

# Price Guide



Everything you need to  
know about our bundles.

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# Our Bundles

You can enjoy using our green network by signing up to any of our bundles. These are 30 day rolling contracts, giving you the flexibility to change bundles when it suits you.

## Extra benefits of having an Ecotalk SIM include:

- Notifications telling you how much of your monthly minutes, texts and data allowance is remaining
- Credit limits on your account to help you control what you spend over your allowance each month
- You can use your data allowance as a personal hotspot in the UK
- 4G at no extra cost (dependant on a 4G enabled device in a 4G area)

## What are the costs outside my bundle allowance?

If you use up all of your allowance, you can still make calls, send messages and use data, but these will be charged at the rates outlined below. Please be aware that you'll be charged for some of these services because they're excluded from your bundle allowance.

Mobile Services	Price	Included?
Calls to standard UK landlines (starting 01, 02,03)	35p/min	Yes
UK mobiles (any network)	35p/min	Yes
Voicemail (555)	Free	Yes
UK text message (to other UK mobiles)	18p	Yes
UK picture message	35p	No
UK data	10p/mb	Yes

# Additional Services

You can use your mobile device for a variety of additional services. These include a range of special numbers.

We may change or introduce new charges for additional services, or services outside of your allowance. If we do, we'll publish any changes on our website. We'll let you know at least 14 days before any change.

If you're unhappy with any changes we make to an additional service, or to services outside your allowance, you can cancel them at any time.

## Charge to special numbers and directory enquiries

The following tables outline certain types of calls that are not covered by your allowance. If you have any questions about special numbers, just give us a call.

Calls to numbers starting 0800 and 0808 are now free. Charges for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an access charge (set by us at 25p per minute, with a one minute minimum charge) and a service charge (set by the company you're calling – they'll tell you this). For more info on these changes, please visit [www.ukcalling.info](http://www.ukcalling.info).

Number	Price
<b>Calls whilst in the UK to:</b> <b>500 (Ecotalk Customer Services)</b> <b>999/112</b> <b>NHS 111</b> <b>116000 / 116006 / 116111 / 116117 / 116123</b>	Free
<b>0800/ 0500 / 0808</b>	Free
<b>101 (single non-emergency)</b>	15p/call
<b>084 / 087 / 118 / 09</b>	25p/min (minimum charge 1min) plus Service Charge
<b>055 (corporate numbers)</b>	15p/min
<b>Non standard 07</b>	up to 65p/min
<b>0087 / 0088 (satellite phone)</b>	£11.00/min
<b>18000 / 18001 (text relay)</b>	Outside Allowance

## Directory Services

There are a lot of directory enquiry services available, all of which have different phone numbers and different charges. All these charges are outside your normal bundle allowance.

Directory Services	Price
118 500 (BT Directory Enquiries)	£5.50 to connect, 25p/min access charge (minimum charge 1min) plus service charge of £2.75/min.
195 (Directory Enquiries for people with disabilities, to register for this service please call us on 0333 800 5500)	If the 195 operator connects you to a number you've searched for it will come out of your remaining allowance.

## Making calls and sending messages abroad from the UK

As an Ecotalk customer, you'll already have the ability to make international calls and send international text messages on your device.

### Making international calls from the UK

To help you understand the costs for making international calls from the UK, we've categorised the countries into six price bands. (See *Appendix A*)

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
35p/min	35p/min	35p/min	35p/min	35p/min	50p/min

### Sending international messages from the UK

Mobile Services	Price
Sending an SMS to any country	30p

# Using your SIM abroad - international roaming

As an Ecotalk customer you'll find that international roaming is switched on automatically on your device. To help you manage your roaming costs when you're travelling, we'll text you information about call charges and roaming rates for each country you visit. We also have a worldwide data roaming limit of £40 per month to stop you spending too much on data when travelling outside the UK.

## Roam like at home

The EU have introduced rules which mean that you won't be charged for using your phone when you're in another country. From 15 June 2017, you can use your phone in other EU countries for no extra cost. This covers the voice calls, SMS and data services which are included in your Ecotalk bundle. (See *Appendix B*)

## Did you know:

- Calls made when you're in a non-EU country are normally charged per minute
- Calls received when you're in a non-EU country normally have a one-minute minimum charge and are then charged by the second

Charges vary depending on which country you are travelling in. To help you understand charges, we group countries into seven Zones. (See *Appendix B*)

## Making calls back to the UK and receiving calls when abroad

Country of origin	Calling back to the UK	Receiving a call abroad
Zone 1	35p/min	1p/min
Zone 2	35p/min	6p/min
Zone 3	35p/min	60p/min
Zone 4	35p/min	90p/min
Zone 5	35p/min	90p/min
Zone 6	35p/min	90p/min
Zone 7	35p/min	90p/min

## Making International calls when abroad

Country receiving a call

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Zone 1	£0.35/min	£0.35/min	£2.50/min	£2.50/min	£2.50/min	£2.50/min	£5.00/min
Zone 2	£0.35/min	£0.35/min	£2.50/min	£2.50/min	£2.50/min	£2.50/min	£5.00/min
Zone 3	£0.45/min	£0.72/min	£1.15/min	£2.50/min	£2.50/min	£2.50/min	£5.00/min
Zone 4	£2.20/min	£2.20/min	£2.50/min	£2.50/min	£2.50/min	£2.50/min	£5.00/min
Zone 5	£2.05/min	£2.05/min	£2.50/min	£2.50/min	£2.50/min	£2.50/min	£5.00/min
Zone 6	£2.50/min	£2.50/min	£2.50/min	£2.50/min	£2.50/min	£2.50/min	£2.50/min
Zone 7	£5.00/min	£5.00/min	£5.00/min	£5.00/min	£5.00/min	£5.00/min	£5.00/min

## Sending text messages when abroad

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
Sending	18p	18p	45p	45p	45p	45p	45p
Receiving	Free	Free	Free	Free	Free	Free	Free

## Internet and data usage abroad

Charges vary depending on which country you are travelling in. To help you understand charges, we group countries into the following Zones for Internet and Data use abroad.

Zone 1*	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Zone 7
£0.10/mb	£0.17/mb	£0.72/mb	£4.18/mb	£9.36/mb	£9.36/mb	£14.11/mb

\*In roam like at home destinations (Zone 1), you will only be charged the cost per mb shown above if you use up your UK data allowance. Any data used in these locations within your UK data allowance will be free of charge.

# Other Important Information

## What does my bundle include?

Your bundle includes a monthly allowance of minutes, texts and data that allow you to make voice calls (to standard UK landlines starting 01, 02, 03, and UK mobiles), send text messages to standard UK mobile numbers or use data in the UK. If you don't use up your allowance in a month, you lose the unused portion, as it doesn't roll over to the next month.

Your monthly allowance of minutes, texts and data can also be used in other EU countries for no extra cost from 15th June 2017.

If you use up your monthly allowance of minutes, texts or data, you'll be charged for additional use. Prices for use outside of your allowance are shown in this Price Guide. If your inclusive allowance of voice units runs out during a call, we will charge you for the remainder of the call at the charges published in this guide.

## How can I use my voice allowance?

Your voice allowance includes calls made from the UK to any other standard UK mobile (beginning 07 but excluding certain non-standard numbers), UK landlines (beginning 01, 02 and 03) and voicemail (retrieved by calling 123 from your mobile in the UK).

When travelling in the EU you can use your UK voice allowance to call back to UK mobile and landline numbers as well as other 'roam like at home' destinations for no extra cost.

## How can I use my text allowance?

Your text allowance includes SMS texts sent in the UK to a UK standard mobile beginning 07 but excluding certain non-standard numbers.

When travelling in the EU you can use your UK text allowance to text back to UK mobile numbers as well as other 'roam like at home' destination mobile numbers for no extra cost.

Texts within a monthly allowance cannot be converted into text messages sent from

the UK to a non-UK standard mobile number, messages sent whilst abroad (outside of a 'roam like at home' destination), or photo and/or video messages.

### **How can I use my data allowance?**

You can use the data units in your bundle to connect to the Internet on your phone in the UK.

You can also use your data units to set up a personal hotspot in the UK if you want to connect more than one device to the Internet at once. You can use any or all of your allowance for this purpose.

When travelling in the EU you can use your UK data allowance to connect to the Internet on your phone for no extra cost. This also applies to setting up a personal hotspot if in a 'roam like at home' destination.

### **What else can't I use my allowances for?**

The following are all excluded from monthly allowances:

International calls and messages; calls and messages made and received while abroad (outside of a 'roam like at home' destination) to non-UK numbers; premium rate calls and messages; reverse charge messages; message alert services; directory service calls; calls to 0800/0500/0808 numbers that are not on the Telephone Helplines Association list, non-geographic numbers (starting 087, 084) and special numbers (e.g. 090, 070)

### **Do you break down the cost of the units that I get as part of my package anywhere?**

Yes – you'll see a breakdown of the exact cost of the units included within your bundle's allowances on your monthly bill. On page two of your monthly bill, you'll see a usage summary of your monthly usage, and from page three onwards you'll see a full itemised display of everything you have used your mobile device for.

### **Can I use my SIM card in anything other than a mobile phone?**

No – you can only use your voice SIM in your phone, not in other devices (e.g. a dongle, mobile WiFi device, laptop, or tablet).

### **What will I have to pay if I want to cancel my contract?**

Nothing – as you are on a 30 day rolling contract, you just need to give us 30 days' notice, and we'll then terminate your contract with us. During this 30 day notice period, you'll be able to move your existing number to a new provider.



## Charging and billing

Calls (except calls to short code and premium rate numbers) under one minute are charged for a minute's duration. Calls of more than one minute are charged for their actual duration, with fractions of a second rounded to the nearest second (this does not apply to some roaming calls, calls to service numbers and special calls).

Calls to Service Numbers (starting 084, 087, 09 and 118) are charged differently from other numbers. The access charge element of these calls will be treated as a minimum of one minute. If your call lasts less than one minute, your access charge will be rounded up to a duration of one minute.

For calls of more than one minute, the access charge element is charged for its actual duration, with fractions of a second being rounded to nearest second. The service charge element is set by the company you're calling, and may comprise: (1) a price per minute service charge; (2) a price per call service charge; (3) a price per call service charge plus a price per minute service charge (which runs from the start of your call); and (4) a price per call service charge plus a price per minute service charge (which runs from 60 seconds after the call starts).

If the service charge includes a price per minute service charge, this will be charged for its actual duration (except if the first 60 seconds have been excluded), with fractions of a second rounded to the nearest second. For example, if you make a call to a service number at 10p per minute and your call lasts 30 seconds, you'll be charged a total of 30p for this call. This is made up of 25p for the access charge plus a 5p service charge for 30 seconds of call time.

Each individual charge on the itemised section of your bill is shown with VAT excluded, and is rounded up or down to the nearest tenth of a penny to make it easier to read. This rounding process means that the total charges you see on your usage summary page may not always be identical to the total due charge you see on the front page of your bill. This is normal and you're not being overcharged or undercharged. The actual amount you need to pay is on the front page of your bill, including VAT.

# Appendix A - Our International Zones

## Zone 1

Ireland; Guernsey; Jersey; Isle of Man.

## Zone 2

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.

## Zone 3

Australia; China; Hong Kong; Japan; Malaysia; New Zealand; Philippines; Singapore; Thailand.

## Zone 4

USA.

## Zone 5

Algeria; Cyprus (Turkish); Egypt; Iran; Iraq; Israel; Jordan; Kuwait; Lebanon; Libya; Morocco; Oman; Qatar; Saudi Arabia; Tunisia; Turkey; United Arab Emirates.

## Zone 6

Abkhazia; Afghanistan; Aland Islands; American Samoa; Angola; Anguilla; Antarctica; Antigua and Barbuda; Argentina; Armenia; Aruba; Ascension Island; Azerbaijan; Bahamas; Bahrain; Bangladesh; Barbados; Belarus; Belize; Benin; Bermuda; Bhutan; Bolivia; Bosnia and Herzegovina; Botswana; Brazil; British Indian Ocean Territory; Brunei Darussalam; Burkina Faso; Burundi; Cambodia; Cameroon; Canada; Cape Verde; Caribbean Netherlands; Cayman Islands; Central African Republic; Ceuta and Melilla; Chad; Chile; Christmas Island; Cocos - Keeling Island; Colombia; Comoros; Congo DR; Congo-Brazzaville; Cook Islands; Costa Rica; Côte D'Ivoire; Cuba; Curacao; Diego Garcia; Djibouti; Dominica; Dominican Republic; Ecuador; El Salvador; Equatorial Guinea; Eritrea; Ethiopia; Falkland Islands; Faroe Islands; Fiji; French Guiana; French Polynesia; French Southern and Antarctic Lands; Gabon; Gambia; Georgia; Ghana; Greenland; Grenada; Guadeloupe; Guam; Guatemala; Guinea; Guinea-Bissau; Guyana; Haiti; Honduras; India; Indonesia; Jamaica; Kazakhstan; Kenya; Kiribati; Korea North; Korea South;

Kyrgyzstan; Laos; Latvia; Lesotho; Liberia; Macau; Madagascar; Malawi; Maldives; Mali; Marshall Islands; Martinique; Mauritania; Mauritius; Mayotte; Melilla; Mexico; Micronesia; Moldova; Mongolia; Montserrat; Mozambique; Myanmar; Nagorno-Karabakh; Namibia; Nauru; Nepal; Netherlands Antilles; New Caledonia; Nicaragua; Niger; Nigeria; Niue; Norfolk Island; Northern Mariana Islands; Pakistan; Palau; Palestine; Panama; Papua New Guinea; Paraguay; Peru; Pitcairn Islands; Puerto Rico; Reunion; Russia; Rwanda; Saint Barthelemy; Saint Helena Ascension and Tristan da Cunha; Saint Kitts and Nevis; Saint Lucia; Saint Martin; Saint Pierre and Miquelon; Saint Vincent and the Grenadines; Samoa; São Tomé and Príncipe; Senegal; Seychelles; Sierra Leone; Sint Maarten; Solomon Islands; Somalia; Somaliland; South Africa; South Ossetia; South Ossetia; South Sudan; Sri Lanka; Sudan; Suriname; Svalbard and Jan Mayen; Swaziland; Switzerland; Syria; Taiwan; Tajikistan; Tanzania; Timor-Leste; Togo; Tokelau; Tonga; Trinidad and Tobago; Tristan da Cunha; Turkmenistan; Turks and Caicos Islands; Tuvalu; Uganda; Ukraine; United States Minor Outlying Islands; Uruguay; Uzbekistan; Vanuatu; Vatican City; Venezuela; Vietnam; Virgin Islands (British); Virgin Islands (U.S); Wallis and Futuna Islands; Western Sahara; Yemen; Zambia; Zimbabwe.

# Appendix B - Our Roaming Zones

## Zone 1

Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

## Zone 2

Aland Islands; Ceuta and Melilla; USA.

## Zone 3

Australia; Canada; China; Israel.

## Zone 4

Anguilla; Antigua and Barbuda; Barbados; Brazil; Cayman Islands; Colombia; Côte D'Ivoire; Cyprus (Turkish); Egypt; Grenada; India; Madagascar; Malaysia; Moldova; Philippines; Saint Lucia; Saint Vincent and the Grenadines; Senegal; Singapore; Thailand; Turkey; Turks and Caicos Islands.

## Zone 5

Albania; Andorra; Botswana; Congo (DR); Greenland; Indonesia; Korea (South); Mexico; Pakistan; South Africa; Sri Lanka; Uganda; Zambia.

## Zone 6

Abkhazia; Afghanistan; American Samoa; Antarctica; Argentina; Armenia; Aruba; Ascension Island; Bahamas; Bahrain; Bangladesh; Belarus; Belize; Benin; Bermuda; Bhutan; Bolivia; Bosnia and Herzegovina; British Indian Ocean Territory; Brunei Darussalam; Burkina Faso; Burundi; Cambodia; Cameroon; Cape Verde; Caribbean Netherlands; Central African Republic; Chad; Christmas Island; Cocos Keeling Island; Comoros; Congo-Brazzaville; Cook Islands; Costa Rica; Cuba; Curaçao; Diego Garcia; Djibouti; Dominica; Dominican Republic; Ecuador; El Salvador; Equatorial Guinea; Eritrea; Ethiopia; Falkland Islands; Faroe Islands; Fiji; French Polynesia; French Southern and Antarctic Lands; Gabon; Gambia; Georgia; Ghana; Guam; Guatemala; Guinea; Guinea-Bissau; Guyana; Haiti; Honduras; Hong Kong;

Iran; Iraq; Japan; Jordan; Kazakhstan; Kenya; Kiribati; Korea (North); Kosovo; Kuwait; Kyrgyzstan; Laos; Lesotho; Libya; Macau; Macedonia; Malawi; Maldives; Mali; Marshall Islands; Mauritania; Mauritius; Micronesia; Mongolia; Montenegro; Montserrat; Morocco; Mozambique; Myanmar; Nagorno-Karabakh; Namibia; Nauru; Nepal; New Caledonia; New Zealand; Nicaragua; Niger; Nigeria; Niue; Norfolk Island; Northern Mariana Islands; Palau; Palestine; Panama; Papua New Guinea; Paraguay; Pitcairn Islands; Puerto Rico; Qatar; Russia; Rwanda; Saint Helena; Saint Kitts and Nevis; Saint Pierre and Miquelon; Samoa; São Tomé and Príncipe; Saudi Arabia; Serbia; Seychelles; Sint Maarten (Dutch); Solomon Islands; Somalia; Somaliland; South Ossetia; South Sudan; Sudan; Suriname; Svalbard and Jan Mayen; Swaziland; Syria; Tanzania; Taiwan; Tajikistan; Timor-Leste; Togo; Tokelau; Tonga; Transnistria; Trinidad and Tobago; Tristan da Cunha; Tunisia; Turkmenistan; Tuvalu; United States Minor Outlying Islands; Uruguay; Vanuatu; Venezuela; Vietnam; Virgin Islands (British); Virgin Islands (U.S.); Western Sahara; Yemen; Zimbabwe.

## **Zone 7**

Algeria; Angola; Azerbaijan; Chile; Jamaica; Lebanon; Liberia; Oman; Peru; Sierra Leone; Ukraine; United Arab Emirates; Uzbekistan; Wallis and Futuna Islands.

