

We can help you to help others

How are we protecting the end users that will be using these SIMs from adult content?

All SIMs will have content barring on in line with the guidelines published by BBFC in the Classification Framework. Vodafone will bar content to prevent users from:-

- Accessing lotteries online
- Downloading music and videos deemed +18 in nature
- Accessing Gambling sites
- Accessing sites that are pornographic in nature
- Accessing sites that promote real life violence (for example, use of easily accessible weapons)

Please be aware that this bar will be on by default and is not recommended to be removed.

How are we ensuring that customers are as protected as possible from out of plan charges when using a communities.connected plan?

We know that these plans are for a specific use case – helping those that could be digitally excluded access the internet, but we also understand that our customers want to be able to maximise their budgets.

Alongside our discounted pricing and [Vodafone Spend Manager](#), we've also defaulted on bars for:

- Roaming
- Text & picture messaging
- Premium rate

These bars will be on by default. Authorised account users can opt to remove these for the end users should they be needed, however customers should be aware they could generate additional charges in doing so.

What happens to users of these SIMs after their offer ends?

Our one month rolling plan will continue to renew monthly for as long as you need it until you opt to cancel.

Six and twelve month options are paid in full upfront and will be disconnected once that minimum term has passed. Vodafone will aim to contact customers through their account team ahead of this happening.

If customers would like to continue their plans once the six or twelve months is over, get in touch with your account manager who will be able to support.

Are there any restrictions on which device the SIMs can be put into?

Customers can use these SIMs in the device of their choice. Please be aware though that some devices may be locked to a specific network provider so would need to be used within a Vodafone or Unlocked device.

What devices are included with these price plans?

Both 6 and 12 month options can access an inclusive Vodafone MiFi device or dongle dependent on stock availability.

communities.connected



For more info, contact your Vodafone Account Manager

Interactive user guide for **dongle**: [click here](#)
Interactive user guide for **MiFi**: [click here](#)