

# Open and honest.

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

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# SMARTY is commitment-free mobile.

Choose between three plans, order your SIM and activate when it arrives. You can pause or cancel any time, no-strings attached.

All our Plans have inclusive calls and texts, and you can manage all of this through your SMARTY dashboard – [smarty.co.uk/dashboard](https://smarty.co.uk/dashboard)



+

Unlimited calls  
Unlimited texts

Small. Valid for one month.

SMARTY 4



+

Unlimited calls  
Unlimited texts



**Medium.** Valid for one month.



+

Unlimited calls  
Unlimited texts



**Large.** Valid for one month.

# What's included?

All plans include unlimited calls and texts.

Unlimited calls include: standard UK landlines (starting 01, 02 and 03), freephone numbers (starting 080), standard UK mobiles (starting 07) and calls within our Roaming EU countries.

## What's not included.

084 calls	3p Access Charge plus up to 7p per minute or 7p per call which is the Service Charge.
087 calls	3p Access Charge plus up to 13p per minute or 13p per call which is the Service Charge.
101 calls	15p per call.

# Data discounts.

At the end of the month, your unused data is calculated and converted into a discount. We then credit your plan the following month, minus a £5 service charge (used to cover network costs).

As a guide, 8MB equals a 1p discount, which works out at £1.25 per GB.

Discount	Small	Medium	Large
Service charge	£5	£5	£5
Maximum discount	£2.50	£5	£10
Discount per un-used GB	£1.25	£1.25	£1.25



# Our add-ons.

If you run out of data, or want to make calls to 084 or 087 numbers, you can buy an add-on. You can buy data and cash add-ons at anytime via your SMARTY dashboard. Your add-ons will never expire so long as you are with us.

All our add-ons are priced the same in all packages.

Data add-on	Add-on price Including VAT	Actual data
1GB	£1.25	1024MB

# Cash add-ons.

Our cash add-ons are in increments of £5 (up to £15).

The type of calls you can make with this cash add-on are numbers starting with 084 or 087 and non-emergency numbers, like 101.

There are some services, e.g. Premium numbers (starting 09), that are not available with SMARTY at the moment.

You need a cash add-on for Roaming and International calling. Top up your cash balance, then just pay as you go.

# Roaming — using your mobile abroad.

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

## Travelling in the EU

You use your SMARTY plan as normal, with data and unlimited calls and texts to the UK and between Roaming EU countries.

You need a cash add-on for calls and texts to anywhere else in 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 – country bands.

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 EU	Roaming 1	Roaming 2	Roaming 3	Roaming 4
Austria	Australia	Albania	Algeria	Afghanistan
Belgium	Azerbaijan	Argentina	Anguilla	Laos
Bulgaria	Brazil	Belarus	Antigua & Barbuda	Lebanon
Comoros & Mayotte	Chile	Bermuda	Barbados	Libya
Croatia	Colombia	Bolivia	British Virgin Islands	Madagascar
Cyprus	Costa Rica	Bosnia & Herzegovina	Cambodia	Malawi
Czech Republic	Ecuador	Canada	Cape Verde	Maldives
Denmark	Egypt	China	Cayman Islands	Mauritius
Estonia	El Salvador	Cote d'Ivoire	Dominica (Commonwealth of)	Mongolia
Finland	Guatemala	Dominican Republic	Gambia	Mozambique
France	Hong Kong	Fiji	Grenada	Namibia
French Guiana	Indonesia	Guyana	Jamaica	Netherlands Antilles
Germany	Israel	Honduras	Japan	Niger
Gibraltar	Kazakhstan	India	Jordan	Papua New Guinea
Greece	Kyrgyz Republic	Kuwait	Kenya	Paraguay
Hungary	Macedonia	Macau	Montserrat	Rwanda
Iceland	Malaysia	Morocco	Saint Kitts & Nevis	Senegal
Ireland	Mexico	Nepal	Saint Lucia	Seychelles
Italy	Moldova	Nigeria	Saint Vincent and the Grenadines	South Korea
Latvia	Monaco	Oman	Sierra Leone	Sudan
Liechtenstein	Montenegro	Philippines	Trinidad & Tobago	Tajikistan
Lithuania	Myanmar	Puerto Rico	Tunisia	Tanzania
Luxembourg	New Zealand	Qatar	United Arab Emirates	Togo
Malta	Nicaragua	Saudi Arabia	Virgin Islands	Turkmenistan
Netherlands	Pakistan	South Africa		Uganda
Norway	Panama			Uzbekistan
Poland	Peru			Vanuatu
Portugal	Russia			Yemen
Reunion	Serbia			Zambia
Romania	Singapore			
Slovakia	Sri Lanka			
Slovenia	Taiwan			
Spain	Thailand			
Sweden	Turkey			
Switzerland	Ukraine			
	United States of America			
	Uruguay			
	Venezuela			
	Vietnam			

## Roaming rates.

Band	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 MMS pic/vid (per message)	Video Call (per min)	Satellite (per min)
Roaming EU	in bundle	in bundle	See p16 for rates	in bundle	in bundle	in bundle	£10.00
Roaming 1	£0.10	£0.50	£0.50	£0.05	£0.20	£2.50	£10.00
Roaming 2	£0.25	£1.00	£1.00	£0.30	£0.40	£2.50	£10.00
Roaming 3	£1.00	£2.50	£2.50	£1.00	£0.40	£2.50	£10.00
Roaming 4	£5.00	£2.50	£2.50	£1.00	£0.40	£2.50	£10.00

# International — using your mobile from the UK.

You can make calls and send messages to International numbers from the UK.

You need a cash add-on. Top up your cash balance, then just pay as you go.

## International – country bands.

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:

Int 1	International 2		International 3		International 4		Int 5	Int 6	Int 7
Bulgaria	American Samoa	Kuwait	Afghanistan	Jordan	Albania	Macedonia	Algeria	Diego Garcia	Ascension
China	Australia	Laos	Andorra	Lebanon	Antigua & Barbuda	Malawi	Burundi	Falkland Islands	Indonesia
Czech Republic	Australian External Territories	Macau	Angola	Liechtenstein	Armenia	Mali	Central African Republic	Kiribati	Saint Helen
Denmark	Austria	Malaysia	Anguilla	Mauritius	Azerbaijan	Marshall Islands	Chad	Nauru	
France	Bangladesh	Martinique	Argentina	Nepal	Belarus	Mauritania	Chile	Niue	
Germany	Belgium	Mexico	Aruba	Netherlands Antilles	Benin	Micronesia	Congo	Sao Tome & Principe	
Greece	Bermuda	Mongolia	Bahamas	New Caledonia	Bosnia & Herzegovina	Moldova	Congo Dem Rep	Tokelau	
Hong Kong	Bhutan	Namibia	Bahrain	Nigeria	Burkina Faso	Monaco	Cook Islands	Tuvalu	
Hungary	Brazil	Netherlands	Barbados	Palau	Cameroon	Montenegro	Cuba		
India	Brunei	Norway	Belize	Palestine	Cape Verde	Montserrat	Equatorial Guinea		
Italy	Burundi	Pakistan	Bolivia	Panama	Comoros & Mayotte	Mozambique	Gambia		
Lithuania	Darussalam	Puerto Rico	Botswana	Paraguay	Cote d'Ivoire	Myanmar	Guinea		
Luxembourg	Cambodia	Reunion	British Virgin Islands	Philippines	Djibouti	Nicaragua	Madagascar		
Malta	Canada	Singapore	Cayman Islands	Qatar	East Timor	Niger	Maldives		
Poland	Costa Rica	Slovakia	Colombia	Russia	Ethiopia	North Korea	Morocco		
Portugal	Croatia	Slovenia	Dominica (Commonwealth of)	Saint Kitts & Nevis	Fiji	Oman	Papua New Guinea		
Romania	Cyprus (North)	South Korea	Dominican Republic	Saint Lucia	Gabon	Peru	Samoa		
Spain	Cyprus	Switzerland	Ecuador	Saint Vincent & The Grenadines	Georgia	Rwanda	Seychelles		
Sweden	Estonia	Thailand	El Salvador	Saudi Arabia	Ghana	Saint Pierre & Miquelon	Sierra Leone		
USA	Finland	Turkey	Eritrea	South Africa	Greenland	San Marino	Solomon Islands		
	Guam	United States Virgin Islands	Faroe Islands	Sri Lanka	Haiti	Senegal	Tunisia		
	Iceland	Uzbekistan	French Guiana	Sudan	Kazakhstan	Serbia	Vanuatu		
	Ireland	Vatican City	French Polynesia	Swaziland	Kenya	Somalia	Zambia		
	Israel	Vietnam	Gibraltar	Taiwan	Kyrgyz Republic	Suriname			
	Japan		Guadeloupe	Turkmenistan	Latvia	Syria			
			Guatemala	Turks & Caicos Islands	Lesotho	Tajikistan			
			Guyana	Ukraine	Liberia	Tanzania			
			Honduras	United Arab Emirates	Libya	Togo			
			Iran	Uruguay		Tonga			
			Iraq	Venezuela		Trinidad & Tobago			
			Jamaica	Yemen		Uganda			
						Wallis & Futuna			
						Zimbabwe			

## International rates.

Band	Voice call (per minute)	SMS (per message)	MMS pic/vid (per message)	Video call (per minute)
International 1	£0.03	£0.10	£0.20	£1.50
International 2	£0.10	£0.10	£0.20	£1.50
International 3	£0.30	£0.10	£0.20	£1.50
International 4	£0.50	£0.10	£0.20	£1.50
International 5	£1.00	£0.10	£0.20	£1.50
International 6	£1.20	£0.10	£0.20	£1.50
International 7	£2.00	£0.10	£0.20	£1.50

Text relay calls to International numbers (via the shortcode 18001) will have a 25% discount to the rates above.



If you have any queries, you can use our live web chat and one of the members of the team will assist you.

Alternatively, you can email us on [team@smarty.co.uk](mailto:team@smarty.co.uk)