

# Additional SMARTY terms

V1.1

**SMARTY**  
Simple, honest mobile

Calls to standard UK mobiles and landlines are included as a part of the SMARTY service with each Plan. SMARTY reserves the right to introduce costs for calls at any time. Using your phone as a personal hotspot to connect a laptop for internet use is included.

#### **Voicemail**

Voicemail can be accessed for no additional charge.

#### **Add-on**

Once you buy an Add-on it has no expiry date, unless there's no activity at all on your account for 180 days, in which case SMARTY reserves the right to terminate or suspend your account.

#### **3G and 4G devices**

3G and 4G enabled devices.

#### **Texts**

Inclusive text messages are standard texts sent within the UK to other standard UK mobiles. Each message can accommodate 160 characters.

#### **Multimedia Messages (MMS)**

Whilst 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 within the UK to other standard UK mobiles. SMARTY reserves the right to suspend, modify or withdraw this, without notice, at any time.

#### **Plans**

Once your Plan is activated, it's valid for 1 calendar month. Your plan is live as soon as you have activated your SIM or renewed your Plan. After 1 calendar month all remaining Plan allowances will be lost. Plans are non-refundable. SMARTY reserves the right to suspend, modify or withdraw Plans, without notice, at any time.

<b>Plan</b>	<b>Price</b>	<b>Minutes</b> (UK landlines, Mobiles and Voicemail)	<b>Texts</b> (to any other standard UK mobile)	<b>Internet</b> (UK)
<b>Small</b>	£7.50	Unlimited	Unlimited	2GB
<b>Medium</b>	£10	Unlimited	Unlimited	4GB
<b>Large</b>	£15	Unlimited	Unlimited	8GB

<b>Add ons</b>	<b>1GB</b>
<b>Plan</b>	<b>Data</b>
<b>Small</b>	£1.25
<b>Medium</b>	£1.25
<b>Large</b>	£1.25

Not included in your unlimited minutes and their costs;

Short codes (eg. 116) In bundle

Numbers starting 084 and 087 Access Charge of £0.03 per min plus a Service Charge (set by the company you're calling – they'll tell you this)

MMS £0.05

Non-Emergency (101) £0.15 per call

Services charges are set by the company you're calling and can range between 1p and 13p per call or per minute (check with the company you are calling to make sure you know the cost).

#### **Unused Data**

At the end of the month we will credit any unused data off your next month's plan, minus the basic £5 service charge.

<b>Discount</b>	<b>Included data</b>	<b>Price</b>	<b>Service Charge</b>	<b>Maximum discount</b>	<b>Discount per unused GB</b>
<b>Small</b>	2GB	£7.50	£5.00	£2.50	£1.25
<b>Medium</b>	4GB	£10.00	£5.00	£5.00	£1.25
<b>Large</b>	8GB	£15.00	£5.00	£10.00	£1.25

#### **Changes to Plans**

We reserve the right to change Plans with 30 days' notice to customers. For further information see the Price Guide.

#### **Text Messages**

Inclusive Text Messages remain valid for 1 calendar month.

#### **Voice minutes**

Inclusive minutes can be used for UK landlines, standard mobiles and voicemail and are valid for 1 calendar month.