



## MOBILE PRICE LIST

All prices include VAT at 20% where applicable. Rates are correct as at 1 Sep 2020

### BUNDLES

Bundle allowance	30 day	24 month (with handset)
Unlimited minutes, unlimited texts	£8.50	£13.50-£33.50
Unlimited minutes, unlimited texts and 1GB	£10.00	£15.00-£35.00
Unlimited minutes, unlimited texts and 3GB	£13.00	£18.00-£38.00
Unlimited minutes, unlimited texts and 10GB	£16.00	£21.00-£41.00
Unlimited minutes, unlimited texts and 30GB	£23.00	£28.00-£48.00
Unlimited minutes, unlimited texts and 60GB	£40.00	£45.00-£65.00

Data after your allowance is up costs 5p per MB

Initial contract periods are 24 months and 30 days. If you sign up to a 24 month contract, at the end of your contractual period we will reduce your price to the 30 day equivalent.

### OTHER CHARGES

Item	One-off charge
Replacement SIM card	£5
Postage for handsets	£6

### Mobile bill limits

From October 1st 2018, all new customers have the opportunity to 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 is 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.

**MAIN UK RATES**

Calls	Per Minute
UK National Geographic	20p
UK Mobile	20p
Service Numbers (084, 087, 09 and 118)	Access charge plus provider's service charge
Personal numbers	72p
Freephone (0800, 0808, 0500)	FREE
UK Emergency Services	FREE
Voicemail	20p

**Access charge for service numbers is 21p per minute**

Minimum charge 1.2p for most UK calls.

Messaging	Per Message
Picture Message	31.7p

## CALLING ABROAD

### Texts

Country	Per Text
Any EU Country	6.2p
Rest of World	19.6p

### Calls

Calling from the UK to:	Price per minute
Zone 1	12p
Zone 2	16p
Zone 3	20p
Zone 4	12p
Zone 5	29p
Zone 6	47p

### 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

## USING YOUR PHONE ABROAD

From	Calling UK and In Zone	Calling Out of Zone	Incoming Calls	SMS	MMS	Data
Zone 1	20p	£1.55	0	20p	32p	5p
Zone 2	5p	£1.55	6p	6p	55p	1p
Zone 3	25p	£1.55	6p	15p	55p	5p
Zone 4	25p	£1.55	6p	15p	55p	10p
Zone 5	£1.15	£1.55	55p	55p	55p	£3.80
Zone 6	£2.30	£2.30	80p	55p	55p	£6.50

Call costs are per minute, Texts per text and Data per MB

When in Zone 1 calls to the UK and In Zone, Texts and Data come out of your bundle. If you don't have a data bundle, data is 7.2p per MB

## Roaming Zones

Zone 1
Aland Islands, Austria, Belgium, Bulgaria, Canary Islands, Ceuta and Melilla, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Guiana, Hungary, Iceland, Ireland, Islands, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Sint Maarten, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City
Zone 2
Australia, Canada, South Africa, USA
Zone 3
Argentina, Brazil, China, Hong Kong, India, Indonesia, Israel, Mexico, New Zealand, Russia, Saudi Arabia, Singapore, South Korea, Turkey, Vietnam
Zone 4
Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Egypt, Faroe Islands, Georgia, Japan, Kosovo, Macedonia, Moldova, Oman, Qatar, Serbia, Sri Lanka, Ukraine, United Arab Emirates
Zone 5
Andorra, Antigua and Barbuda, Bangladesh, Barbados, Belize, Cambodia, Chile, Dominican Republic, Iraq, Jamaica, Jordan, Kazakhstan, Kenya, Macau, Madagascar, Malaysia, Montenegro, Morocco, Nigeria, Pakistan, Panama, Peru, Philippines, Rwanda, Taiwan, Thailand, Timor-Leste, Uganda
Zone 6
Algeria, Aruba, Bermuda, Botswana, Cameroon, Cape Verde, Cayman Islands, Côte D'Ivoire, Cuba, Dominica, El Salvador, Gambia, Greenland, Grenada, Guinea, Guyana, Haiti, Honduras, Kuwait, Libya, Maldives, Mali, Mauritius, Montserrat, Nepal, Netherlands Antilles, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Salvador, Senegal, Suriname, Tanzania, Trinidad and Tobago, Tunisia, Turks and Caicos Islands, Vanuatu

In any destinations not listed you may not be able to receive a service. If you do, you will be charged at Zone 6 rates.

Zone 1 has no extra charge to use your UK allowance of data, minutes and texts, you also you won't be charged to receive calls or texts. A one minute minimum charge applies to calls made and received in Zones 2-7. Calls longer than the minimum are billed per second.

## Fair Usage Policy

Our mobile services are designed for your personal, non-commercial use. We monitor the traffic on our network and will take steps to suspend any numbers that we reasonably suspect do not conform to personal use.

Indications of non-personal use may 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
- Making multiple calls or sending multiple SMS at once or within very short intervals of each other

You are responsible for monitoring your usage and will be charged for any use above your monthly bundle allowance. We reserve the right to block your access to services if we believe your usage to be excessive. Your inclusive allowance will be reset on the first working day of the following month.

Calls, texts and data used while roaming in the EU (and selected other countries) are included in your bundle, or charged as per UK use where bundles have not been applied or have been exhausted. Our service is intended for use mostly within the UK, so if we see that you spend more time abroad than in the UK and use more services abroad than in the UK in any four month period, we may contact you to clarify your residential status.

You will have 14 days to respond, after which we may apply a small surcharge to your published roaming rates. This surcharge is currently capped (inc VAT) at:

- 3.2p per minute of voice calls
- 1p per SMS
- 0.62p per MB of data

You currently have full access to your data bundle while roaming. We reserve the right to apply a cap to data roaming, based on EU regulations, of twice the volume of data that can be bought by the value of your monthly contract at the wholesale roaming data price cap.

In order to prevent fraud and to protect customers against instances of "bill shock," we will take action to restrict your services if we believe your use of the service in any calendar month to be excessive.

## **Ending your contract**

You may end this agreement at any time, and close your account or switch your service to a different provider. If you close your account or terminate your contract within the Minimum Period, and your contract includes mobile airtime or mobile data with a mobile device then you will need to pay a termination fee. The termination fee will be your recurring monthly contract value (for airtime and data plus mobile device), minus the airtime and data costs, multiplied by the number of months remaining in your contract.

You can start the switching process by texting "PAC" to 65075 to request a PAC code (to move your number to another provider) or "STAC" to 75075 to request a STAC (to move your service but not your number to another provider). You can also text "INFO" to 85075 to find out what your termination fee would be.

If you have ended this agreement because we don't do something fundamental that we should have done under this agreement (for example, if there is a complete failure of the network) 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 would be the value of your remaining handset charges . You will make this payment to us immediately on request following the agreement coming to an end.