

MOBILE CALL RATES

All prices include VAT at 20% where applicable. Rates are correct as at 1 May 2019

MAIN UK RATES

Calls	Per Minute
UK National Geographic	7p
UK Mobile	7p
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	7p

Access charge for service numbers is 21p per minute
Minimum charge 1.2p for most UK calls.

Messaging	Per Message
Text	7p
Picture Message	31.7p
Video Message	70.5p

Internet and Email	Per MB
Pay as You Use Data	7.2p

Add-ons	Monthly cost
500MB data bundle	£2
1GB data bundle	£4
3GB data bundle	£7
10GB data bundle	£12.50
30GB data bundle	£25

If you regularly access the web on your phone, a data bundle can give you a set amount of data each month for less than if you just Pay as You Use (1GB for £4 instead of £74 if you were to pay per MB), but you should know that data after your allowance is used up is billed at 10p per MB.

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

Zone 1 - Ireland, Channel Islands & Isle of Man
Ireland, Jersey, Guernsey, Isle of Man

Zone 2 - Europe
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

Zone 3 - Asia Pacific & South Africa
Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Singapore, Thailand

Zone 4 - USA
United States

Zone 5 - Middle East
Algeria, Cyprus (Turkish), Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Saudi Arabia, Tunisia, Turkey, United Arab Emirates

Zone 6 - Rest of World
Everywhere else

USING YOUR PHONE ABROAD

Calling from	Calls back to the UK & Zone 1	Calls to Zones 2	Calls to Zones 3-6	Calls to Zone 7
Zone 1	7ppm	11.34ppm	£2.27pm	£4.79pm
	Calls back to the UK	Calls to Zones 1-2	Calls to Zones 3-6	Calls to Zone 7
Zone 2	8.82ppm	11.34ppm	£2.27pm	£4.79pm
Zone 3	25.2ppm	63ppm	£2.27pm	£4.79pm
Zone 4	£1.01pm	£1.90pm	£2.27pm	£4.79pm
Zone 5	£1.39pm	£1.76pm	£2.27pm	£4.79pm
Zone 6	£2.40pm	£2.40pm	£2.40pm	£4.79pm
Zone 7	£4.79pm	£4.79pm	£4.79pm	£4.79pm

Calling from	Sending texts	MMS
Zone 1	7p	31.7p
Zone 2	5p	72p
Zone 3	30p	72p
Zone 4	36p	£1.20
Zone 5	36p	£1.20
Zone 6	36p	£1.20
Zone 7	36p	£1.20

In	Receiving calls	Data
Zone 1	Free	7.2p MB
Zone 2	1ppm	11p MB
Zone 3	60ppm	£1.08 MB
Zone 4	84ppm	£3.60 MB
Zone 5	84ppm	£7.92 MB
Zone 6	84ppm	£11.88 MB
Zone 7	84ppm	£11.88 MB

Roaming Zones

Zone 1
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).

Zone 2
USA

Zone 3
Australia, Canada, China, Israel.

Zone 4
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.

Zone 5
Albania, Botswana, Indonesia, Korea (South), Mexico, Pakistan, South Africa, Sri Lanka, Uganda.

Zone 6
Afghanistan, Argentina, 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).

Zone 7
Algeria; Azerbaijan; Jamaica; Oman; Ukraine; United Arab Emirates.

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

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.

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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.