

# Open and honest

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

# Contents

<b>What's included</b>	<b>4</b>
<b>Our plans</b>	<b>5-8</b>
<b>Our add-ons</b>	<b>9-10</b>
<b>Roaming</b>	<b>11-13</b>
<b>International</b>	<b>14-16</b>
<b>Contact us</b>	<b>17</b>

# 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](https://smarty.co.uk/dashboard)

# 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 discount plans

Get money back for any unused data

<b>XS</b> <b>£6.25</b> 1GB of data	<b>S</b> <b>£7.50</b> 2GB of data	<b>M</b> <b>£10</b> 4GB of data	<b>L</b> <b>£15</b> 8GB of data
+	+	+	+
Unlimited calls Unlimited texts	Unlimited calls Unlimited texts	Unlimited calls Unlimited texts	Unlimited calls Unlimited texts
<b>X Small.</b> Valid for one month.	<b>Small.</b> Valid for one month.	<b>Medium.</b> Valid for one month.	<b>Large.</b> Valid for one month.

# Data discounts

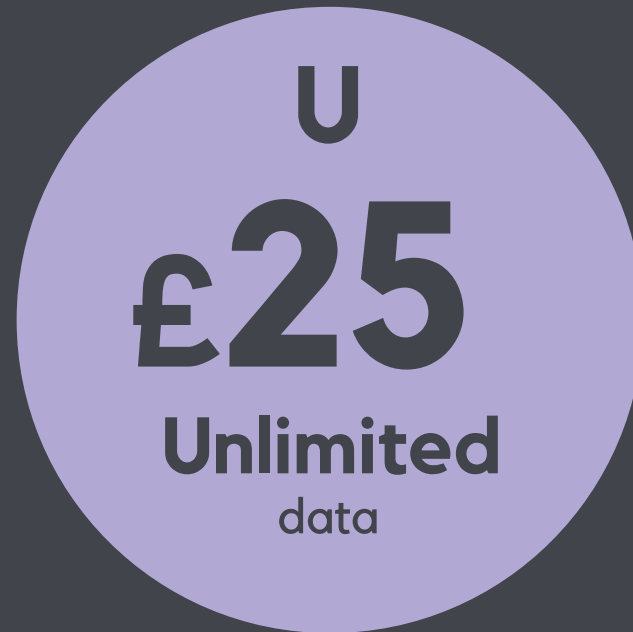
With our Data discount plans, you get money back for any unused data. At the end of the month, your unused data is calculated and converted into a discount. We then credit your plan the following month, minus a £5 service charge (used to cover network costs and provide unlimited calls and texts).

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

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

# Unlimited plan

Fixed price, unlimited everything else



+

Unlimited calls  
Unlimited texts

**Unlimited.** Valid for one month.

# 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. Even if you used your phone for every minute of every day, you'd only use around 1,000GB each month.

We've set a usage cap at 1,000GB in order to identify commercial use of our service for example, which is not permitted under our terms.

However, if you're travelling in the EU, you will be subject to our fair use limit of 19GB each month.



# Our 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 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 available 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 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

You use your SMARTY plan as normal, everything works like at home. Data comes out of your monthly allowance or data add-ons. Calls and texts are unlimited.

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 – 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	Laos
Belgium	Azerbaijan	Argentina	Anguilla	Andorra	Lebanon
Bulgaria	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				
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	Laos	Andorra	Lebanon	Antigua & Barbuda	Malawi	Burundi	Falkland Islands	Indonesia	
Czech Republic	Australia	Macau	Angola	Liechtenstein	Mali	Central African Republic	Kiribati	Saint Helen	
Denmark	Australian External Territories	Malaysia	Anguilla	Mauritius	Marshall Islands	Chad	Nauru		
France	Martinique	Mexico	Argentina	Nepal	Mauritania	Chile	Niue		
Germany	Austria	Mongolia	Aruba	Netherlands Antilles	Micronesia	Congo	Sao Tome & Principe		
Greece	Bangladesh	Namibia	Bahamas	New Caledonia	Moldova	Congo Dem Rep	Tokelau		
Hong Kong	Belgium	Netherlands	Bahrain	Nigeria	Monaco	Cook Islands	Tuvalu		
Hungary	Bermuda	New Zealand	Barbados	Palau	Montenegro	Cuba			
India	Bhutan	Norway	Belize	Palestine	Montserrat	Equatorial Guinea			
Italy	Brazil	Pakistan	Bolivia	Panama	Mozambique	Gambia			
Lithuania	Brunei	Puerto Rico	Botswana	Paraguay	Myanmar	Guinea			
Luxembourg	Darussalam	Reunion	British Virgin Islands	Philippines	Nicaragua	Madagascar			
Malta	Cambodia	Singapore	Cayman Islands	Qatar	Niger	Maldives			
Poland	Canada	Slovakia	Colombia	Russia	North Korea	Morocco			
Portugal	Costa Rica	Slovenia	Dominica	Saint Kitts & Nevis	Oman	Papua New Guinea			
Romania	Croatia	South Korea	Dominican Republic	Saint Lucia	Peru	Samoa			
Spain	Cyprus (North)	Switzerland	Ecuador	Saint Vincent & The Grenadines	Rwanda	Seychelles			
Sweden	Cyprus	Thailand	Egypt	Saudi Arabia	Saint Pierre & Miquelon	Sierra Leone			
USA	Estonia	Turkey	El Salvador	South Africa	San Marino	Solomon Islands			
	Finland	United States Virgin Islands	Eritrea	Sri Lanka	Senegal	Tunisia			
	Guam	Uzbekistan	Faroe Islands	Sudan	Serbia	Vanuatu			
	Iceland	Vatican City	French Guiana	Swaziland	Somalia	Zambia			
	Ireland	Vietnam	French Polynesia	Taiwan	Suriname				
	Israel		Gibraltar	Turkmenistan	Syria				
	Japan		Grenada	Turks & Caicos Islands	Tajikistan				
			Guadeloupe	Ukraine	Tanzania				
			Guatemala	United Arab Emirates	Togo				
			Guyana	Uruguay	Tonga				
			Honduras	Venezuela	Trinidad & Tobago				
			Iran	Yemen	Uganda				
			Iraq		Wallis & Futuna				
			Jamaica		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 web chat and one of the members of our team will assist you.

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