



UTILITIES
SERVICES

PRICING DOCUMENTS

YOUR MOBILE

Content: A full price list covering the current monthly and one off charges for our SIM Only, Fairphone, Assist and Refurbished mobiles and The Phone Co-op network. All legacy pricing can be found in a separate document or provided upon request.



TABLE OF CONTENTS

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



VERSION HISTORY

| Version # | Implemented By | Revision Date | Approved By | Approval Date | Reason for change |
|-----------|----------------|---------------|-------------|---------------|-------------------|
| 1.0 | Lee Thomson | 20/05/2021 | | 01/06/2021 | - |
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TPC Version: TPCYM0001



1 VOICE, MINUTE AND DATA BUNDLES

1.1 SIM ONLY

| Bundle Allowance | Price |
|--|--------|
| Unlimited minutes, unlimited texts and 1GB | £10.00 |
| Unlimited minutes, unlimited texts and 3GB | £11.50 |
| Unlimited minutes, unlimited texts and 10GB | £14.00 |
| Unlimited minutes, unlimited texts and 30GB | £20.00 |
| Unlimited minutes, unlimited texts and 100GB | £27.50 |

1.2 FAIRPHONE 3

| Bundle Allowance | Price |
|--|--------|
| Unlimited minutes, unlimited texts and 1GB | £25.00 |
| Unlimited minutes, unlimited texts and 3GB | £26.50 |
| Unlimited minutes, unlimited texts and 10GB | £29.00 |
| Unlimited minutes, unlimited texts and 30GB | £35.00 |
| Unlimited minutes, unlimited texts and 100GB | £42.50 |

1.3 FAIRPHONE 3+

| Bundle Allowance | Price |
|--|--------|
| Unlimited minutes, unlimited texts and 1GB | £30.00 |
| Unlimited minutes, unlimited texts and 3GB | £31.50 |
| Unlimited minutes, unlimited texts and 10GB | £34.00 |
| Unlimited minutes, unlimited texts and 30GB | £40.00 |
| Unlimited minutes, unlimited texts and 100GB | £47.50 |

1.4 OTHER HANDSETS

| Bundle Allowance | Price |
|--|---------------|
| Unlimited minutes and unlimited texts | 8.50 |
| Unlimited minutes, unlimited texts and 1GB | £15.00-£20.00 |
| Unlimited minutes, unlimited texts and 3GB | £16.50-£21.50 |
| Unlimited minutes, unlimited texts and 10GB | £19.00-£24.00 |
| Unlimited minutes, unlimited texts and 30GB | £25.00-£30.00 |
| Unlimited minutes, unlimited texts and 100GB | £32.50-£37.50 |



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

| Zone 1 - Ireland, Channel Islands & Isle of Man |
|---|
| Ireland, Jersey, Guernsey, Isle of Man |

| Zone 2 - Europe |
|---|
| 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, Ukraine |
| Zone 3 - Asia Pacific & South Africa |
| Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Singapore, Thailand |
| Zone 4 - USA |
| United States |
| Zone 5 - Middle East |
| Algeria, Cyprus (Turkish), Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Saudi Arabia, Tunisia, Turkey, United Arab Emirates |
| Zone 6 - Rest of world |
| 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 |
|--------|------------------------|---------------------|----------------|
| Zone 1 | 20p | £1.55 | 0 |
| Zone 2 | 5p | £1.55 | 6p |
| Zone 3 | 25p | £1.55 | 6p |
| Zone 4 | 25p | £1.55 | 6p |
| Zone 5 | £1.15 | £1.55 | 55p |
| Zone 6 | £2.30 | £2.30 | 80p |

4.2 MESSAGING AND DATA

| From | SMS | MMS | Data |
|--------|-----|-----|-------|
| Zone 1 | 20p | 32p | 5p |
| Zone 2 | 6p | 55p | 1p |
| Zone 3 | 15p | 55p | 5p |
| Zone 4 | 15p | 55p | 10p |
| Zone 5 | 55p | 55p | £3.80 |
| Zone 6 | 55p | 55p | £6.50 |



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.

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

| Zone 2 |
|--------------------------------------|
| Australia, Canada, South Africa, USA |

| Zone 3 |
|---|
| Argentina, Brazil, China, Hong Kong, India, Indonesia, Israel, Mexico, New Zealand, Russia, Saudi Arabia, Singapore, South Korea, Turkey, Vietnam |

| Zone 4 |
|--|
| Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Egypt, Faroe Islands, Georgia, Japan, Kosovo, Macedonia, Moldova, Oman, Qatar, Serbia, Sri Lanka, Ukraine, United Arab Emirates |

| Zone 5 |
|--|
| Andorra, Antigua and Barbuda, Bangladesh, Barbados, Belize, Cambodia, Chile, Dominican Republic, Iraq, Jamaica, Jordan, Kazakhstan, Kenya, Macau, Madagascar, Malaysia, Montenegro, Morocco, Nigeria, Pakistan, Panama, Peru, Philippines, Rwanda, Taiwan, Thailand, Timor-Leste, Uganda |

| Zone 6 |
|--|
| Algeria, Aruba, Bermuda, Botswana, Cameroon, Cape Verde, Cayman Islands, Côte D'Ivoire, Cuba, Dominica, El Salvador, Gambia, Greenland, Grenada, Guinea, Guyana, Haiti, Honduras, Kuwait, Libya, Maldives, Mali, Mauritius, Montserrat, Nepal, Netherlands Antilles, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Salvador, Senegal, Suriname, Tanzania, Trinidad and Tobago, Tunisia, Turks and Caicos Islands, Vanuatu |



5 ADDITIONAL CHARGES

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

6 SERVICE NOTES

6.1 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.

6.2 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.

6.3 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.