

Open and honest

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

Contents

What's included	4
Our plans	5-9
Our add-ons	10-11
Roaming	12-14
International	15-17
Contact us	18

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

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.

111 calls – Free of charge

119 calls – Free of charge

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	Free.

500MB plan

For anyone who's just getting started



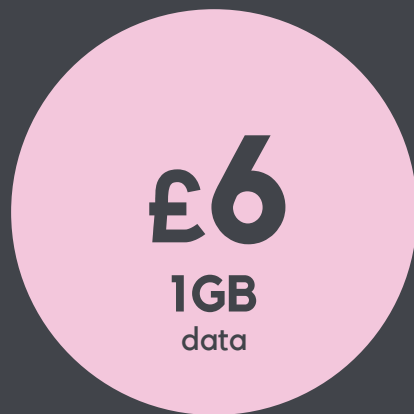
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Unlimited UK calls
Unlimited UK texts

Valid for one month.

Data discount plans

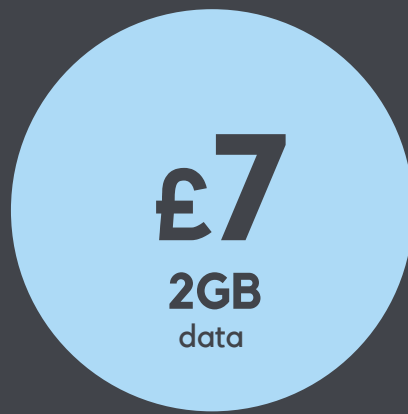
Get money back for any unused data



£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.

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).

Discount	1GB	2GB	3GB
Service charge	£5	£5	£5
Maximum discount	£1	£2	£3
Discount per un-used GB	£1	£1	£1

Other plans

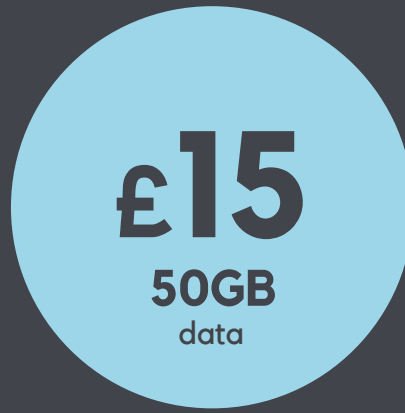
All the data you need for less



£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.

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 20GB each month.

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

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	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), charge to mobile services and short codes, that are not available with SMARTY at the moment.

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

International rates

Band	Voice call (per minute)	SMS (per message)	MMS pic/vid (per message)	Video call (per minute)
International 1	£0.03	£0.06	£0.20	£1.50
International 2	£0.10	£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