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Business mobile
services

Vodafone & O2 services

Content: Pricing information regarding the recurring rental
and service charges related to our 4G mobile provision

Product pricing document



All prices contained in this document are excluding VAT unless specifically stated and are correct as of
May 2019.



The Phone Co-op. Owned by you.

4G Mobile services

Base bundles

Base bundles	Rate per month
Unlimited UK & EU Mobile Minutes and Texts (SMS) ¹	£10.00
Unlimited Landlines	FREE
World Traveller Select (per day) ²	£5.50 per day
Business 500 (ask for details)	£7.50

¹ Selected EU destinations only, see page 3 for details

² Selected world destinations only, see page 3 for details

BlackBerry	Rate per month
BES 1GB (Vodafone only)	£14.50
BIS 1GB (Vodafone only)	£4.00

UK Non-Geo bolt-ons	Rate per month
100 Non-Geo Minutes	£4.50
300 Non-Geo Minutes	£7.50

UK data bolt-ons	Rate per month
3GB 4G	£4.17
5GB 4G	£7.50
10GB 4G	£11.50
20GB 4G	£16.67

Higher allowances available upon request

Mobile broadband bundles

UK Mobile broadband	Rate per month
2GB 4G	£9.00
5GB 4G	£11.50
10GB 4G	£17.50
20GB 4G	£25.00
40GB 4G	£37.50

Higher allowances available upon request

Special Offer Bundles

We will be providing a range of specially inclusive offers from time to time, contact us for full details.

Note

Includes calls to any number beginning 084, 087 & 05



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Shared Data

What is Shared Data?

Shared data is a single pool of usage which you can assign multiple numbers too. So rather than having a set data bundle for each number you can all shared from a single, account level allowance which is ideal for organisations with more flexible and unpredictable usage patterns.

Shared Data Allowance	Rate per month
25GB 4G	£75.00
50GB 4G	£140.00
75GB 4G	£200.00
100GB 4G	£270.00
250GB 4G	£650.00
500GB 4G	£1,280.00
1TB 4G	£2,450.00

Sharer Users	Rate per month
Voice User (Unlimited minutes & Texts)	£8.50
Data User (No minutes or texts included)	£4.00

When we quote a price for any bolt-on or bundle, that package is based on the bolt-on being applied during the whole billing period of any given month. However, if you apply a bolt-on or bundle part way through a month you will only receive part of the allowance (as you will only be billed part of the cost – see example – first Invoice after tariff/bolt-on amend for full cost explanation). If you apply a 10GB bundle against a subscription on the 15th of the month and your bill date falls on the 1st, you will only ever receive half of the data allowance (approx. 5GB) for the remainder of that month.

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International Calling

International Caller add on

With our international caller add on you can greatly lower your rates to ring international destinations from the UK. For **£4.17 a month** you can benefit from the reduced tariff shown in the comparison below. Should you not wish to add this service then your calls will be charged as per the

International calls (calls made from the UK to destinations outside the UK)	Rate (ppm or ppSMS)	Rate (ppm or ppSMS) with International Caller
Europe	19p	3p
North USA/Canada	116.7p	3p
Rest of the World	116.7p	16p
International SMS	5p	3p

Roam Like at Home (RLAH)

Due to a new legislation brought into action from the 15th June 2017 it is required that regulated EU roaming be charged at the same rates as standard UK services. This is applicable to all minute, text and data and now means the following destinations are included as part of your standard bundle.

Europe Zone 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 Zone 2

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

World Traveller

This service can be applied at no additional cost and allows you to use your inclusive allowance anywhere in the destinations below for **£5.50 per day**. Any charges outside of this allowance will be charged at standard roaming rates.

World Traveller is valid in the following countries:

Anguilla, Antigua and Barbuda, Argentina, Aruba, Australia, Barbados, Bermuda, Bonaire, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Ghana, Grenada, Guatemala, Guyana, Haiti, Hong Kong, India, Indonesia, Israel, Japan, Jamaica, Kenya, Lesotho, Mexico, Mozambique, New Zealand, Panama, Peru, Puerto Rico, Qatar, Russia, Saba, Serbia, Singapore, St. Eustatius, St. Maarten, South Africa, St. Kitts and Nevis, St. Lucia, St. Vincent, Suriname, Thailand, Trinidad and Tobago, Turks and Caicos Islands, Uruguay, USA and US Virgin Islands

The daily roaming rate is currently applicable against ALL noted event types including received SMS. Any usage will be debited from your UK bundled allowance and if you make a call outside of zone this will be chargeable at standard roaming out of zone rates. If you exceed your UK allowance you will

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Roaming rates

Roaming destination	Call type	Rate (ppm)
Roaming Euro Zone 1	In Zone 1 & UK	45.8p
Roaming Euro Zone 1	Euro Zone 2	89.3p
Roaming Euro Zone 1	All other destinations	119.3p
Roaming Euro Zone 1	Voicemail	45.8p
Roaming Euro Zone 1	Inbound	FREE
Roaming Euro Zone 2	In Zone 2 & UK	45.8p
Roaming Euro Zone 2	Euro Zone 1	142.9p
Roaming Euro Zone 2	All other destinations	142.9p
Roaming Euro Zone 2	Voicemail	45.8p
Roaming Euro Zone 2	Inbound	7.1p
Roaming RoW Zone 1	In Country & UK	117.8p
Roaming RoW Zone 1	Euro Zones	117.8p
Roaming RoW Zone 1	All other destinations	142.9p
Roaming RoW Zone 1	Voicemail	117.8p
Roaming RoW Zone 1	Inbound	92.8p
Roaming RoW Zone 2	In Country & UK	117.8p
Roaming RoW Zone 2	Euro Zones	117.8p
Roaming RoW Zone 2	All other destinations	142.9p
Roaming RoW Zone 2	Voicemail	117.8p
Roaming RoW Zone 2	Inbound	92.8p
Roaming RoW Zone 3	In Country & UK	142.8p
Roaming RoW Zone 3	Euro Zones	142.8p
Roaming RoW Zone 3	All other destinations	142.8p
Roaming RoW Zone 3	Voicemail	142.8p
Roaming RoW Zone 3	Inbound	92.8p
Roaming RoW Zone 4	In Country & UK	142.8p
Roaming RoW Zone 4	Euro Zones	142.8p
Roaming RoW Zone 4	All other destinations	142.8p
Roaming RoW Zone 4	Voicemail	142.8p
Roaming RoW Zone 4	Inbound	107.1p

Roaming SMS & Data	Service type	Rate (ppMB or ppSMS)
Roaming Euro Zone 1	SMS	45.8p
Roaming Euro Zone 1	Picture Messages	45.8p
Roaming Euro Zone 1	Data	8.3p
Roaming Euro Zone 2	SMS	45.8p
Roaming Euro Zone 2	Picture Messages	45.8p
Roaming Euro Zone 2	Data	32.8p
Roaming RoW Zone 1	SMS	25p

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Roaming RoW Zone 1	Picture Messages	32p
Roaming RoW Zone 1	Data	214.2p
Roaming RoW Zone 2	SMS	25p
Roaming RoW Zone 2	MMS	32p
Roaming RoW Zone 2	Data	214.2p
Roaming RoW Zone 3	SMS	36p
Roaming RoW Zone 3	MMS	36p
Roaming RoW Zone 3	Data	214.2p
Roaming RoW Zone 4	SMS	36p
Roaming RoW Zone 4	MMS	36p
Roaming RoW Zone 4	Data	429p

Roaming zones

Europe Zone 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 Zone 2

Albania; Bosnia & Herzegovina; Channel Islands (inc. Guernsey, Jersey) & the Isle of Man; Faroe Islands, San Marino; Switzerland; Turkey

Rest of World Zone 1

Afghanistan, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bhutan, Bonaire, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cambodia, Cameroon, Canada, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of Congo, 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, Korea, Kuwait, Laos, Lesotho, Macau, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peoples Republic of Congo, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saba (Netherlands Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, 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 Arab Emirates, United States of America, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia

Rest of World Zone 2

Algeria, American Samoa, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe

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Rest of World Zone 3

Andorra, Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia

Rest of World Zone 4

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

For making and receiving calls outside of Euro zones 1 & 2 there is a 60 second minimum call charge and per minute billing thereafter. VAT is not charged when roaming outside of the EU

Roaming and International bolt-ons

Roaming minutes	Price per month
100 Roaming Mins, Worldwide	£43.00
250 Roaming Mins, Worldwide	£114.00
500 Roaming Mins, Worldwide	£221.00

Roaming data	Price per month
250MB World Data	£85.00
500MB World Data	£160.00

International calling	Price per month
100 International Euro Minutes	£4.00
100 International World Minutes	£29.00
500 International Euro Minutes	£11.00
500 International World Minutes	£114.00
1,000 International Euro Minutes	£14.00
1,000 International World Minutes	£223.00

International SMS*	Price per month
100 International SMS	£3.00
250 International SMS	£7.00
500 International SMS	£14.00
1,000 International SMS	£29.00

Note

All these bundles can be applied as an alternative to the World Traveller service

Note

*For SMS sent from the UK only

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Ireland only	Price per month
Ireland Roaming 100 Mins	£4.00
Ireland Roaming 500 Mins	£18.00

Note
Minutes for use in Ireland only

When we quote a price for any bolt-on, that package is based on the bolt-on being applied during the whole billing period of any given month. However, if you apply a bolt-on part way through a month you will only receive part of the allowance (as you will only be billed part of the cost – see example – first Invoice after tariff/bolt-on amend for full cost explanation). If you apply a 100 minute international bolt-on against a subscription on the 15th of the month and your bill date falls on the 1st, you will only ever receive half of the international allowance (approx. 50 minutes) for the remainder of that

Out of Bundle calls (UK)

Out of Bundle call	Rate (ppm or ppSMS)
Calls to other mobiles	45.8p
Calls to UK landlines (including Channel Isles)	45.8p
Standard UK text message	45.8p
Standard UK picture message	45.8p
Standard video message	45.8p
Video calling to other UK mobile networks	45.8p
084X, 087X, 09 and 118 numbers ^{1 2}	45.8p
0800, 0808 or 0500 numbers	FREE
Radiopaging services (starting 076) ²	45.8p
Personal numbering services (starting 070)	45.8p
Call forwarding services (e.g. 07744, 07755) ²	45.8p
Excess and non-bundle data usage	8.3p
Call Return (Landline, Cross Net, Voda (above 3600 seconds)	45.8p
Call return (Personal Numbering Services)	45.8p



¹This charge is in addition to the number providers service charge

²Minimum charge period is 60 seconds

Fair usage and artificially inflated traffic

Our fair usage flags are based on 10,000 UK minutes, 10,000 UK Mobile Minutes and 10,000 UK Texts per month. Artificially Inflated Traffic is proactively monitored for any anomalies such as unusually large amounts of traffic delivered from a single location to a single mast in a short period of time. Breach of these policies may result in excess charges being applied as per the out of bundle pricing outlined above.



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Faults and cancellations

Lost or stolen phones

If you lose your phone or someone steals it, call us and we'll bar it from being able to make any calls. To report a stolen phone to us, please call customer services on **01608 434 070** (24 hours a day, 7 days a week)



Ending your contract

All cancellations must be received in writing and are subject to a 30 day notice period. Cancellations can be set via email to businessservices@thephone.coop from any authorized account contact. All early terminations are subject to repayment of any remaining recurring costs. If you end this agreement because we fundamentally fail to deliver 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 will be the original value of the mobile equipment divided by the minimum period months, less any initial payment you make towards it, multiplied by the number of months remaining until the end of your minimum period. You will make this payment to us immediately on request following the agreement coming to an end.

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.

Any other account enquiries

You can contact our business services team regarding any faults, amendments or account related issues between the hours of 09:30 – 17:50 Monday to Friday excluding Bank Holidays and Public Holidays on the following details:

Phone: 01608 434 070
Email: businessservices@thephone.coop
Fax: 01608 434 075
Post: Business Services
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