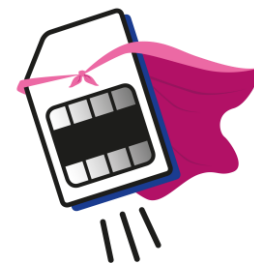




## Superdrug Mobile Price Guide

Everything you need to know about our prices and add-ons if you're a customer of ours.

V 2.0



## Contents

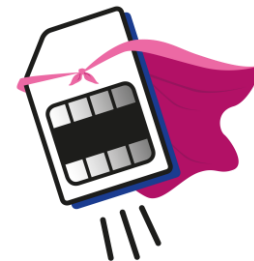
What's included	4
Our plans	5
Our add-ons	6-7
Roaming	8-10
International	11-13
NGNs	14-17
Contact us	18



## Superdrug Mobile is commitment-free

You can purchase a SIM online or instore, then pick your plan online and activate your SIM. Once you activate your SIM there's no contract and you're not tied in. You can change your plan anytime (free of charge) with no strings attached. Woo!

All our plans include unlimited UK calls and texts, yay, and you can manage your account online at [www.superdrugmobile.com/dashboard](http://www.superdrugmobile.com/dashboard)



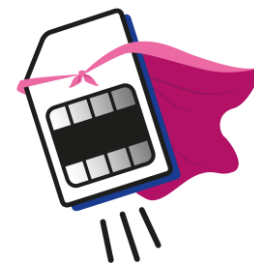
## What's included?

All our plans include UK unlimited calls and texts. When you pay for your plan these are valid for 1 calendar month.

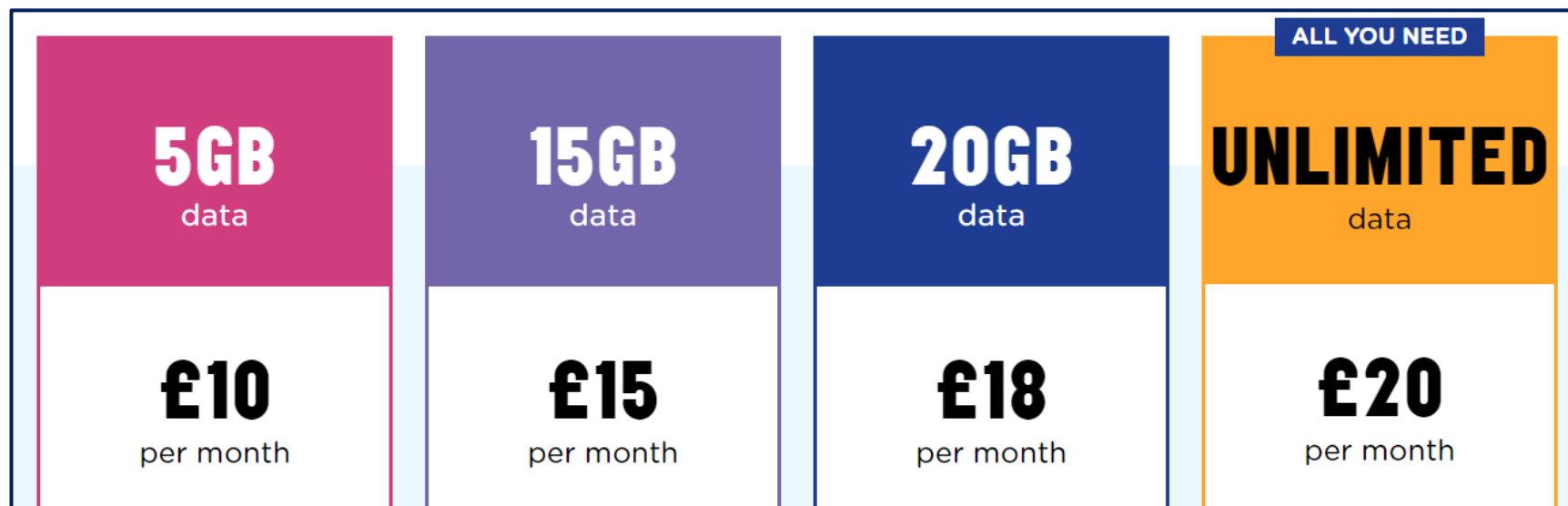
**Unlimited text messages** include: standard texts sent to other standard UK mobiles (starting 07) and texts within our roaming EU countries. Each message can accommodate 160 characters.

**Multimedia messages (MMS)**: are not part of your inclusive text allowance, they are zero-rated – meaning you will not be charged for sending MMS messages. MMS can only be sent to other standard UK mobiles (starting 07). Superdrug Mobile reserves the right to suspend, modify or withdraw this, without notice, at any time.

**Unlimited calls** include: standard UK landlines (starting 01, 02 and 03), freephone numbers (starting 0800 and 0808), standard UK mobiles (starting 07) and calls within our roaming EU countries. Voicemail can be accessed for no additional charge.



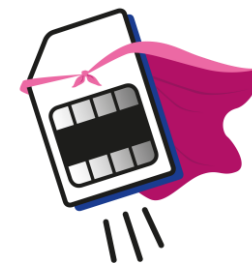
## Our plans



**Data rollover:** plans with specific data allowance (all plans apart from our Unlimited plan) last for a calendar month and then roll over for another calendar month. This means if you don't use all your data one month, it rolls over to the next calendar month (as long as you renew your plan). Please note, this only applies to UK data.

**Unlimited data usage policy:** if you have unlimited data as part of your plan, there are no hidden caps or limits when using your device within the UK. Unlimited data should give you all the access to the internet you would normally need, so you can use our service to your heart's content. Use of the Services for commercial, resale or fraudulent purposes isn't allowed under this Agreement, so we do reserve the right to monitor any unusual activity that may indicate that this is happening to identify and prevent such non-permitted use. If you are travelling in the EU/EEA you will be subject to our fair use limit of 12GB each month. Additional data can be purchased once this limit is reached by purchasing a data add on.

If roaming outside the EU you'll need a cash add on to use data.



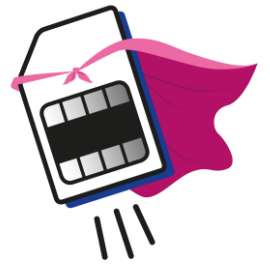
## Our add-ons

If you run out of data or want to make calls to 070, 084, 087, 09 or 118 numbers or other chargeable calls, you can buy an add-on. You can buy data and cash add-ons anytime via your Superdrug Mobile dashboard.

**070/084/087/09/118 numbers:** calls to these numbers have an access charge of 25p per minute. A service charge will also apply and will vary depending on the NGN band number associated with it. You can find the band and charges associated to the number you wish to call on our Non-Geographic price guide, which can be found through our Terms and Conditions here: <https://www.superdrugmobile.com/terms>

**Data add-ons:** once you buy a data add-on it has no expiry date unless there's no activity at all on your account for 220 days, in which case Superdrug Mobile reserves the right to terminate or suspend your account. If you need additional data when roaming in the EU/EEA you will need to buy a data add-on.

Data Add-on Price	Internet (UK)
£2	1GB
£3	2GB
£5	4GB

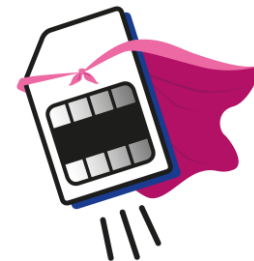


**Cash add-ons:** some things fall outside what's included in your standard plan. For these things you will need to buy a cash add-on. The type of calls you can make with a cash add-on are numbers starting with 084 or 087, international calls and voice shortcodes. There are some services, e.g. premium numbers (starting 070, 084, 087, 09, 118 & shortcodes that you can use with your cash add-on). Note that SMS shortcodes aren't available on Superdrug Mobile. More information can be found on page 13.

You can buy cash add-ons from your dashboard in two amounts: £5 and £10.

Once you buy a cash add-on it has no expiry date unless there's no activity at all on your account for 220 days, in which case Superdrug Mobile reserves the right to terminate or suspend your account. Cash add-ons are separate from the rest of your plan and cannot be used to buy data add-ons or your monthly plan.

**Spend limits:** we've applied limits to the amount you can spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The spend limits are £40 per single payment transaction and the cumulative sum of £240 for payment transactions made over the course of a calendar month. These limits are set by law and we are not able to change them.



## Roaming – using your mobile abroad

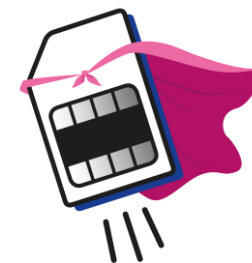
With Superdrug Mobile you can use your mobile to call, text and get online while travelling abroad.

**Travelling in the EU:** Calls and texts are unlimited. Data comes out of your monthly allowance or data add-ons up to our fair use limit of 12GB. If your plan is 15GB or more, your data will be capped at 12GB per month when in the EU and to continue to use data you need to purchase a data add-on.

You need a cash add-on to make calls and texts from EU countries to the rest of the world.

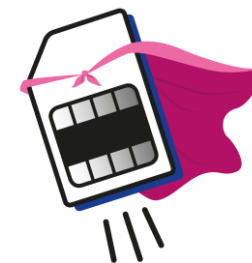
**Travelling outside the EU:** You need a cash add-on for data, calls and texts for countries outside the EU. Top up your cash balance, then just pay as you go.



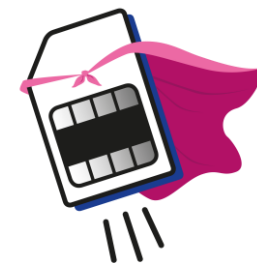


**Roaming rates:** the roaming rates you'll be charged for calls and messages while abroad will depend on which band the country you're travelling in falls into. See the table below to find out.

Roaming Rates	Data (per MB)	Voice Call Calling back to the UK and within the same band (per min)	Voice Call Calling anywhere else in the world (per min)	Voice Call (receive)	SMS (receive)	Sending an SMS	Sending an MMS Picture/Video	Video Call (per min)	Satellite (per min)
<b>Roaming Band 1</b>	In Bundle (fair use limit of 12GB applies)	In Bundle	£0.10	In Bundle	In Bundle	In Bundle	In Bundle	£2.50	£12
<b>Roaming Band 2</b>	£0.50	£1.00	£1.00	£1.00	In Bundle	£0.50	£0.10	£2.50	£12
<b>Roaming Band 3</b>	£1.00	£1.00	£3.00	£1.00	In Bundle	£0.50	£0.10	£2.50	£12
<b>Roaming Band 4</b>	£6.00	£3.00	£3.00	£1.25	In Bundle	£0.50	£0.10	£2.50	£12
<b>Roaming Band 5</b>	No roaming	No roaming	No roaming	No roaming	No roaming	No roaming	No roaming	£2.50	No roaming



Roaming Band 1	Roaming Band 2	Roaming Band 3	Roaming Band 4	Roaming Band 5
Austria	Albania	Anguilla	Afghanistan	American Samoa
Belgium	Australia	Antigua and Barbuda	Algeria	Aruba
Bulgaria	Azerbaijan	Argentina	Andorra	Bhutan
Comoros & Mayotte	Belarus	Armenia	Angola	Burundi
Croatia	Bosnia & Herzegovina	Barbados	Bahamas	Central African Republic
Cyprus	Canada	Bermuda	Bahrain	Chad
Czech Republic	Chile	Brazil	Bangladesh	Cook Islands
Denmark	Colombia	British Virgin Islands	Belize	Djibouti
Estonia	Costa Rica	Cayman Islands	Benin	Dominica (Commonwealth of)
Finland	Hong Kong	China	Bolivia	East Timor
France	Indonesia	Dominican Republic	Botswana	Eritrea
French Guiana	Israel	Egypt	Brunei Darussalam	Falkland Islands
Germany	Kazakhstan	El Salvador	Burkina Faso	Guinea-Bissau
Gibraltar	Monaco	Grenada	Cambodia	Haiti
Greece	Montenegro	Guatemala	Cameroon	Iran
Guernsey	New Zealand	India	Cape Verde	Netherlands Antilles
Hungary	Nigeria	Jamaica	Congo	Niger
Iceland	Philippines	Japan	Congo Dem Rep	Oman
Ireland	Puerto Rico	Kenya	Cote d'Ivoire	Pakistan
Isle of Man	Russia	Macedonia	Cuba	Papua New Guinea
Italy	Saudi Arabia	Malaysia	Ecuador	Paraguay
Jersey	South Africa	Mexico	Equatorial Guinea	Rwanda
Latvia	South Korea	Montserrat	Ethiopia	Senegal
Liechtenstein	Sri Lanka	Nicaragua	Faroe Islands	Seychelles
Lithuania	Taiwan	Panama	Fiji	Sierra Leone
Luxembourg	Thailand	Peru	French Polynesia	Tajikistan
Malta	Turkey	Qatar	Gabon	Tanzania
Netherlands	United States of America	Saint Kitts and Nevis	Gambia	Togo
Norway	United States of America Virgin Islands	Saint Lucia	Georgia	Tunisia
Poland		Saint Vincent and the Grenadines	Ghana	Turkmenistan
Portugal		Serbia	Greenland	Uganda
Reunion		Singapore	Guinea	Ukraine
Romania		Trinidad and Tobago	Guyana	United Arab Emirates
Slovakia		Uruguay	Honduras	Uzbekistan
Slovenia		Venezuela	Iraq	Vanuatu
Spain			Jordan	Vietnam
Sweden			Kuwait	Yemen
Switzerland			Kyrgyz Republic	Zambia
				Zimbabwe



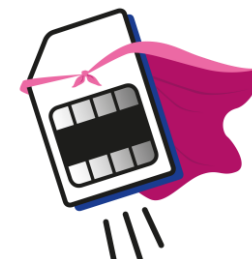
## International – using your mobile from the UK

To make calls and send messages to international numbers from the UK, you need a cash add-on. Buying a cash add-on is easy and something you can do at any time. Cash add-ons are available in £5 and £10 amounts. Top up your cash balance, then just pay as you go.

**International rates:** the international rates you'll be charged for calls and messages to international numbers will depend on which band the country you're trying to contact falls in. See the table below to find out:

International rates	Voice call (per minute)	SMS (per message)	MMS Pic/Vid (per message)	Cost to receive
<b>International Band 1</b>	£0.10	£0.06	£0.06	Free
<b>International Band 2</b>	£0.10	£0.20	£0.20	Free
<b>International Band 3</b>	£0.50	£0.20	£0.20	Free
<b>International Band 4</b>	£1.00	£0.20	£0.20	Free
<b>International Band 5</b>	£2.00	£0.20	£0.20	Free

Text relay calls to International numbers (via the short code 18001) will have a 20% discount to the rates above.



International Band 1	International Band 2		International Band 3				International Band 4	International Band 5
Austria	Australia	Puerto Rico	Abkhazia Land	Ethiopia	Myanmar	Tonga	Algeria	Ascension
Belgium	Australian External Territories	Singapore	Afghanistan	Faroe Islands	Nepal	Trinidad & Tobago	American Samoa	Diego Garcia
Bulgaria	Bangladesh	South Africa	Albania	Fiji	Netherlands Antilles	Turkmenistan	Burundi	Falkland Islands
Comoros & Mayotte	Bermuda	South Korea	Andorra	French Polynesia	New Caledonia	Turkey	Chad	Kiribati
Croatia	Bhutan	Switzerland	Angola	Gabon	Nicaragua	Turks & Caicos Islands	Cook Islands	Maldives
Cyprus	Brazil	Thailand	Anguilla	Georgia	Niger	Uganda	Cuba	Niue
Czech Republic	Brunei Darussalam	United States of America	Antigua & Barbuda	Ghana	Nigeria	Ukraine	Equatorial Guinea	Saint Helena
Denmark	Cambodia	Uzbekistan	Argentina	Greenland	North Korea	United Arab Emirates	Gambia	Sao Tome & Principe
Estonia	Canada	Venezuela	Armenia	Grenada	Oman	United States Virgin Islands	Guinea	Tokelau
Finland	Chile	Vietnam	Aruba	Guatemala	Palau	Uruguay	Kosovo	Tuvalu
France	China		Azerbaijan	Guyana	Palestine	Wallis & Futuna	Madagascar	
French Guiana	Colombia		Bahamas	Haiti	Panama	Yemen	Nauru	
Germany	Costa Rica		Bahrain	Honduras	Paraguay	Zambia	Papua New Guinea	
Gibraltar	Cyprus (North)		Barbados	Iran	Philippines	Zimbabwe	Samoa	
Greece	Dominican Republic		Belarus	Iraq	Qatar		Seychelles	
Guadeloupe	Guam		Belize	Jamaica	Russia		Sierra Leone	
Hungary	Guernsey		Benin	Jordan	Rwanda		Solomon Islands	
Iceland	Hong Kong		Bolivia	Kazakhstan	Saint Kitts & Nevis		Tunisia	
Ireland	India		Bosnia & Herzegovina	Kenya	Saint Lucia		Vanuatu	
Italy	Indonesia		Botswana	Kyrgyz Republic	Saint Pierre & Miquelon		Vatican City	
Latvia	Isle of Man		British Virgin Islands	Lebanon	Saint Vincent & the Grenadines			
Liechtenstein	Israel		Burkina Faso	Lesotho	San Mario			
Lithuania	Japan		Cameroon	Liberia	Saudi Arabia			
Luxembourg	Jersey		Cape Verde	Libya	Senegal			
Malta	Kuwait		Cayman Islands	Macedonia	Serbia			
Martinique	Laos		Central African Republic	Malawi	Somalia			
Netherlands	Macau		Congo Dem Rep	Mali	South Sudan			
Norway	Malaysia		Congo	Marshall Islands	Sri Lanka			
Poland	Mauritania		Cote d'Ivoire	Mauritius	Sudan			
Portugal	Mexico		Djibouti	Micronesia	Suriname			
Reunion	Mongolia		Dominica (Commonwealth of)	Moldova	Swaziland			
Romania	Namibia		East Timor	Monaco	Syria			
Slovakia	New Zealand		Ecuador	Montenegro	Taiwan			
Slovenia	Northern Mariana Islands		Egypt	Montserrat	Tajikistan			
Spain	Pakistan		El Salvador	Morocco	Tanzania			
Sweden	Peru		Eritrea	Mozambique	Togo			



## Emergency calls

We know that sometimes things happen and you need to call the emergency services, so 999, 112, 111, 119, 101 and 105 are free to call when you need them.

## Text relay

Text relay services are available, and these are charged at 20% less than the standard rate.

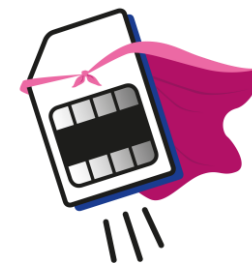
## Premium, non-geographic and other numbers

Some calls and other services within the UK fall outside of what's included in your plan – for example, voting on TV shows, calling directory enquiries, digital content purchases and entering competitions.

### Premium Rate Services can be:

- Voice calls to long numbers starting 070, 084, 087 & 090, where you're charged an access charge of 25p per minute (with a one minute minimum charge) plus a service charge (set by the company you're calling – they'll tell you this).
- Voice or video calls to short numbers, which are known as shortcodes (four, five or six digits).
- Text and multimedia messages to and from shortcodes, which are charged at 10p (or more) per message. Note that these aren't available on Superdrug Mobile.
- If you're using a messaging service, you may also be charged the standard rate for sending your message. Superdrug Mobile's standard rates are FREE for text messages (SMS), FREE for picture messages (MMS) and 80p for video messages (also called MMS).
- Calls to Directory services (starting 118), where you're charged an access charge of 25p per minute (with a one minute minimum charge) plus a service charge (set by the company you're calling – they'll tell you this).

**Spend limits:** We've applied limits to the amount you can spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The spend limits are £40 per single payment transaction and the cumulative sum of £240 for payment transactions made over the course of a calendar month. These limits are set by law and we are not able to change them.



For more information on Premium Rate Services, please refer to our code of practice:

[https://assets.ctfassets.net/sh947nk9acib/Ep95SyxGB6WAT4SQy5i4O/16385995d208c2831ce1bedbae80e9d7/Code\\_of\\_Practice\\_for\\_Premium\\_Rate\\_Services\\_-\\_08.07.2021.pdf](https://assets.ctfassets.net/sh947nk9acib/Ep95SyxGB6WAT4SQy5i4O/16385995d208c2831ce1bedbae80e9d7/Code_of_Practice_for_Premium_Rate_Services_-_08.07.2021.pdf)

## Non-geographic numbers

To check which band a number falls under, take a look at the Non-Geographic Numbers Price Guide, which can be found through our Terms and Conditions here: <https://www.superdrugmobile.com/terms>

Band	Flat Rate Charge	Charge per minute	Additional charge per minute after first minute	Access Charge per minute
NGN Band 001	£0.00	£0.00	£0.00	£0.00
NGN Band 002	£0.00	£0.01	£0.00	£0.25
NGN Band 003	£0.00	£0.02	£0.00	£0.25
NGN Band 004	£0.00	£0.03	£0.00	£0.25
NGN Band 005	£0.00	£0.04	£0.00	£0.25
NGN Band 006	£0.00	£0.05	£0.00	£0.25
NGN Band 007	£0.00	£0.06	£0.00	£0.25
NGN Band 008	£0.00	£0.07	£0.00	£0.25
NGN Band 009	£0.00	£0.08	£0.00	£0.25
NGN Band 010	£0.00	£0.09	£0.00	£0.25
NGN Band 011	£0.00	£0.10	£0.00	£0.25
NGN Band 012	£0.00	£0.11	£0.00	£0.25
NGN Band 013	£0.00	£0.12	£0.00	£0.25
NGN Band 014	£0.00	£0.13	£0.00	£0.25
NGN Band 015	£0.00	£0.15	£0.00	£0.25
NGN Band 016	£0.00	£0.20	£0.00	£0.25

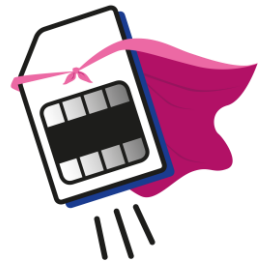


NGN Band 017	£0.00	£0.25	£0.00	£0.25
NGN Band 018	£0.00	£0.30	£0.00	£0.25
NGN Band 019	£0.00	£0.35	£0.00	£0.25
NGN Band 020	£0.00	£0.36	£0.00	£0.25
NGN Band 021	£0.00	£0.40	£0.00	£0.25
NGN Band 022	£0.00	£0.45	£0.00	£0.25
NGN Band 023	£0.00	£0.46	£0.00	£0.25
NGN Band 024	£0.00	£0.50	£0.00	£0.25
NGN Band 025	£0.00	£0.55	£0.00	£0.25
NGN Band 026	£0.00	£0.60	£0.00	£0.25
NGN Band 027	£0.00	£0.65	£0.00	£0.25
NGN Band 028	£0.00	£0.70	£0.00	£0.25
NGN Band 029	£0.00	£0.75	£0.00	£0.25
NGN Band 030	£0.00	£0.80	£0.00	£0.25
NGN Band 031	£0.00	£0.90	£0.00	£0.25
NGN Band 032	£0.00	£0.95	£0.00	£0.25
NGN Band 033	£0.00	£0.99	£0.00	£0.25
NGN Band 034	£0.00	£1.00	£0.00	£0.25
NGN Band 035	£0.00	£1.10	£0.00	£0.25
NGN Band 036	£0.00	£1.20	£0.00	£0.25
NGN Band 037	£0.00	£1.45	£0.00	£0.25
NGN Band 038	£0.00	£1.50	£0.00	£0.25
NGN Band 039	£0.00	£1.55	£0.00	£0.25
NGN Band 040	£0.00	£1.80	£0.00	£0.25
NGN Band 041	£0.00	£2.00	£0.00	£0.25
NGN Band 042	£0.00	£2.20	£0.00	£0.25
NGN Band 043	£0.00	£2.50	£0.00	£0.25
NGN Band 044	£0.00	£3.00	£0.00	£0.25

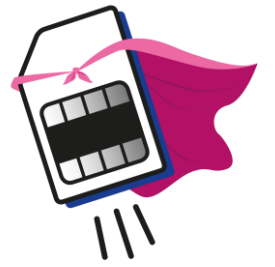


NGN Band 045	£0.00	£3.60	£0.00	£0.25
NGN Band 046	£0.05	£0.00	£0.00	£0.25
NGN Band 047	£0.10	£0.00	£0.00	£0.25
NGN Band 048	£0.15	£0.00	£0.00	£0.25
NGN Band 049	£0.25	£0.00	£0.00	£0.25
NGN Band 050	£0.30	£0.00	£0.00	£0.25
NGN Band 051	£0.35	£0.00	£0.00	£0.25
NGN Band 052	£0.40	£0.00	£0.00	£0.25
NGN Band 053	£0.48	£0.00	£0.00	£0.25
NGN Band 054	£0.50	£0.00	£0.00	£0.25
NGN Band 055	£0.70	£0.00	£0.00	£0.25
NGN Band 056	£0.75	£0.00	£0.00	£0.25
NGN Band 057	£1.00	£0.00	£0.00	£0.25
NGN Band 058	£1.45	£0.00	£0.00	£0.25
NGN Band 059	£1.50	£0.00	£0.00	£0.25
NGN Band 060	£2.00	£0.00	£0.00	£0.25
NGN Band 061	£2.50	£0.00	£0.00	£0.25
NGN Band 062	£3.00	£0.00	£0.00	£0.25
NGN Band 063	£4.00	£0.00	£0.00	£0.25
NGN Band 064	£5.00	£0.00	£0.00	£0.25
NGN Band 065	£6.00	£0.00	£0.00	£0.25
NGN Band 066	£0.77	£1.55	£0.00	£0.25
NGN Band 067	£0.80	£0.25	£0.00	£0.25
NGN Band 068	£3.99	£1.39	£0.00	£0.25
NGN Band 069	£4.99	£1.35	£0.00	£0.25
NGN Band 070	£5.50	£0.00	£2.75	£0.25
NGN Band 071	£5.74	£0.00	£2.99	£0.25
NGN Band 072	£6.98	£0.00	£3.49	£0.25





NGN Band 073	£0.00	£0.00	£2.50	£0.25
NGN Band 074	£0.05	£0.00	£0.05	£0.25
NGN Band 075	£0.10	£0.00	£0.10	£0.25
NGN Band 076	£0.40	£0.00	£0.40	£0.25
NGN Band 077	£0.70	£0.00	£0.70	£0.25
NGN Band 078	£1.50	£0.00	£1.50	£0.25
NGN Band 079	£2.00	£0.00	£2.00	£0.25
NGN Band 080	£4.45	£0.00	£2.57	£0.25
NGN Band 081	£0.00	£0.00	£0.18	£0.25
NGN Band 082	£0.00	£0.00	£0.22	£0.25
NGN Band 083	£0.00	£0.00	£3.50	£0.25
NGN Band 084	£2.50	£0.00	£0.75	£0.25
NGN Band 085	£2.60	£0.00	£0.99	£0.25
NGN Band 086	£2.75	£0.00	£0.78	£0.25
NGN Band 087	£8.98	£0.00	£4.49	£0.25
NGN Band 088	£9.98	£0.00	£4.99	£0.25
NGN Band 089	£11.98	£0.00	£5.99	£0.25
NGN Band 090	£13.98	£0.00	£6.99	£0.25
NGN Band 091	£15.98	£0.00	£7.99	£0.25
NGN Band 092	£0.07	£0.00	£0.07	£0.25
NGN Band 093	£0.13	£0.00	£0.13	£0.25
NGN Band 094	£0.80	£0.00	£0.80	£0.25
NGN Band 095	£1.00	£0.00	£1.00	£0.25
NGN Band 096	£3.00	£0.00	£3.00	£0.25
NGN Band 097	£3.60	£0.00	£0.50	£0.25
NGN Band 098	£3.60	£0.00	£1.50	£0.25
NGN Band 099	£3.60	£0.00	£2.00	£0.25
NGN Band 100	£3.60	£0.00	£3.60	£0.25



## Contact us

We're here to help with anything you need. Contact us online at [www.superdrugmobile.com](http://www.superdrugmobile.com) and start a webchat – we're open 8am - 8pm every day. You can also email us at [help@superdrugmobile.com](mailto:help@superdrugmobile.com).