

‘the main things you need to know’

Changing your mind

You may end your contract with us prior to activation by sending us an email indicating that you wish to end your contract, cancellation charges and special terms apply for data products & where installation/configuration work has commenced.

Out of Bundle & International Rates are on our website or upon request

Visit www.visiontelecomsolutions.co.uk for a full list of current standard tariffs, Rates and out of bundle Charges. All business tariffs are exclusive of VAT. All Products & Services are subject to fair usage. Available from our website or upon request.

Unlimited Tariffs

Please note fair usage & limits apply on all Unlimited products, once you are over the fair usage limits you will be charged out of bundle rates.

Understanding your 1st Bill

All Line Rentals will be charged in advance of 1 Month plus remaining days of the current month your account goes live in. All call charges will be billed 1 month in arrears for previous month.

Example: if you connect on the 20th of the month (31 day month) you will be charged 12 Days + 1 Month Advance Line Rental Charges, therefore 1 month and 12 days.

All bills will be sent by email & are free of charge however Paper bills will incur a charge of £4.99 + vat.

Pro Rata Tariff & Data Allowances

On your first bill you will not get the full tariff & data allowances, the allowances you receive will be on a pro-rata basis depending on the day you connect.

- Example: 10gb Data Allowance & 31 day month & connect on the 15th of the month.
- You will receive 5.48gb of data in that month (10gb / 31 days * 17 days)
- Each full month you get a full allowance from 1st until 31st of each month

Changing the contract

Vision can change the contract and the charges at any time and will publish these on-line at <https://visiontelecomsolutions.co.uk/terms-and-conditions/>

Standard Rates

We reserve the right to move you to our standard calls and line rental tariff at the end of your minimum contract period.

You must pay until the contract ends

If you want to end a Service or the contract early, a termination fee will be charged. Vision will invoice the Customer for Minimum Spend Levels that the Customer would have paid for had they not terminated the agreement early, the value of call charges and monthly charges will be based upon the average of the last 6 months' invoices issued to the receipt of notice of termination.

Contract length Business customers

The Minimum Period for all products including data connectivity or data network product commences on the date of activation of the circuit(s). Business contracts for all products are for a Minimum Period as per contract. During the Minimum Period you are not permitted to transfer any of the services that are under contract to an alternative supplier. If you do so, you will invoke the termination clause and a termination fee will be calculated as per T&C's.

Notice to end the contract once the minimum contract period is served

If you wish to terminate your contract at the end of the minimum contract period, then you must provide us with 60 days written notice in writing prior to the minimum contract period end date. Likewise, once you have served the minimum contract period you must provide us with 60 days written notice that you wish your contract to terminate. If you do not provide us with a minimum of 60 days written notice standard termination charges will apply.

Auto Renewal – Companies with more than 10 employees

Where the Customer fails to transfer their services away from Vision within 30 days following the expiry of the Minimum Term or the expiry of any subsequent period, this will be deemed as acceptance by the Customer of continuing to contract with Vision Mobile for a further period equivalent to the Minimum Term (unless Vision Mobile agree otherwise). Correct at time of print as per regulations.

Payment methods

We only accept payments using direct debit, BACS, Cheque. Direct Debit is free of charge, all other payment methods incur a payment processing charge of £4.99 exclusive of VAT.

Rejected Payments

If your payment is rejected by your bank then an administration fee of £25 will be applied.

Late payment fees

If your previous invoice has not been paid at the time of producing your next invoice, a late payment fee of £15.00 will be charged to business customers so that we cover our administration costs.

Pac Codes

Pac Code Administration Fee of £30 per number applies.

UK, International & Roaming Mobile Caps & Alerts

Vision are unable to enforce price or data caps directly to end users due to having no visibility of the charges being passed on. Vision are unable to send any alert messages directly to end user due to having no visibility or real time information.

Roaming & International

Please be advised that when roaming, end users may receive welcome messages promoting direct network products such as "O2 Travel" and "Rest of the world pass" but not limited too. Please be aware that we do not support direct network roaming products and any attempt to subscribe will be unsuccessful. As an alternative, we offer a number of products to assist users when roaming worldwide including Euro Travel, World Travel Select and a large selection of roaming bundles. Please ensure you fully aware of all Roaming charges & have applicable roaming bolts on's, please monitor your usage whilst abroad, you will be liable for all usage.

Disconnection for non-payment

If your service is disconnected for non-payment you will be subject to a charge of £46.90 per CLI (telephone number) + early termination charges.

Usage & Alerts

We do not offer alerts on minutes, texts or data usage in the UK or Abroad. It is your own responsibility to monitor usage, you will be liable for all usage.

Hardware & Phones Supplied

Any equipment supplied remains property of Vision Mobile until expiry of the minimum contract term, if you chose to disconnect early all equipment must be returned in working condition to Vision.

Faulty Equipment

Any Faulty equipment must be reported within 7 days for replacement, after this period it falls under the manufacturer warranty rules & procedures.

Existing Accounts & Cancellations

Please Any existing accounts or number cancellations remain the customers to cancel or settle. Vision are not liable for any old accounts.

Lost/Stolen Bars

Vision are open 9.30 to 5pm Mon to Thurs and 9.30 to 4pm Friday, outside of these hours you will need to call Network directly to place any lost/stolen bars.

Out of Hours Lost & Stolen bar:

T: 08080 101 280 (Vodafone) / 0800 977 7337 (O2)

The networks will be unable to action any other request except lost/stolen bars, you must call Vision within Opening hours for all other requirements

All Terms & Conditions, Out of Bundle Rates & Roaming Zones/Rates can be found at or please ask for a paper copy to be sent: <https://visiontelecomsolutions.co.uk/terms-and-conditions/>

This document only briefly highlights the main points of the contract please always refer back to the full terms and conditions.