

MOBILE PRICE LIST

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

BUNDLES

Bundle	24 month (with handset)	12 month	30 day
Unlimited minutes, unlimited texts and 3GB	£28	£17	£18
Unlimited minutes, unlimited texts and 5GB	£32	£21	£22
Unlimited minutes, unlimited texts and 10GB	£37	£27	£28

After your data is used up you will be charged 10p per MB
 Initial contract periods are 24 months, 12 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.

FAIRPHONE 2 BUNDLES

Bundle	24 month
Unlimited minutes, unlimited texts and 3GB	£37
Unlimited minutes, unlimited texts and 5GB	£41
Unlimited minutes, unlimited texts and 10GB	£47

After your data is used up you will be charged 10p per MB
 The contract period for Fairphone 2 bundles is 24 months. At the end of your contractual period we will reduce your price to the 30 day equivalent at the top of this list.

OTHER CHARGES

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

MAIN UK RATES

Calls	Per Minute
UK National Geographic	55p
UK Mobile	55p
Service Numbers (084, 087, 09 and 118)	Access charge plus provider's service charge
Personal numbers	55p
Freephone (0800, 0808, 0500)	FREE
UK Emergency Services	FREE
Voicemail	55p

Access charge for service numbers is 55p per minute
Minimum 60 charge for most UK calls. Per minute billing thereafter

Messaging	Per Message
Text Message	55p
Picture Message	55p
Video Message	55p

Internet and Email	Per MB
Data	10p

CALLING ABROAD

Texts

Country	Per Text	With International Caller
Any	6.2p	3.6p

Calls

Calling from the UK to:	Price per minute	With International Caller
Europe	19p	3.6p
USA/Canada	£1.40	3.6p
Rest of the World	£1.40	13.2p

USING YOUR PHONE ABROAD (ROAMING)

Calling from	Calling To	Rate
Europe 1	Europe 1 & UK	55p / min ¹
Europe 1	Europe 2	107.1p / min ¹
Europe 1	Everywhere else	143.1p / min
Europe 2	Europe 2 & UK	55p / min ¹
Europe 2	Europe 1	171.4p / min ¹
Europe 2	Everywhere else	171.4p / min
Rest of World 1	In Country & UK	68.6p / min
Rest of World 1	Europe 1 and 2	171.4p / min
Rest of World 1	Everywhere else	229p / min
Rest of World 2	In Country & UK	137.1p / min
Rest of World 2	Europe 1 and 2	171.4p / min
Rest of World 2	Everywhere else	229p / min
Rest of World 3	In Country & UK	274.3p / min
Rest of World 3	Europe 1 and 2	274.3p / min
Rest of World 3	Everywhere else	274.3p / min
Rest of World 4	In Country & UK	274.3p / min
Rest of World 4	Europe 1 and 2	274.3p / min
Rest of World 4	Everywhere else	274.3p / min

In	Sending texts	Data	Receiving Calls
Europe 1	55p ¹	10p / MB ¹	Free
Europe 2	55p ¹	39.3p / MB ¹	8.52p / min ¹
Rest of World 1	9.6p	15.4p / MB	41.2p / min
Rest of World 2	25p	77.1p / MB	82.3p / min
Rest of World 3	68.4p	£1.80 / MB	178.3p / min
Rest of World 4	68.4p	£7.20 / MB	205.7p / min

¹ Calls to these destinations are included in bundles. The stated price is applied when the bundle allowance is exhausted.

Roaming Zones

Europe 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 2

Albania, Bosnia and Herzegovina, Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland, Turkey

Rest of World 1

Afghanistan, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bonaire, Botswana, Brazil, British Virgin Islands, Brunei, 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, Lesotho, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Mozambique, New Zealand, Nicaragua, Niger, Nigeria, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saba (Netherlands Antilles), Samoa Western, Serbia, Singapore, Sint Eustatius (Netherlands Antilles), Sint Maarten, Solomon Islands, South Africa, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turks & Caicos, Uganda, Ukraine, United States of America, Uruguay, US Virgin Islands, Vanuatu, Venezuela, Yemen, Zambia

Rest of World 2

Algeria, American Samoa, Belarus, Bolivia, Cameroon, Guinea, Guinea-Bissau, Korea, Kyrgyzstan, Laos, Liberia, Macau, Malawi, Mauritania, Mauritius, Morocco, Myanmar, Oman, Saudi Arabia, Senegal, Seychelles, Sierra Leone, United Arab Emirates, Uzbekistan

Rest of World 3

Andorra, Burkina Faso, Burundi, Cape Verde, Gambia, Libya, Mali, Namibia, Nepal, Tunisia, Vietnam, Zimbabwe

Rest of World 4

Angola, Ascension Islands, Australian External Territories, Belize, Bhutan, Comoros, Cook Islands, Cuba, Diego Garcia, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Greenland, Kiribati, Lebanon, Madagascar, Maldives, Marshall Islands, Micronesia, Midway Island, Nauru, New Caledonia, Niue, Norfolk Island, North Mariana, Palau, Saint Helena, Sao Tome and Principe, Somalia, St Pierre & Miquelon, Syria, Timor (East), Tokelau, Turkmenistan, Tuvalu, Wallis & Futuna

For making and receiving calls outside of Europe 1 and 2 there is a 60 second minimum call charge and per minute billing thereafter.

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 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.