

Vivio Friends and Family

What happens next...

So, what happens next?



- ⇒ Complete your order
- ⇒ Receive an email confirmation that your order has been received
- ⇒ On acceptance by order processing an electronic contract and direct debit mandate will be emailed to you to sign and email back.
- ⇒ Your SIM card is packaged and posted to you within 3-5 working days
- ⇒ When you receive your SIM card, pop it in your phone and start using it. (If you have requested to port your existing number this may take a day or two extra but we will arrange this for you and confirm the day your number will transfer over to your new sim).
- ⇒ Your bill date will be the 1st of each month so you should receive your bill by email within 7 days of the bill being produced.



After care...



If you have any queries regarding any of the below, please simply email the relevant team who will get back to you within 24 hours

⇒ General enquires: Friendsandfamily@vivio.co.uk

⇒ Claim your FREE line rental for referring a friend or family member: Onemonthfree@vivio.co.uk

⇒ Billing queries: Friendsandfamilybilling@vivio.co.uk



What else is included within my tariff?



- ⇒ Unlimited minutes to all 01,02,03 UK landlines
- ⇒ Unlimited minutes to all UK mobiles
- ⇒ Unlimited minutes to all UK mobiles on the same network
- ⇒ 4G & EU data
- ⇒ Tethering included within the tariff
- ⇒ Free voicemail
- ⇒ Wi-Fi Calling (subject to the device being compatible)
- ⇒ Use your UK allowance in Europe Zone 1 for free with roam like at home.
- ⇒ Take your UK plan with you to over 100 destinations with World Traveller for just £5.00 per day (country list for World Traveller detailed below)
- ⇒ Access to Vivio's iView portal to view usage and monthly reports



What else is included within my tariff?



⇒ Roam like at home - use your use allowance of minutes texts and data across 42 countries as listed below:

Austria; Belgium; Bulgaria; Canary Islands; Croatia; Cyprus; Czech Republic; Denmark; Estonia; Finland; France (inc. French Territories); Germany; Gibraltar; Greece; Hungary; Iceland; Ireland; Italy; Latvia; Liechtenstein; Lithuania; Luxembourg; Malta; Monaco; Netherlands; Norway; Poland; Portugal (inc. Madeira); Romania; Slovakia; Slovenia; Spain (inc. Balearic Islands); Sweden

⇒ World Traveller - for only £5 per day you can use your allowance of minutes texts and data across all the world traveller zones listed below:

Afghanistan; Albania; Andorra; Anguilla; Antigua & Barbuda; Argentina; Armenia; Aruba; Australia; Bahrain; Bangladesh; Barbados; Bermuda; Bonaire; Bosnia & Herzegovina; Brazil; British Virgin Islands; Cambodia; Canada; Cayman Islands; Chile; China; Colombia; Costa Rica; Curacao; Democratic Republic of Congo; Dominica; Dominican Republic; Ecuador; Egypt; El Salvador; Fiji; Georgia; Ghana; Grenada; Guam; Guatemala; Guyana; Haiti; Honduras; Hong Kong; India; Indonesia; Israel; Jamaica; Japan; Jordan; Kazakhstan; Kenya; Kuwait; Laos; Lesotho; Macau; Macedonia; Malaysia; Mexico; Moldova; Mongolia; Montenegro; Montserrat; Morocco; Mozambique; Myanmar; New Zealand; Nicaragua; Oman; Pakistan; Panama; Papua New Guinea; Paraguay; Peru; Philippines; Puerto Rico; Qatar; Russia; Saba (Netherland Antilles); Saudi Arabia; Serbia; Singapore; Sint Eustatius (Netherland Antilles); Sint Maarten; South Africa; South Korea; South Sudan; Sri Lanka; St Kitts & Nevis; St Lucia; St Vincent; Suriname; Swaziland; Taiwan; Tanzania; Thailand; Tonga; Trinidad & Tobago; Turks & Caicos Islands; Ukraine; United Arab Emirates; Uruguay; US Virgin Islands; USA; Uzbekistan; Vanuatu; Vietnam; Western Samoa



Terms and Conditions



⇒ Our Friends & Family offers are based on connecting to the O2 or Vodafone Networks on a 24 month contract. After you take your first connection and become a Friends & Family member you can start to refer friends or your family. You cannot refer any other employees of the company you work for. You can only refer friends or family who do not work for the same organisation as you. For each person you refer who takes a 24 month connection you will receive 1 months free rental. The person you refer **MUST** enter your name in the 'employee' order box when prompted to ensure you receive your months free rental. You can only receive up to 18 months free line rental. All connections are non-returnable - termination fees apply. Termination fees are calculated by multiplying your line rental by the number of months left in your contract. Subject to status and availability



Thank you

