

Mobile services

Pricing: *Monthly bundles*



MOBILE SERVICES

PRICING DOCUMENTS

MOBILE BUNDLES

Content: A full price list covering the current monthly, one off and other related charges associated to our O2 mobile packages. Any legacy pricing can be found in a separate document.

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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	New rates added
3.0	Chris Horne	12/07/2019	Self-approved	12/07/2019	Specials added
4.0	Chris Horne	09/10/2019	Self-approved	09/10/2019	Unlimited added
5.0	Chris Horne	01/01/2020	Self-approved	01/01/2020	Out of bundle rate charges
6.0	Chris Horne	01/03/2020	Lee Thomson		Rates changed

TPC Version: TPCBUSMOBPL0001

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1 **BUNDLE PRICING**

1.1 VOICE & DATA - SIM ONLY

Inclusive minutes & texts	Inclusive data ²	Cost per user (pcm)
Unlimited (UK & EU) ¹	5GB (UK & EU) ¹	£14.50
	15GB (UK & EU) ¹	£17.50
	30GB (UK & EU) ¹	£19.50
	Unlimited (UK & EU) ¹	£24.00

2 **MOBILE BROADBAND**

Data only services

Data Allowance ²	Rate per month
1GB	£6.00
3GB	£9.00
10GB	£12.00
30GB	£15.00
50GB	£21.00
100GB	£40.00

3 **SHARED DATA**

3.1 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 ¹)	£10.00
Data User (No minutes or texts included)	£2.50

3.2 SHARED DATA BUNDLES

Shared Data Allowance ^{1,2}	Rate per month
25GB	£65.00
50GB	£130.00
75GB	£185.00
100GB	£245.00
250GB	£575.00
500GB	£1,000.00
1TB	£1,900.00

Higher allowances are also available upon request

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4 **ROAMING SERVICES**

ROAM LIKE AT HOME

In June 2017, the mobile industry implemented a new EU roaming charging structure, creating huge savings to end users visiting destinations within the EU. The legislation outlined by Ofcom, known as "Roam like at Home," detailed that bill providers must give users access to their standard UK allowances, bundles and rates outside of their home network, at no additional cost, whilst visiting qualifying EU destinations. See section 6.5 for fair usage terms.

Destinations included

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

4.1 WORLD TRAVELLER

This service is applied at no additional cost and allows you to use your inclusive data allowance anywhere in several international destinations for a single daily charge as well as calls back to the UK and any, in country calls i.e. if you are in Mongolia and you call a Mongolian number this would be included within your allowance. See section 6.5 for fair usage terms.

Item	Rate (per daily instance)
World Traveller	£5.50

World Traveler 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.

Notes:

- The daily roaming rate is currently applicable against ALL noted event types including received SMS
- Any usage will be debited from the UK bundled allowance
- If a call is made out of country, this will be chargeable at standard roaming rates
- If you exceed your UK allowance, you will be liable to roaming pence per minute rates

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4.2 ROAMING ZONES

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 (Netherland Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, Singapore, Sint Eustatius (Netherland 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.

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4.3 ROAMING CALLS

Roaming destination	Call type	PPM
Euro Zone 1	In Zone 1 & UK	45.8p
Euro Zone 1	Euro Zone 2	89.3p
Euro Zone 1	All other destinations	180p
Euro Zone 1	Voicemail	45.8p
Euro Zone 1	Inbound	FREE
Euro Zone 2	In Zone 2 & UK	45.8p ⁶
Euro Zone 2	Euro Zone 1	142.9p ⁶
Euro Zone 2	All other destinations	180p ⁶
Euro Zone 2	Voicemail	45.8p
Euro Zone 2	Inbound	FREE
Rest of World Zone 1	In Country & UK	57.1p ³
Rest of World Zone 1	Euro Zones	142.9p ³
Rest of World Zone 1	All other destinations	191p ³
Rest of World Zone 1	Voicemail	57.1p ³
Rest of World Zone 1	Inbound	34.3p ³
Rest of World Zone 2	In Country & UK	114.3p ³
Rest of World Zone 2	Euro Zones	143p ³
Rest of World Zone 2	All other destinations	191p ³
Rest of World Zone 2	Voicemail	114.3p ³
Rest of World Zone 2	Inbound	68.6p ³
Rest of World Zone 3	In Country & UK	228.6p ³
Rest of World Zone 3	Euro Zones	228.6p ³
Rest of World Zone 3	All other destinations	228.6p ³
Rest of World Zone 3	Voicemail	228.6p ³
Rest of World Zone 3	Inbound	148.6p ³
Rest of World Zone 4	In Country & UK	228.6p ³
Rest of World Zone 4	Euro Zones	228.6p ³
Rest of World Zone 4	All other destinations	228.6p ³
Rest of World Zone 4	Voicemail	228.6p ³
Rest of World Zone 4	Inbound	228.6p ³

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4.4 ROAMING SMS & DATA

Roaming SMS & Data	Service type	PPMb/PPSMS/MMS
Euro Zone 1	SMS	45.8p
Euro Zone 1	MMS	45.8p
Euro Zone 1	Data	5p
Euro Zone 2	SMS	45.8p
Euro Zone 2	MMS	45.8p
Euro Zone 2	Data	32.8p
Rest of World Zone 1	SMS	8p
Rest of World Zone 1	MMS	55p
Rest of World Zone 1	Data	12.9p
Rest of World Zone 2	SMS	30p
Rest of World Zone 2	MMS	55p
Rest of World Zone 2	Data	64.3p
Rest of World Zone 3	SMS	57p
Rest of World Zone 3	MMS	60p
Rest of World Zone 3	Data	170p
Rest of World Zone 4	SMS	57p
Rest of World Zone 4	MMS	60p
Rest of World Zone 4	Data	600p

5 OUT OF BUNDLE RATES

5.1 UK SERVICES AND INTERNATIONAL CALLS

Out of Bundle (UK only)	PPM/Mb/SMS/MMS
Calls to UK landlines & mobiles (including Channel Isles)	45.8p
Standard UK text message (including all texts to Channel Isles)	45.8p
Standard UK picture message	45.8p
Video calling to other UK mobile networks	45.8p
084X, 087X, 09 and 118 numbers	60p ^{3,4}
0800, 0808 or 0500 numbers	FREE ⁵
Personal numbering and radio paging (starting 070 ³ & 076)	45.8p
Call forwarding services (e.g. 07744, 07755)	45.8p ³
Call Return (Landline, Cross Net, Voda (above 3600 seconds))	45.8p ³
Call return (Personal Numbering Services)	45.8p
Data	5p
International Call – EU destinations	3p ³
International Call – Rest of World	16p ³
International SMS text message	3p ⁴

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6 **SERVICE NOTES:**

6.1 **DOCUMENT REFERENCES**

1. See section 6.5 on Fair Usage policies
2. When we quote a price for any allowance, that package is based on the allowance being applied during the whole billing period of any given month. However, if you apply a allowance part way through a month you will only receive part of the full allocation for this month (you will also only be billed part of the cost) – see example –If you take out a 3GB Mobile Broadband services on the 15th of the month and your bill date falls on the 1st, you will only ever receive half of the data allowance (approx. 1.5GB) for the remainder of that month.
3. Minimum charge period is 60 seconds
4. 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.
5. Freephone numbers may still be charged when dialling from outside of Europe
6. Minimum charge period is 30 seconds and then a standard ppm rate thereafter

6.2 **FAULT REPAIR**

You can contact our business services team regarding any faults, amendments or account related issues between the hours of 09:00 – 17:30 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.

6.3 **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)

6.4 **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 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.

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6.4.1 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.

6.5 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.

6.6 FAIR USAGE

6.6.1 ARTIFICIALLY INFLATED TRAFFIC

Our fair policy 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.

6.6.2 INCLUSIVE ROAMING (ROAM LIKE AT HOME)

In line with Roam Like At Home legislation, we have introduced a Fair Usage Policy to ensure end user allowances are being used for purpose whilst roaming.

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, The Phone Co-op reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.

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6.6.3 UNLIMITED ALLOWANCES

Unlimited bundles are truly unlimited where usage is appropriate to subscription type.

Inappropriate usage would be considered as the following:

- Any usage outside normal commercial practice
- Any usage made via automated means (also see Gateway/AIT FUP)
- Any usage that damages or impairs the hosting network
- Any usage considered fraudulent, abusive, illegal or a nuisance
- Data usage where users regularly tether to 12 or more devices or have used 650GB of data twice within a 6-month period
- Data usage where roaming outside of the UK and exceeding more than 25GB within a single billing period

We may investigate usage in order to ascertain whether your unlimited usage is in line with these guidelines. In the event inappropriate usage is determined then we reserve the right to restrict services, adjust the plan or terminate the agreement based on the severity of the misuse.

7 DEFINITIONS

CHARGES

The charges for services payable to The Phone Co-op

COMMENCEMENT DATE

The date upon which services are first provided the 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

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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).

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

8 RELATED DOCUMENTS

A list of other related documents and their locations

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

All prices in this document exclude VAT unless specifically stated.