Bill Centre - online billing

Our online billing service lets you check your bills whenever you like, and sort and manage them in a click. Best of all, it's really simple to use. To register, you'll need to be the person responsible for the account. You'll also need your mobile phone and an email account and may need a copy of your latest Vodafone paper bill. Go to vodafone.co.uk/myaccount now to register.

Vodafone Help - online help centre

Whatever your Vodafone-related questions, you'll find the answers at our online help centre. For questions on your handset, how to activate Voicemail, make calls whilst overseas or even more details about mobile broadband and email, the online help centre is the place to go if you need help fast. Just go to vodafone.co.uk/businesshelp

Need to **contact us** about anything?

Any Questions?

Changing your address

- ▶ If you're about to change your address, please let us know your new details.

Using your device abroad

- ▶ Please contact us two days before you're off so we can check you are set up correctly.
- ▶ Note, you will be charged for calls made both from and to your mobile while you're away.

Simply contact our Customer Services team on:
www.vodafone.co.uk/contactus

Lost or stolen device or SIM card

If your phone has been lost or stolen we can help; we can bar your SIM to stop calls being made and we can also stop anyone else from using your phone by blocking its IMEI (serial number). Please let us know straight away, otherwise you may have to pay for any calls made. Call us on 08700 700 191.

If you have Vodafone Cover Me you will need to report this to us within 24 hours.

Guide to using your device/s

Useful information about using your phone, tablet, dongle and other devices.
www.vodafone.co.uk/help or www.youtube.com/vodafoneuk or forum.vodafone.co.uk

Need some **information?**

Call Charges

Please note that all calls are subject to a 1 minute minimum charge. Thus, any call of less than 1 minute will be rounded up and either counted as 1 minute from your inclusive allowance or charged as 1 minute if outside your inclusive allowance.

What about VAT?

VAT is charged at Std Rate, on all products, unless noted otherwise. Exceptions include:

- ▶ VAT exempt charges, eg insurance
- ▶ Charges that are out of scope for VAT, eg non-Vodafone purchases. If you need a VAT invoice for these, please contact the supplier.
- ▶ Charges with VAT at 0%, eg calls you made abroad outside the EU
- ▶ In some cases, all Vodafone charges will be outside the scope of UK VAT in accordance with Art 56 of the EC Directive.

Our VAT number is GB 569 9532 77


This bill is also available in large print, as a talking bill or in Braille. Please call 08700 733 222

Complaints If you're unhappy with our service and want to make a complaint, please contact us first. If after eight weeks we are still unable to reach agreement on a complaint, you are entitled to independent dispute resolution. Please contact:

Ombudsman Services (Communications)
PO Box 730
Warrington
WA4 6WU
Tel. 0330 440 1614.

Provided your complaint is within their remit, they will investigate it free of charge.

Registered in England no: 1471587 Registered office:
Vodafone House, The Connection, Newbury, Berkshire, RG14 2FN. We may monitor or record calls to help with training and quality assurance and other purposes permissible by law.

 The paper used for this bill is manufactured from woodpulp from sustainable forests.