

## Mobile services

**Pricing:** *O2, Vodafone & Phone Co-op (EE)*



## MOBILE SERVICES

PRICING DOCUMENTS

## O2, VODAFONE & PHONE CO-OP (EE) SERVICES

Content: A full price list covering the current monthly, one off and other related charges associated to our O2, Vodafone & Phone Co-op (EE) mobile packages. Any legacy pricing can be found in a separate document.

### VERSION HISTORY

Version #	Implemented By	Revision Date	Approved By	Approval Date	Reason of change
1.0	Chris Horne	28/11/2018	Fiona Ravenscroft	19/12/2019	First draft
2.0	Chris Horne	10/01/2019	Fiona Ravenscroft	20/06/2019	Phone Co-op (EE) rates added

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### COLOUR KEY

If a table or row has one of the keys below it is a service/package specifically linked to a specific mobile network.

Colour	Document component	Description
Blue	Table Header	Contains items applicable to all networks
Green	Table Header	Contains items specific to Vodafone & O2 only
Yellow	Table Header	Contains items specific to Phone Co-op (EE) only
Light Green	Table entry/row	Contains items specific to Vodafone & O2 only
Light Blue	Table entry/row	Contains items specific to Phone Co-op (EE) only

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# Mobile services

## Pricing: O2, Vodafone & Phone Co-op (EE)



### 1 BUNDLE PRICING

#### 1.1 VOICE & DATA - SIM ONLY

Inclusive minutes & texts	Inclusive data	Cost per user (pcm)
Unlimited (UK & EU) <sup>1</sup>	3GB (UK & EU) <sup>1</sup>	<b>£14.45</b>
	5GB (UK & EU) <sup>1</sup>	<b>£16.95</b>
	10GB (UK & EU) <sup>1</sup>	<b>£19.45</b>
	30GB (UK & EU) <sup>1</sup>	<b>£24.45</b>

##### 1.1.1 VOLUME DISCOUNTS

Volume discounts are available on the base mobile bundles depending on how many connections you take out. These discounts can be applied during the life of your contract if you increase the number but also will be removed or decreased if your total number of connected devices goes below a threshold. Discounts are not applicable on any other bolt-on's.

Number of users <sup>2</sup>	Volume Discount (per user)
1-5	N/A
6-10	<b>-£0.50</b>
11-50	<b>-£1.00</b>
21-50	<b>-£1.50</b>
51-100	<b>-£2.00</b>
100+	Contact us for details

All packages are on a standard 12-month contract when not including any hardware

#### 1.2 ADDITIONAL SERVICE PRICING

##### 1.2.1 NON-GEOGRAPHIC ADD-ONS – O2 & VODAFONE ONLY

Compatible with 084/087/0500 prefixes only, minutes cover both the access and service charges of each call.

UK Non-Geo minutes <sup>3</sup>	Rate per month
100 Non-Geo Minutes	£4.50
300 Non-Geo Minutes	£7.50

### 1.2.2 INTERNATIONAL CALLER – O2 & VODAFONE ONLY

With our international caller add on you can greatly lower your rates to ring international destinations from the UK.

Add-on	Rate (per user, pm)
International caller	£4.17

With this add-on you can benefit from the reduced tariff shown in the comparison below. Should you not wish to add this service then your calls will be charged as per the standard rate found later in this document.

International calls (calls made from the UK to destinations outside the UK)	Rate (ppm or ppSMS)	Rate (ppm or ppSMS) with International Caller
Europe	83.3p	3p
North USA/Canada	116.7p	3p
Rest of the World	116.7p	16p
International SMS	48.5p	3p

### 1.2.3 INTERNATIONAL MINUTE ADD-ONS – O2 & VODAFONE ONLY

Bundled minutes which can be used from when calling from within the UK to international destinations. These allowances cannot be utilised if the call is made from outside of the UK including any EU locations.

Minute Add-on <sup>4</sup>	Rate per month
100 UK to Euro minutes	£4.00
500 UK to Euro minutes	£11.00
1,000 UK to Euro minutes	£14.00
100 UK to Rest of World minutes	£29.00
500 UK to Rest of World minutes	£114.00
1,000 UK to Rest of World minutes	£223.00

### 2 SHARED DATA – O2 & VODAFONE ONLY

Shared data is a single pool of usage which you can assign multiple numbers too. So rather than having a set data bundle for each individual number you can all shared from a single, account level allowance which is ideal for organisations with more flexible and unpredictable usage patterns.

#### 2.1 SHARER USERS

Each shared bundle requires either a voice bundle per person (if using the shared data with voice tariffs) or a Data sharer connection if using this just for Mobile Broadband.

Sharer Users	Rate per month
Voice User (Unlimited minutes & Texts <sup>1</sup> )	£8.50
Data User (No minutes or texts included)	£4.00

#### 2.2 SHARED DATA BUNDLES

Shared Data Allowance <sup>4</sup>	Rate per month
25GB 4G	£75.00
50GB 4G	£140.00
75GB 4G	£200.00
100GB 4G	£270.00
250GB 4G	£650.00
500GB 4G	£1,280.00
1TB 4G	£2,450.00

### 3 MOBILE BROADBAND

Data only services (no voice services included) to be used for accessing 4G internet services

**Please note:** Some allowances are specific to network

Data Allowance <sup>4</sup>	Rate per month
2GB 4G	£10.00
5GB 4G	£15.00
10GB 4G	£20.00
30GB 4G	£25.00
50GB 4G (O2 & Vodafone only)	£45.00
100GB 4G (O2 & Vodafone only)	£60.00

### 4 ROAMING SERVICES

#### 4.1 ROAM LIKE AT HOME

Due to a new legislation brought into action from the 15th June 2017 it is required that regulated EU roaming be charged at the same rates as standard UK services. This is applicable to all minute, text and data and now means the following destinations are included as part of your standard bundle.

##### **Destinations included - Phone Co-op (EE)**

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden.

##### **Destinations included - O2 & Vodafone**

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

#### 4.2 ROAMING ADD-ONS – O2 & VODAFONE ONLY

Bundled minutes and data to be used while roaming in specific rest of world zones (check notes for restrictions).

Roaming Add-on <sup>4</sup>	Rate per month
100 Rest of World roaming minutes*	£43.00
250 Rest of World roaming minutes*	£114.00
500 Rest of World roaming minutes*	£221.00
250MB Rest of World roaming data*	£85.00
500MB Rest of World roaming data*	£160.00
1GB Rest of World roaming data*	£285.00

\*Compatible for use when roaming in ROW Zones 1, 2 & 3 (excludes ROW Zone 4), All add-ons will apply secondary to daily roaming services such as World Traveller (see World Traveller), if you wish to use these with world traveller please contact us to discuss options.

### 4.3 WORLD TRAVELLER – O2 & VODAFONE ONLY

This service can be applied at no additional cost and allows you to use your inclusive allowance anywhere in several international destinations for a single daily charge

The daily roaming rate is currently applicable against ALL noted event types including received SMS. Any usage will be debited from your UK bundled allowance and if you make a call outside of your current country this will be chargeable at standard roaming out of zone rates. If you exceed your UK allowance you will also be liable to standard roaming pence per minute/MB rates.

Add-on	Rate (per daily instance)
World Traveller	£5.50

#### World Traveller is valid in the following countries:

Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Bangladesh, Bermuda, Bosnia and Herzegovina, Bonaire, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Columbia, 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, Japan, Jamaica, 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, St. Kitts and Nevis, St. Lucia, St. Vincent, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turks and Caicos Islands, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam, Western Samoa.



### 4.4 ROAMING ZONES – O2 & VODAFONE

Europe Zone 1
Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French territories, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden.
Europe Zone 2
Channel Islands (inc. Guernsey, Jersey) and the Isle of Man, Faroe Islands, San Marino, Turkey, Switzerland.
Rest of World Zone 1
Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bhutan, Bonaire, Botswana, Bosnia & Herzegovina, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cameroon, Cambodia, Canada, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Democratic Republic of Congo, Peoples Republic of Congo, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, French Polynesia, Gabon, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Lesotho, Macau, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saba (Netherlands Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, Singapore, Sint Eustatius (Netherlands Antilles), Sint Maarten, Solomon Islands, South Africa, South Korea, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia.
Rest of World Zone 2
Algeria, American Samoa, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe.
Rest of World Zone 3
Andorra, Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia
Rest of World Zone 4
Angola, Ascension Islands, Australian External Territories, Belize, Comoros, Cook Islands, Cuba, Diego Garcia, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Greenland, Kiribati, Lebanon, Maldives, Marshall Islands, Micronesia, Midway Island, Nauru, New Caledonia, Niue, Norfolk Island, North Mariana, Palau, Saint Helena, Somalia, St Pierre & Miquelon, Syria, Timor (East), Tokelau, Turkmenistan, Tuvalu, Wallis & Futuna.

### 4.5 ROAMING ZONES – PHONE CO-OP (EE)

<b>Euro Zone 1</b>
Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).
<b>Euro Zone 2 &amp; USA</b>
Aland Islands, Ceuta and Melilla, USA
<b>Rest of World Zone 1</b>
Australia, Canada, China, Israel.
<b>Rest of World Zone 2</b>
Anguilla, Antigua and Barbuda, Barbados, Brazil, Cayman Islands, Côte D'Ivoire, Cyprus (Turkish), Egypt, Grenada, India, Madagascar, Malaysia, Moldova, Saint Lucia, Saint Vincent and the Grenadines, Senegal, Singapore, Thailand, Turkey, Turks and Caicos Islands.
<b>Rest of World Zone 3</b>
Albania, Botswana, Indonesia, Korea (South), Mexico, Pakistan, South Africa, Sri Lanka, Uganda.
<b>Rest of World Zone 4</b>
Armenia, Aruba, Bangladesh, Bermuda, Bosnia and Herzegovina, Cameroon, Cape Verde, Caribbean Netherlands, Cuba, Dominica, Dominican Republic, El Salvador, Gambia, Guinea, Guyana, Haiti, Honduras, Hong Kong, Japan, Jordan, Kenya, Kosovo, Kuwait, Libya, Macedonia, Maldives, Mali, Mauritius, Montserrat, Morocco, New Zealand, Nigeria, Panama, Puerto Rico, Qatar, Russia, Saint Kitts and Nevis, Saudi Arabia, Serbia, Sint Maarten (Dutch), Suriname, Tanzania, Taiwan, Trinidad and Tobago, Tunisia, Vanuatu, Vietnam, Virgin Islands (British).
<b>Rest of World Zone 5</b>
Algeria; Azerbaijan; Jamaica; Oman; Ukraine; United Arab Emirates.

### 5 OUT OF BUNDLE RATES – O2 & VODAFONE

#### 5.1 UK OUT OF BUNDLE RATES

Out of Bundle call	Rate (ppm or ppSMS)
Calls to other mobiles	45.8p
Calls to UK landlines (including all calls to Channel Isles)	45.8p
Standard UK text message (including all texts to Channel Isles)	45.8p
Standard UK picture message	45.8p
Standard video message	45.8p
Video calling to other UK mobile networks	45.8p
International Call - EU	83.3p <sup>5</sup>
International Call – Rest of World	116.7p <sup>5</sup>
International SMS text message	48.5p
084X, 087X, 09 <sup>5</sup> and 118 numbers	45.8p <sup>6</sup>
0800, 0808 or 0500 numbers	FREE <sup>7</sup>
Radiopaging services (starting 076)	45.8p
Personal numbering services (starting 070)	45.8p
Call forwarding services (e.g. 07744, 07755)	45.8p
7Call Return (Landline, Cross Net, Voda (above 3600 seconds)	45.8p <sup>5</sup>
Call return (Personal Numbering Services)	45.8p <sup>5</sup>
Data	7p per MB

#### 5.2 ROAMING CALLS

Roaming destination	Call type	Rate (ppm)
Roaming Euro Zone 1	In Zone 1 & UK	45.8p
Roaming Euro Zone 1	Euro Zone 2	89.3p
Roaming Euro Zone 1	All other destinations	119.3p
Roaming Euro Zone 1	Voicemail	45.8p
Roaming Euro Zone 1	Inbound	FREE
Roaming Euro Zone 2	In Zone 2 & UK	45.8p
Roaming Euro Zone 2	Euro Zone 1	142.9p
Roaming Euro Zone 2	All other destinations	142.9p
Roaming Euro Zone 2	Voicemail	45.8p

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Roaming destination	Call type	Rate (ppm)
Roaming Euro Zone 2	Inbound	7.1p
Roaming RoW Zone 1	In Country & UK	117.8p <sup>5</sup>
Roaming RoW Zone 1	Euro Zones	117.8p <sup>5</sup>
Roaming RoW Zone 1	All other destinations	142.9p <sup>5</sup>
Roaming RoW Zone 1	Voicemail	117.8p <sup>5</sup>
Roaming RoW Zone 1	Inbound	92.8p <sup>5</sup>
Roaming RoW Zone 2	In Country & UK	117.8p <sup>5</sup>
Roaming RoW Zone 2	Euro Zones	117.8p <sup>5</sup>
Roaming RoW Zone 2	All other destinations	142.9p <sup>5</sup>
Roaming RoW Zone 2	Voicemail	117.8p <sup>5</sup>
Roaming RoW Zone 2	Inbound	92.8p <sup>5</sup>
Roaming RoW Zone 3	In Country & UK	142.8p <sup>5</sup>
Roaming RoW Zone 3	Euro Zones	142.8p <sup>5</sup>
Roaming RoW Zone 3	All other destinations	142.8p <sup>5</sup>
Roaming RoW Zone 3	Voicemail	142.8p <sup>5</sup>
Roaming RoW Zone 3	Inbound	92.8p <sup>5</sup>
Roaming RoW Zone 4	In Country & UK	142.8p <sup>5</sup>
Roaming RoW Zone 4	Euro Zones	142.8p <sup>5</sup>
Roaming RoW Zone 4	All other destinations	142.8p <sup>5</sup>
Roaming RoW Zone 4	Voicemail	142.8p <sup>5</sup>
Roaming RoW Zone 4	Inbound	107.1p <sup>5</sup>

### 5.3 ROAMING SMS & DATA

Roaming SMS & Data	Service type	Rate (ppMB or ppSMS)
Roaming Euro Zone 1	SMS	45.8p
Roaming Euro Zone 1	Picture Messages	45.8p
Roaming Euro Zone 1	Data	8.3p
Roaming Euro Zone 2	SMS	45.8p
Roaming Euro Zone 2	Picture Messages	45.8p
Roaming Euro Zone 2	Data	32.8p
Roaming RoW Zone 1	SMS	25p
Roaming RoW Zone 1	Picture Messages	32p

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### Pricing: O2, Vodafone & Phone Co-op (EE)

Roaming SMS & Data	Service type	Rate (ppMB or ppSMS)
Roaming RoW Zone 1	Data	214.2p
Roaming RoW Zone 2	SMS	25p
Roaming RoW Zone 2	MMS	32p
Roaming RoW Zone 2	Data	214.2p
Roaming RoW Zone 3	SMS	36p
Roaming RoW Zone 3	MMS	36p
Roaming RoW Zone 3	Data	214.2p
Roaming RoW Zone 4	SMS	36p
Roaming RoW Zone 4	MMS	36p
Roaming RoW Zone 4	Data	429p

## 6 OUT OF BUNDLE RATES – PHONE CO-OP (EE)

### 6.1 UK OUT OF BUNDLE RATES

Out of Bundle call	Rate (ppm or ppSMS)
Calls to other mobiles	16.7p
Calls to UK landlines	16.7p
Standard UK text message	16.7p
Standard UK picture message	26.4p
International Call – Zone 1	10p
International Call – Zone 2	13.3p
International Call – Zone 3	16.7p
International Call – Zone 4	10p
International Call – Zone 5	24.2p
International Call – Zone 6	39.2p
International Call – Rest of World	39.2p
UK to EU SMS text message	5.2p
UK to Rest of world SMS text message	16.3p
084X, 087X, 095 and 118 numbers	17.5p6
0800, 0808 or 0500 numbers	FREE <sup>7</sup>
Personal numbering services (starting 070)	60p
Data	7p per MB

### 6.2 INTERNATIONAL ZONES

<b>Zone 1- Ireland, Channel Islands &amp; Isle of Man</b>
Ireland, Jersey, Guernsey, Isle of Man
<b>Zone 2 - Europe</b>
Albania, Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (Greek), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Transnistria, Ukraine.
<b>Zone 3 - Asia Pacific &amp; South Africa</b>
Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Singapore, Thailand
<b>Zone 4 -USA</b>
United States
<b>Zone 5 – Middle East</b>
Algeria, Cyprus (Turkish), Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Saudi Arabia, Tunisia, Turkey, United Arab Emirates
<b>Zone 6 – Rest of World</b>
Everywhere else

### 6.3 ROAMING CALLS

Roaming destination	Call type	Rate (ppm)
Roaming Euro Zone 1	Back to UK	16.7p
Roaming Euro Zone 1	Zone 1	16.7p
Roaming Euro Zone 1	Zone 2	9.45p
Roaming Euro Zone 1	Zones 3-6	189p
Roaming Euro Zone 1	Zone 7	399p
Roaming Euro Zone 1	Voicemail	16.7p
Roaming Euro Zone 1	Inbound	FREE
Roaming Euro Zone 2	Back to UK	7.35p <sup>8</sup>
Roaming Euro Zone 2 & USA	Zones 1 & 2	9.45p <sup>8</sup>

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Part of The Midcounties Co-operative

Roaming destination	Call type	Rate (ppm)
Roaming Euro Zone 2 & USA	Zones 3-6	189p <sup>8</sup>
Roaming Euro Zone 2 & USA	Zone 7	399p <sup>8</sup>
Roaming Euro Zone 2 & USA	Voicemail	7.35p <sup>8</sup>
Roaming Euro Zone 2 & USA	Inbound	0.83p <sup>8</sup>
Roaming RoW Zone 1	Back to UK	21p <sup>8</sup>
Roaming RoW Zone 1	Zones 1 & 2	52.5p <sup>8</sup>
Roaming RoW Zone 1	Zones 3-6	189p <sup>8</sup>
Roaming RoW Zone 1	Zone 7	399p <sup>8</sup>
Roaming RoW Zone 1	Voicemail	21p <sup>8</sup>
Roaming RoW Zone 1	Inbound	50p <sup>8</sup>
Roaming RoW Zone 2	Back to UK	84p <sup>8</sup>
Roaming RoW Zone 2	Zones 1 & 2	158p <sup>8</sup>
Roaming RoW Zone 2	Zones 3-6	189p <sup>8</sup>
Roaming RoW Zone 2	Zone 7	399p <sup>8</sup>
Roaming RoW Zone 2	Voicemail	84p <sup>8</sup>
Roaming RoW Zone 2	Inbound	70p <sup>8</sup>
Roaming RoW Zone 3	Back to UK	116p <sup>8</sup>
Roaming RoW Zone 3	Zones 1 & 2	147p <sup>8</sup>
Roaming RoW Zone 3	Zones 3-6	189p <sup>8</sup>
Roaming RoW Zone 3	Zone 7	399p <sup>8</sup>
Roaming RoW Zone 3	Voicemail	116p <sup>8</sup>
Roaming RoW Zone 3	Inbound	70p <sup>8</sup>
Roaming RoW Zone 4	Back to UK	200p <sup>8</sup>
Roaming RoW Zone 4	Zones 1 & 2	200p <sup>8</sup>
Roaming RoW Zone 4	Zones 3-6	200p <sup>8</sup>
Roaming RoW Zone 4	Zone 7	399p <sup>8</sup>
Roaming RoW Zone 4	Voicemail	200p <sup>8</sup>
Roaming RoW Zone 4	Inbound	70p <sup>8</sup>
Roaming RoW Zone 5	Back to UK	399p <sup>8</sup>
Roaming RoW Zone 5	Zones 1 & 2	399p <sup>8</sup>
Roaming RoW Zone 5	Zones 3-6	399p <sup>8</sup>
Roaming RoW Zone 5	Zone 7	399p <sup>8</sup>
Roaming RoW Zone 5	Voicemail	200p <sup>8</sup>

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### Pricing: O2, Vodafone & Phone Co-op (EE)

Roaming destination	Call type	Rate (ppm)
Roaming RoW Zone 5	Inbound	70p <sup>8</sup>

#### 6.4 ROAMING SMS & DATA

Roaming SMS & Data	Service type	Rate (ppMB or ppSMS)
Roaming Zone 1	SMS	FREE
Roaming Zone 1	Picture Messages	26.4p
Roaming Zone 1	Data	8.33p
Roaming Zone 2	SMS	4.17p
Roaming Zone 2	Picture Messages	60p
Roaming Zone 2	Data	9.17p
Roaming RoW Zone 1	SMS	25p
Roaming RoW Zone 1	Picture Messages	60p
Roaming RoW Zone 1	Data	90p
Roaming RoW Zone 2	SMS	30p
Roaming RoW Zone 2	MMS	100p
Roaming RoW Zone 2	Data	300p
Roaming RoW Zone 3	SMS	30p
Roaming RoW Zone 3	MMS	100p
Roaming RoW Zone 3	Data	660p
Roaming RoW Zone 4	SMS	30p
Roaming RoW Zone 4	MMS	100p
Roaming RoW Zone 4	Data	990p
Roaming RoW Zone 5	SMS	30p
Roaming RoW Zone 5	MMS	100p
Roaming RoW Zone 5	Data	990p



#### 7 **SERVICE NOTES:**

1. Usage outside of this will be chargeable as per standard tariff rates, call centre or any artificially inflated traffic is not permitted on this service and may lead to your service being terminated and full cancellation and usage fees being applied.
2. In the case of taking several packages with different allowances the cumulative number of connections will determine the overall prices.  
  
E.g. If you were to take 3 Unlimited 3GB packages and 10 Unlimited 5 GB packages all connections would receive their respective 6-20 user rates
3. Compatible with 084/087/0500 prefixes only, minutes cover both the access and service charges of each call.
4. When we quote a price for any bolt-on, that package is based on the bolt-on being applied during the whole billing period of any given month. However, if you apply a bolt-on part way through a month you will only receive part of the allowance (as you will only be billed part of the cost – see example – first Invoice after tariff/bolt-on amend for full cost explanation). If you apply a 100-minute international bolt-on against a subscription on the 15th of the month and your bill date falls on the 1st, you will only ever receive half of the international allowance (approx. 50 minutes) for the remainder of that month.
5. Minimum charge period is 60 seconds
6. Price displayed is only a part cost of the call known as an Access Charge, there is also a provider's Service Charge which is variable dependent on the service.
7. Freephone numbers may still be charged when dialling from outside of Europe
8. Minimum charge of 60 seconds applied on all calls and a standard ppm rate thereafter

#### 7.1 **FAULT REPAIR**

You can contact our business services team regarding any faults, amendments or account related issues between the hours of 09:30 – 17:50 Monday to Friday excluding Bank Holidays and Public Holidays. We will provide advice by telephone including, where appropriate, tests and checks to be carried out and, where possible, carry out diagnostic checks from our premises. If this does not diagnose or clear the problem, we will escalate this where appropriate our suppliers.

#### 7.2 **LOST OR STOLEN SIM'S**

If you lose your phone or someone steals it, call us and we'll bar it from being able to make any calls. To report a stolen phone to us, please call customer services on 01608 434 070 (24 hours a day, 7 days a week)

#### 7.3 **CANCELLATIONS**

All cancellations must be received in writing and are subject to a 30-day notice period. Cancellations can be set via email to [businessservices@thephone.coop](mailto:businessservices@thephone.coop) from any authorized account contact. All early terminations are subject to repayment of any remaining recurring costs. If you end this agreement because we fundamentally fail to deliver, then in these situations you do not have to pay all charges due until the end of the minimum period, but you may have to make a payment in respect of your mobile equipment. In this case, the payment will be the original value of the mobile equipment divided by the minimum period months, less any initial payment you make towards it, multiplied by the number of months remaining until the end of your minimum period. You will make this payment to us immediately on request following the agreement coming to an end.

#### 7.3.1 EQUIPMENT

All early terminations are subject to repayment of any remaining recurring costs. In this case, the payment will be the monthly rental value of the equipment multiplied by the number of months remaining until the end of your minimum period. You will make this payment to us immediately on request following the agreement coming to an end.

Any equipment added at any point after the initial contact period begins will be subject to their individual associated minimum period unless otherwise agreed. At the end of any agreed minimum period the customer will then own this equipment.

#### 7.4 MOBILE BILL LIMITS

From October 1st, 2018, all new customers can set a bill limit when signing up to a new contract. Existing customers can add a limit if they switch to one of our new bundles. Customers can set a spending limit for calls that are not included in their bundle (such as international calls), and they won't be charged more than that. Other bill charges still apply (if you have broadband and line rental, or a paper bill charge, for example) and not all mobile calls will be included in the limit. For instance, the "service charge" of calls to 084, 087, 09 and 118 calls are outside the limit, and you will always be charged for this. If you use your mobile to pay for services (eg MPAY) or make donations, these will also be outside of your limit.

#### 7.5 FAIR USAGE

##### 7.5.1 ARTIFICIALLY INFLATED TRAFFIC

Our fair usage flags are based on 10,000 UK minutes, 10,000 UK Mobile Minutes and 10,000 UK Texts per month. Artificially Inflated Traffic is proactively monitored for any anomalies such as unusually large amounts of traffic delivered from a single location to a single mast in a short period of time. The Phone Co-op does not allow SIMs to be used in any equipment which enables the routing of calls or data (including without limitation, text or picture messages) from fixed apparatus or standard devices to mobile equipment, by establishing a mobile to mobile call or transmission. Nor does it allow the use of any equipment which enables the sending of bulk SMS, voice or data services. The Phone Co-op reserves the right to suspend without notice should we believe that such equipment is being used. During suspension the liability for any access charges or calls will rest with the Customer. Breach of these policies may result in excess charges being applied as per the standard out of bundle pricing.

Other flags include but are not limited to:

- Dialling more than 99 unique numbers within a 30-day period
- Texting more than 99 unique numbers within a 30-day period
- Sending more than 3000 texts within a 30-day period
- Making calls predominantly to 087 or 084 numbers, international calling cards, or call cashback services

#### 7.5.2 INCLUSIVE ROAMING (ROAM LIKE AT HOME)

Inclusive roaming services on our mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis. If a customer uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Traveller and/or legislation such as Roam Like At Home), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services. If a customer's usage continues to exceed 50% as described above over the two-week period following the first notification, we reserve the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.

## 8 DEFINITIONS

### **4G**

4<sup>th</sup> Generation mobile internet access providing the current fastest speed that's widely available in the UK right now. It offers typical download speeds of around 20Mbps.

### **CHARGES**

The charges for services payable to The Phone Co-op

### **COMMENCEMENT DATE**

The date upon which services are first provided the customer end user

### **SET UP FEE**

A one-off payment required for any equipment or service activations related to your chosen package

### **END USER**

Refers to the customer who is receiving the Service

### **EQUIPMENT**

The hardware which is required to access any of the Services we supply. Your equipment may be recommended or supplied by The Phone Co-op or you may purchase the equipment from an alternative supplier.

### **EU**

The European Union; referred to only in relation to the prespecified destinations set out in our zoning structure and applicable zone related charges.

### **GIGABYTE (GB)**

Expression used to describe storage capacity or amount of data. One gigabyte is about 1024 Megabytes

### **MEGABYTE (MB)**

Expression used to describe storage capacity or amount of data. One megabyte is about one million bytes/characters

### **MIGRATION**

The process by which a customer is to move from one mobile service provider to another with a minimal interruption in service.

### **MINIMUM PERIOD**

The period of service from commencement date to contractual end date as specified by each service/package

### **MONTHLY DATA ALLOWANCE**

The amount of data transfer usage available with your mobile internet package without extra charge. We measure the total data transferred over your mobile connection, both download (Receiving email, Web browsing, downloading files) and upload (sending email, file sharing).

### **MVNO**

A mobile virtual network operator is a wireless communications services provider that does not directly own the wireless network infrastructure over which it provides services to its customers.

### **PHONE CO-OP (EE)**

The Phone Co-op (EE) is supplied under an MVNO basis utilising the EE network to deliver its mobile services.

### **SERVICE**

Includes but not limited to; calls, call packages, Internet Services, line rental or mobile services provided by The Phone Co-op in accordance with the Terms and Conditions.

### **US**

Refers to The Phone Co-op part of Midcounties Co-operative

## **9 RELATED DOCUMENTS**

A list of other related documents and their locations

Document	Description	Location
<b>Business Terms and Conditions</b>	Full terms and conditions of service for business customers	<a href="https://www.thephone.coop/legal/">https://www.thephone.coop/legal/</a>
<b>Privacy policy</b>	Details of our data protection and privacy policy for our customers	<a href="https://www.thephone.coop/legal/">https://www.thephone.coop/legal/</a>

**All prices in this document exclude VAT unless specifically stated.**