

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 our plans, order your SIM and activate when it arrives. There's no minimum contract, you can cancel at anytime or change plans monthly, with no strings attached.

All our plans include unlimited calls and texts, and you can manage all of this through your SMARTY dashboard – smarty.co.uk/dashboard

SMARTY plans

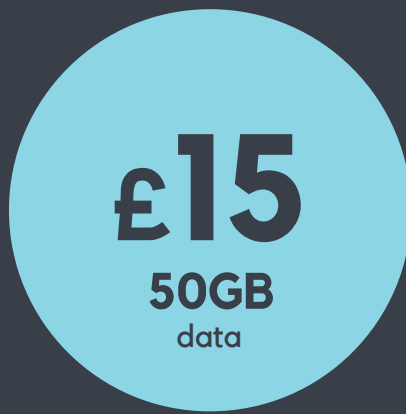
All the data you need for less



£10
30GB
data

+
Unlimited calls
Unlimited texts

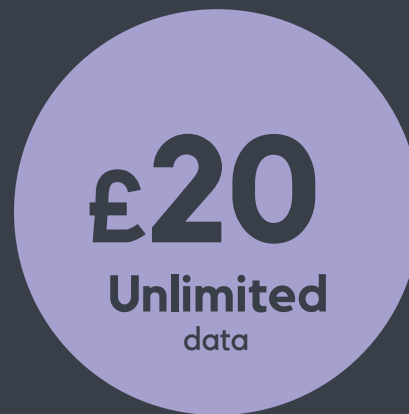
Valid for one month.



£15
50GB
data

+
Unlimited calls
Unlimited texts

Valid for one month.



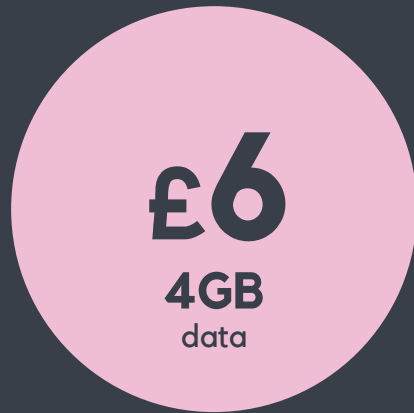
£20
Unlimited
data

+
Unlimited calls
Unlimited texts

Valid for one month.

SMARTY plans


All the data you need for less



£6
4GB
data

+
Unlimited calls
Unlimited texts

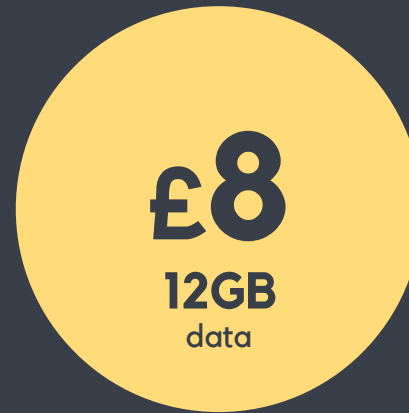
4GB
Valid for one month.



£7
8GB
data

+
Unlimited calls
Unlimited texts

8GB
Valid for one month.



£8
12GB
data

+
Unlimited calls
Unlimited texts

12GB
Valid for one month.

Data discount plans

Get money back for any unused data

£6
1GB
data

+
Unlimited calls
Unlimited texts

1GB
Valid for one month.

£7
2GB
data

+
Unlimited calls
Unlimited texts

2GB
Valid for one month.

£8
3GB
data

+
Unlimited calls
Unlimited texts

3GB
Valid for one month.

£9
4GB
data

+
Unlimited calls
Unlimited texts

4GB
Valid for one month.

£15
8GB
data

+
Unlimited calls
Unlimited texts

8GB
Valid for one month.

No longer available to new customers

Data discounts

With our Data discount plans, you get money back for any unused data. 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 and provide unlimited calls and texts).

	No longer available to new customers				
Discount	1GB	2GB	3GB	4GB	8GB
Service charge	£5	£5	£5	£5	£5
Maximum discount	£1	£2	£3	£4	£10
Discount per un-used GB	£1	£1	£1	£1	£1

Special calls and charges

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.

Directory enquiries		Corporate numbers		Personal numbers starting 070, our bands are as follows:		Free numbers		Text Relay	Satellite Numbers
3p	Access charge	12.9p per min	numbers starting with 05	10p per min	Band 1	Free	999	25% of all chargeable services for Text Relay	£6 per min
10p	Service charge			50p per min	Band 2	Free	112		
£3.60	Connection charge			60p per min	Band 3	Free	NHS 111		
free	Calls to 195					Free	101 single non-emergency		
						Free	105 National power emergency		

Calls to Directory enquiries

Directory enquiry number	Cost
National 118333 International 118313 The total cost of the call is the Access charge plus the Service Charge plus the connection charge	3p/minute Access charge 10p/minute (after the first minute) Service charge (set by the company you're calling). £3.60 to connect
Directory services for people with disabilities 195 multi-search	Free to call 195 for SMARTY's registered users

Fair use policies

With our Unlimited plan there's no hidden 'fair use policies' within the UK, giving you all the access to the Internet you'd need without worrying about hefty bills and no data speed restrictions.

If you're travelling in the EU you will be subject to our fair use limit of 12GB each month.

All our SMARTY plans must only be used for your personal and non-commercial use.

Our data add-ons

If you run out of data, or want to make calls to 084 or 087 numbers or other chargeable calls, you can buy an add-on. You can buy data and Out of plan 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	1024MB

Out of plan add-ons

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

The type of calls you can make with this Out of plan add-on are numbers starting with 084 or 087. There are some services, e.g. Premium numbers (starting 09), charge to mobile services and short codes, that are not available with SMARTY at the moment.

You need an Out of plan add-on for Roaming outside the EU 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

Everything works like home. Data comes out of your monthly allowance or data add-ons. Calls and texts are unlimited.

Please see page 9 for more information about our Fair Use Policy.

You need an Out of plan add-on to make calls and texts from EU countries to the rest of the world.

Travelling outside the EU

You need an Out of plan 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 1A	Roaming 1	Roaming 2	Roaming 3	Roaming 4	
Austria	Channel Islands	Australia	Albania	Algeria	Afghanistan	Laos
Belgium	Isle of Man	Azerbaijan	Argentina	Anguilla	Andorra	Lebanon
Bulgaria	Switzerland	Brazil	Belarus	Antigua & Barbuda	Angola	Libya
Comoros & Mayotte		Chile	Bermuda	Barbados	Armenia	Madagascar
Croatia		Colombia	Bolivia	British Virgin Islands	Bahamas	Malawi
Cyprus		Costa Rica	Bosnia & Herzegovina	Cambodia	Bahrain	Maldives
Czech Republic		Ecuador	Canada	Cape Verde	Bangladesh	Mauritius
Denmark		Egypt	China	Cayman Islands	Belize	Mongolia
Estonia		El Salvador	Cote d'Ivoire	Dominica (Commonwealth of)	Benin	Mozambique
Finland		Guatemala	Dominican Republic	Gambia	Bhutan	Namibia
France		Hong Kong	Fiji	Grenada	Botswana	Netherlands Antilles
French Guiana		Indonesia	Guyana	Jamaica	Brunei Darussalam	Niger
Germany		Israel	Honduras	Japan	Burkina Faso	Papua New Guinea
Gibraltar		Kazakhstan	India	Jordan	Burundi	Paraguay
Greece		Kyrgyz Republic	Kuwait	Kenya	Cameroon	Rwanda
Hungary		Macedonia	Macau	Montserrat	Congo	Senegal
Iceland		Malaysia	Morocco	Saint Kitts & Nevis	Congo Dem Rep	Seychelles
Ireland		Mexico	Nepal	Saint Lucia	Cuba	South Korea
Italy		Moldova	Nigeria	Saint Vincent and the Grenadines	Equatorial Guinea	Sudan
Latvia		Monaco	Oman	Sierra Leone	Ethiopia	Tajikistan
Liechtenstein		Montenegro	Philippines	Trinidad & Tobago	Faroe Islands	Tanzania
Lithuania		Myanmar	Puerto Rico	Tunisia	French Polynesia	Togo
Luxembourg		New Zealand	Qatar	United Arab Emirates	Gabon	Turkmenistan
Malta		Nicaragua	Saudi Arabia	Virgin Islands	Georgia	Uganda
Netherlands		Pakistan	South Africa		Ghana	Uzbekistan
Norway		Panama			Greenland	Vanuatu
Poland		Peru			Guinea-Bissau	Yemen
Portugal		Russia			Iran	Zambia
Reunion		Serbia			Iraq	
Romania		Singapore				
Slovakia		Sri Lanka				
Slovenia		Taiwan				
Spain		Thailand				
Sweden		Turkey				
		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 country (per min)	Voice Call Calling anywhere else in the world (per min)	Voice Call (receive)	SMS MMS pic/vid to the UK and within the same country (per message)	SMS MMS pic/vid anywhere else in the world (per message)	Video Call (per min)	Satellite (per min)
Roaming EU	in bundle	in bundle	£0.40	in bundle	in bundle	£0.10	in bundle	£10.00
Roaming 1A	£0.02	£0.10	£0.40	in bundle	in bundle	£0.10	£2.50	£10.00
Roaming 1	£0.10	£0.50	£0.50	£0.05	£0.20	£0.20	£2.50	£10.00
Roaming 2	£0.25	£1.00	£1.00	£0.30	£0.40	£0.40	£2.50	£10.00
Roaming 3	£1.00	£2.50	£2.50	£1.00	£0.40	£0.40	£2.50	£10.00
Roaming 4	£5.00	£2.50	£2.50	£1.00	£0.40	£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	Japan	Afghanistan	Jordan	Albania	Mauritania	Algeria	Diego Garcia	Ascension
Channel Islands	Australia	Kuwait	Andorra	Lebanon	Antigua & Barbuda	Micronesia	Burundi	Falkland Islands	Indonesia
China	Australian External Territories	Laos	Angola	Mauritius	Armenia	Moldova	Central African Republic	Kiribati	Saint Helen
Czech Republic	Austria	Latvia	Anguilla	Nepal	Azerbaijan	Monaco	Chad	Nauru	
Denmark	Bangladesh	Liechtenstein	Argentina	Netherlands Antilles	Belarus	Montenegro	Chile	Niue	
France	Belgium	Macau	Aruba	New Caledonia	Benin	Montserrat	Congo	Sao Tome & Principe	
Germany	Bermuda	Malaysia	Bahamas	Nigeria	Bosnia & Herzegovina	Mozambique	Congo Dem Rep	Tokelau	
Greece	Bhutan	Martinique	Bahrain	Palau	Burkina Faso	Myanmar	Cook Islands	Tuvalu	
Hong Kong	Brazil	Mexico	Barbados	Palestine	Cameroon	Nicaragua	Cuba		
Hungary	Brunei	Mongolia	Belize	Panama	Cape Verde	Niger	Equatorial Guinea		
India	Burundi	Namibia	Bolivia	Paraguay	Cote d'Ivoire	North Korea	Gambia		
Italy	Darussalam	Netherlands	Botswana	Philippines	Djibouti	Oman	Guinea		
Lithuania	Cambodia	New Zealand	British Virgin Islands	Qatar	East Timor	Peru	Guinea		
Luxembourg	Canada	Norway	Cayman Islands	Russia	Ethiopia	Rwanda	Madagascar		
Malta	Comoros & Mayotte	Pakistan	Colombia	Saint Kitts & Nevis	Fiji	Saint Pierre & Miquelon	Maldives		
Poland	Costa Rica	Puerto Rico	Dominica	Saint Lucia	Gabon	San Marino	Morocco		
Portugal	Croatia	Reunion	Dominican Republic	Saint Vincent & The Grenadines	Georgia	Senegal	Papua New Guinea		
Romania	Cyprus (North)	Singapore	Ecuador	Saudi Arabia	Ghana	Serbia	Samoa		
Spain	Cyprus	Slovakia	Egypt	South Africa	Greenland	Somalia	Seychelles		
Sweden	Estonia	Slovenia	El Salvador	South Korea	Haiti	Suriname	Sierra Leone		
USA	Finland	South Korea	Eritrea	Switzerland	Kazakhstan	Syria	Solomon Islands		
	French Guiana	Switzerland	El Salvador	Taiwan	Kenya	Tajikistan	Tunisia		
	Gibraltar	Thailand	Faroe Islands	Sri Lanka	Kyrgyz Republic	Tanzania	Vanuatu		
	Guam	Turkey	French Polynesia	Sudan	Lesotho	Togo	Zambia		
	Iceland	United States Virgin Islands	Grenada	Swaziland	Liberia	Tonga			
	Ireland	Uzbekistan	Guadeloupe	Taiwan	Libya	Trinidad & Tobago			
	Israel	Vatican City	Guatemala	Turks & Caicos Islands	Macedonia	Uganda			
		Vietnam	Guyana	Ukraine	Malawi	Wallis & Futuna			
			Honduras	United Arab Emirates	Mali	Zimbabwe			
			Iran	Uruguay	Marshall Islands				
			Iraq	Venezuela					
			Jamaica	Yemen					

International rates

Band	Voice call (per minute)	SMS (per message)	MMS pic/vid (per message)	Video call (per minute)
International 1	£0.19	£0.06	£0.20	£1.50
International 2	£0.19	£0.06	£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 web chat and one of the members of our team will assist you.

Alternatively, you can email us on team@smarty.co.uk