



Pay As You Go Starter Guide


A photograph of a young woman with long, light brown hair, smiling and talking on a black mobile phone. She is outdoors, with a grassy field and a water tower visible in the background under a blue sky with light clouds. A bright blue circular callout is overlaid on the left side of the image.

Members
get EXTRA
on PAYG
top up

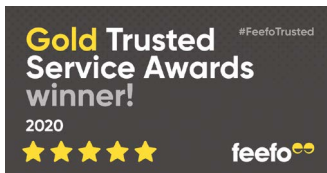
midcounties.coop/join-us

Help and support

Online is the easiest way to contact us. We can look at your problem whilst you get on with your day. Just make sure you provide your mobile number when you email us – hello@thephone.coop

You can also message us on  

Or speak to us on **01608 434000** from 9am-5pm Monday to Friday



'Superplusgood. Really pleased to support a co-operative venture.'



We are part of



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Getting started

Welcome to The Co-operative Mobile. We use the UK's largest network with 99% 4G UK population coverage.

Activating your SIM card

1. Carefully pop your new SIM card out of its plastic surround and place it in your phone.
2. Switch on your phone. If the screen shows BLOCKED, BARRED, INCORRECT SIM, or SP LOCK, your handset is still locked to another network. Call your old network provider to unlock your phone. They may charge you for this. For more information, go to our website payg.thephone.coop.
3. Activate your SIM card by dialling 1250. You have the option to add credit at this stage or you can hang up and add it later.

Topping up is simple

There are three ways to top up your phone's credit.

1. Online

Go to payg.thephone.coop/topup.

You can register your debit/credit card to make a single payment or choose an automatic top-up to make sure you don't run out of credit.

Members get £11 credit for every £10 online top up with their Co-op Midcounties membership card number.



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2. Top-up voucher

Ask for a **Co-operative Mobile top-up voucher** (other network vouchers are not valid) wherever you see **PayPoint** or **Payzone** logos displayed.

Once you have your voucher, Dial *125* followed by your 12 digit code followed by #, then press CALL. (e.g. *125*123456789012#).

3. Phone

Call us on 1250.

You can then top up in one of two ways:

- By debit or credit card.
- Using your Co-operative Mobile PIN number bought from any store where you see the PayPoint or Payzone logos displayed (not available abroad).

Note

- a. You must top-up, make a call, send a text or connect to the internet at least once every 180 days.
- b. When you are outside the UK, you can only add credit using our online portal: payg.thephone.coop. You need to sign up for this before you go abroad.

Check your balance

To check your balance, just dial *125# and press SEND, or text Balance to 1250.

Keeping your mobile number

If you wish to keep your number, please ensure that you activate your Co-operative Mobile SIM first. Then:

- Ask your old network provider for a PAC (Porting Authorisation Code) by texting the word 'PAC' to 65075. Once you have this code, visit payg.thephone.coop or call us on 500 to arrange for the transfer of your number.

Pay as you go

All prices are correct as of March 2020

Find our up-to-date price list at payg.thephone.coop.

National calls	Cost
Local and national numbers	8p per minute
Co-operative mobile numbers	4p per minute
Other mobile numbers	8p per minute
Messaging	Cost
Texts to Co-operative mobiles	2p
Texts to other mobiles	4p
MMS	25p
Data	Cost
Data	10p per MB
Special numbers	Cost
500 – Customer service	4p per minute
555 – Voicemail	4p per minute

UK bundles All prices are correct as of March 2020

You can save even more money by using a bundle. Bundles last 30 days. The following are our most popular bundles.

Price	Included	How to activate
£10	500 minutes 1 GB 1000 texts	Text 'Bundle 10' to 1250 or buy online at payg.thephone.coop
£15	750 minutes 2 GB 1000 texts	Text 'Bundle 15' to 1250 or buy online at payg.thephone.coop
£20	1000 minutes 4 GB 1000 texts	Text 'Bundle 20' to 1250 or buy online at payg.thephone.coop

Calls from the UK to other countries

All prices are correct as of March 2020

We have some of the best rates for calls from the UK to your favourite countries. Find our up-to-date price list for all countries at payg.thephone.coop.

From 2p per min: Canada, Ireland, and USA

From 3p per min: Australia, Hong Kong, India, Italy, Poland, Romania and Spain

From 4p per min: Bangladesh, Brazil, Czech Republic, France, Germany, Holland, Portugal and South Africa

International texts: 8p per text

International roaming prices

When you're roaming within the EU, your calls, texts and data will cost the same as if you were in the UK, and will be included in your bundles.

To see our charges, visit payg.thephone.coop.

Voicemail and security

Voicemail – Using voicemail, you can:

- Listen to messages left for you.
- Record a voicemail greeting.
- Set your voicemail PIN so you can access voicemail from other phones.

Voicemail is automatically activated once you set up your mobile. To access voicemail and to set up a voicemail PIN, dial **555** and follow the instructions. To access voicemail from abroad or from another phone, first set up a PIN, then dial your mobile number and press*.

Security – We recommend using a PIN code to lock your phone, as shown in your handset guidelines. If you forget your PIN and accidentally lock your phone, call 01608 434000 for the PUK (personal unlocking) code. See Help and support for advice on what to do if your handset is lost or stolen.

Join our growing movement

Join us as a member to become part of something amazing – giving back to local communities and funding ethical activities worldwide.



Download
the App
today

Enjoy
your virtual
membership
card on your
smartphone

Search for 'mymidcoop'



0800 435 902
midcounties.coop/join-us