



UTILITIES  
SERVICES

PRICING DOCUMENTS

**YOUR MOBILE**

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Content: A full price list covering the current monthly and one off charges for our SIM Only, Fairphone, and Assist services on the Your Co-op network. All legacy pricing can be found in a separate document or provided upon request. Pricing includes VAT at 20% and is correct as of 30 August 2023.



## TABLE OF CONTENTS

<b>1</b>	<b>Voice, Minute and Data Bundles</b> .....	<b>4</b>
1.1	SIM only .....	4
1.2	Fairphone 4 128GB .....	4
1.3	Fairphone 4 256GB .....	4
1.4	Other Handsets.....	4
<b>2</b>	<b>Out of bundle UK rates</b> .....	<b>5</b>
<b>3</b>	<b>International rates</b> .....	<b>5</b>
3.1	International calls .....	5
3.2	International texts .....	5
3.3	International Zones .....	6
<b>4</b>	<b>Roaming rates</b> .....	<b>6</b>
4.1	Making and receiving calls.....	6
4.2	Messaging and data .....	7
4.3	Roaming Zones.....	7
<b>5</b>	<b>Additional charges</b> .....	<b>8</b>
<b>6</b>	<b>Service notes</b> .....	<b>8</b>
6.1	Price Changes.....	8
6.2	Mobile Bill Limits .....	8
6.3	Fair Usage Policy.....	8
6.4	Ending your contract .....	9



## VERSION HISTORY

Version #	Implemented By	Revision Date	Reason for change
1.0	Lee Thomson	20/05/2021	-
2.0	Lee Thomson	30/09/2021	Add Fairphone 4
3.0	Lee Thomson	09/11/2021	Update Zone 4 SMS
4.0	Lee Thomson	25/03/2022	Handset Set Up Charges
5.0	Lee Thomson	25/05/2022	Handset Set Up Charges
6.0	Lee Thomson	28/06/2022	New: 6.1 – Price Changes
7.0	Lee Thomson	24/08/2022	Revised Roaming Zones
8.0	Lee Thomson	13/12/2022	Revised International Zones
9.0	Lee Thomson	18/04/2023	New Bundle Pricing
10	Lee Thomson	02/05/2023	Revised Roaming Zones
11	Lee Thomson	30/08/2023	1GB Removed / FP4 Reduced

TPC Version: TPCYM0001



## 1 VOICE, MINUTE AND DATA BUNDLES

### 1.1 SIM ONLY

Bundle Allowance	Price
Unlimited minutes, unlimited texts and 3GB	£11.00
Unlimited minutes, unlimited texts and 10GB	£13.00
Unlimited minutes, unlimited texts and 30GB	£17.00
Unlimited minutes, unlimited texts and 100GB	£23.00

### 1.2 FAIRPHONE 4 128GB

Bundle Allowance	Price
Set Up Charge	£24.00
Unlimited minutes, unlimited texts and 3GB	£30.00
Unlimited minutes, unlimited texts and 10GB	£32.00
Unlimited minutes, unlimited texts and 30GB	£36.00
Unlimited minutes, unlimited texts and 100GB	£42.00

### 1.3 FAIRPHONE 4 256GB

Bundle Allowance	Price
Set Up Charge	£24.00
Unlimited minutes, unlimited texts and 3GB	£32.00
Unlimited minutes, unlimited texts and 10GB	£34.00
Unlimited minutes, unlimited texts and 30GB	£38.00
Unlimited minutes, unlimited texts and 100GB	£44.00

### 1.4 OTHER HANDSETS

Bundle Allowance	Price
Set Up Charge	£24.00
Unlimited minutes and unlimited texts	£12.50
Unlimited minutes, unlimited texts and 3GB	£15.00-£20.00
Unlimited minutes, unlimited texts and 10GB	£17.00-£22.00
Unlimited minutes, unlimited texts and 30GB	£21.00-£26.00
Unlimited minutes, unlimited texts and 100GB	£27.00-£32.00



## 2 OUT OF BUNDLE UK RATES

**Charges for calls that are not included in bundles or are applicable if the bundle is used up. There is a minimum call charge of 1.2p.**

Destination	Per Min/SMS/MB
UK National Landlines*	20p
UK Mobiles*	20p
Service Numbers (084, 087, 09, 118)	21p Access Charge plus the provider's Service Charge
Personal Numbers	72p
Freephone (0800, 0808)	FREE
UK Emergency Services	FREE
Voicemail*	20p
SMS Message*	20p
MMS Message	31.7p
Data*	5p

\* Included in bundles and will not be charged unless the bundle is used up

## 3 INTERNATIONAL RATES

### 3.1 INTERNATIONAL CALLS

Calling From UK To:	Per Min
Zone One	12p
Zone Two	16p
Zone Three	20p
Zone Four	12p
Zone Five	29p
Zone Six	47p

### 3.2 INTERNATIONAL TEXTS

Text From UK To:	Per Text
Any EU Country	6.2p
Rest of World	19.6p

### 3.3 INTERNATIONAL ZONES

<b>Zone 1 - Ireland, Channel Islands &amp; Isle of Man</b>
Ireland, Jersey, Guernsey, Isle of Man
<b>Zone 2 - Europe</b>
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
<b>Zone 3 - Asia Pacific &amp; South Africa</b>
Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Philippines, Singapore, Thailand
<b>Zone 4 - USA</b>
United States
<b>Zone 5 - Middle East</b>
Algeria, Cyprus (Turkish), Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Saudi Arabia, Tunisia, Turkey, United Arab Emirates
<b>Zone 6 - Rest of world</b>
Everywhere else

## 4 ROAMING RATES

### 4.1 MAKING AND RECEIVING CALLS

Call costs are per minute, Texts per text and Data per MB

When in Zone 1 calls to the UK and In Zone, Texts and Data come out of your bundle. If you don't have a data bundle, data is 7.2p per MB

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.

From	Calling UK and In Zone	Calling Out of Zone	Incoming Calls
<b>Zone 1</b>	20p	£1.55	0
<b>Zone 2</b>	5p	£1.55	6p
<b>Zone 3</b>	35p	£1.55	6p
<b>Zone 4</b>	25p	£1.55	6p
<b>Zone 5</b>	£1.15	£1.55	55p
<b>Zone 6</b>	£2.30	£2.30	80p



## 4.2 MESSAGING AND DATA

From	SMS	MMS	Data
<b>Zone 1</b>	20p	32p	5p
<b>Zone 2</b>	6p	55p	3p
<b>Zone 3</b>	15p	55p	3p
<b>Zone 4</b>	30p	55p	10p
<b>Zone 5</b>	55p	55p	£1.18
<b>Zone 6</b>	55p	55p	£2.64

## 4.3 ROAMING ZONES

In any destinations not listed you may not be able to receive a service. If you do, you will be charged at Zone 6 rates.

<b>Zone 1</b>
Aland Islands, Austria, Belgium, Bulgaria, Canary Islands, Ceuta and Melilla, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Sint Maarten, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City

<b>Zone 2</b>
Australia, Canada, South Africa, USA

<b>Zone 3</b>
Albania, Andorra, Antigua and Barbuda, Argentina, Armenia, Bangladesh, Barbados, Bermuda, Brazil, Cayman Islands, Chile, China, Dominica, Grenada, Israel, Kenya, Macau, Mexico, Moldova, Monaco, Montserrat, New Zealand, Peru, Puerto Rico, Qatar, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Saudi Arabia, Singapore, Turkey, Turks and Caicos Islands, United Arab Emirates, Vietnam

<b>Zone 4</b>
Azerbaijan, Belarus, Egypt, Georgia, Guyana, Indonesia, Jamaica, Japan, Kosovo, Macedonia, Mauritius, Oman, Panama, Serbia, Sri Lanka, Trinidad and Tobago, Ukraine

<b>Zone 5</b>
Belize, Bosnia and Herzegovina, Botswana, Cambodia, Cameroon, Cape Verde, Dominican Republic, El Salvador, Gambia, Greenland, Guinea, Hong Kong, India, Iraq, Jordan, Kazakhstan, Kuwait, Madagascar, Malaysia, Mali, Montenegro, Morocco, Nepal, Nigeria, Pakistan, Philippines, Senegal, Taiwan, Tajikistan, Tanzania, Thailand, Timor-Leste, Tunisia, Uganda

<b>Zone 6</b>
Algeria, Aruba, Côte D'Ivoire, Cuba, Haiti, Honduras, Libya, Maldives, Salvador, South Korea, Suriname, Vanuatu



## 5 ADDITIONAL CHARGES

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

## 6 SERVICE NOTES

### 6.1 PRICE CHANGES

Each year, on March 1st, the price of your subscription plan, add-ons (including discounts), and calls will increase by an amount equal to the Consumer Price Index rate of inflation published by the Office for National Statistics in January of that year, plus 3.9%. For example, using January 2022's published CPI value of 5.4%, this would mean a monthly price of £11.50 would increase by 9.3% to £12.57 from March next year.

### 6.2 MOBILE BILL LIMITS

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.

### 6.3 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.

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.

#### **6.4 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.