

power to you



Service Charges Terms & Conditions

These service charges are effective from 12th July 2011:

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. 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 remain.

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 Monthly bill.

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

If a Direct Debit is cancelled the Pay Monthly customer will incur a £15 administration charge. This will be processed by our Customer Service team and they will notify the customer of the charge before proceeding.