



MOBILE PRICE LIST

All prices include VAT at 20%. Rates are correct as at 1 Apr 2018

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	39.2p	3.6p

Calls

Calling from the UK to:	Price per minute	With International Caller
Europe	£1	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 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.

Ending your contract

You may end this agreement by giving us 30 days' notice in writing. You must pay the charges during the notice period. If you close your account or terminate your contract within the Minimum Period then you must pay the rest of the charges due in the Minimum Period or the termination fee, whichever is less. If your contract includes a smartphone then the termination fee due will be £73, plus £10 multiplied by the number of remaining months until the end of your minimum period (to cover your mobile equipment). For Fairphone 2 owners who paid a setup fee, the additional value is £15. For Fairphone 2 owners who did not pay a setup fee, the additional value is £20. For example, if you wish to terminate your smartphone contract after 6 months then the termination fee would be £73, plus 18 months multiplied by £10 i.e. a total of £253. If your contract includes a Fairphone 2 and you paid a setup fee, then the termination fee would be £73, plus 18 months multiplied by £15 i.e. a total of £343. If your contract includes a Fairphone 2 and you did not pay a setup fee, then the termination fee would be £73, plus 18 months multiplied by £19 i.e. a total of £415. For older bundles that didn't include a smartphone, the termination fee is £73. If you are changing your Service such as re-grading your bundle, and this is not part of a termination of the account, then termination charges do not apply and the current minimum period continues.

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 £10 multiplied by the number of remaining months until the end of your minimum period (£15 per remaining month for Fairphone 2 with setup fee, £19 per remaining month for Fairphone 2 with no setup fee). You will make this payment to us immediately on request following the agreement coming to an end.