

24 May 2016

NOTICES

Effective 1 October 2012, 1 for 1 Talk and Talk and Text bundles no longer include Pakistan and Pakistan Mobile.

Effective 1 November 2012, you will no longer be able to consume earned 1 for 1 minutes to call Pakistan or Pakistan Mobile.

Rate Notices

Calls to IPKO mobile numbers are charged at the Kosovo mobile rate.

Standard Plan Offers and Bundles

Free Now to Now calls and SMS when you top up

1. Promotion valid until withdrawn and may be amended by us from time to time. Where we withdraw, or amend, this offer we will give notice on our website.
2. Free allowances:
 - a. Are for 3,000 minutes and 3,000 SMS and if your balances are above this you will not accrue any additional allowance until your balances fall below those caps;
 - b. exclude calls and SMS when roaming;
 - c. are not transferable, not cumulative, do not roll over, and cannot be redeemed for cash; and
 - d. expire at the earlier of the 31st day after your last top up for £5 or more and the date your account expires or is closed (by you or by us).

Talk, Talk & Text and Data Bundles

1for1 cannot be used in conjunction with "Talk" or "Talk and Text" bundles. Unless otherwise stated, bundles last for 30 days from activation, are for non-commercial use only and any unused allowance expires automatically at the end of that period. Activation is normally on the date on which you purchase the bundle. Talk allowances, including the Talk allowance of Talk & Text Bundles, exclude all calls other than calls made in the UK to fixed line numbers starting 01, 02 or 03 and calls made in the UK to numbers allocated to H3G, O2, Orange, EE and Vodafone. Calls to any other numbers and calls made when roaming are charged at our standard rate as set out on our website. SMS allowances, including the SMS allowance of Talk & Text Bundles exclude all SMS other than SMS to H3G, O2, Orange, EE and Vodafone. SMS to any other number including, but not limited to, PRS, reverse charge and revenue share numbers are expressly excluded. These terms are in addition to our standard terms and conditions. Data in bundles and Data bundles are subject to your account being in credit by more than 50p and exclude roaming use, internet phone or video calls, peer to peer, and using your phone as a modem. Where you use data for one of these purposes, we reserve the right to charge you at the standard data rate published on our website or to remove your ability to use data. Where you use more than your bundle allowances, you will be charged for your excess use at the standard rate published on our website.

Unlimited Data

Our unlimited data offer is truly unlimited, but is only for personal use on your mobile phone, not for commercial or automated use, nor for using your phone as a modem to connect other devices such as laptops and tablets (tethering) and excludes roaming use, video calls and peer to peer. Where you appear to us to be using data for one of these purposes, we reserve the right to withdraw the unlimited offer, suspend or disconnect you.

10% Extra FREE credit when you buy top up online by £20 or more

Offer valid until withdrawn. Available to subscribers who have registered on our website and who purchase top-up credit on our website.

1 for 1 Plan Offers and Bundles

Your 1 for 1 plan will be activated within 24 hours of your switching from standard to 1 for 1.

Where you switch from our standard plan to the 1 for 1 plan, your existing standard bundle (if any) will be converted to an equivalent 1 for 1 bundle (e.g. a Talk & Text Bundle on the standard plan will be converted to a Talk & Text Bundle on the 1 for 1 plan). The balance of minutes, texts, or data (as applicable) in your bundle will remain the same after conversion.

Now to Now bundles cannot be transferred to the 1 for 1 plan and will automatically expire when you switch from the standard plan to the 1 for 1 plan.

1 for 1 Offer

Free minutes not earned when you buy a "Mix," "Talk," or "Talk and Text" bundle. "National" means chargeable UK calls to UK landlines starting 01, 02 and 03 or chargeable UK calls to H3G, O2, Orange, T-Mobile, EE and Vodafone mobile numbers in the UK only and excludes SMS, MMS, calls to PRS, calls to reverse charge and revenue share numbers, calls made or received when roaming and calls to numbers beginning 08 or 070. Each full National call minute entitles you to one international minute to one of the destinations set out at <http://www.nowpayg.co.uk/pdf/1for1.pdf>, which destinations may be amended from time to time in the event of circumstances beyond our control including without limitation increase in third-party operator charges and/or regulatory intervention. Your first international call allowance will be credited to your account approximately one month after you sign up to the 1 for 1 plan and thereafter monthly on the same date. Where you sign up to the 1 for 1 plan on the 28th, 29th, 30th or 31st day of a month, your international call allowance will be credited on the first day of the second month after the month during which you signed up to the 1 for 1 plan and thereafter monthly on the same date. All international call allowances expire at the end of each monthly period. Any unused international call allowance does not roll-over. International calls exclude calls to premium rate, non-geographic numbers and calls made or received whilst roaming.

1 for 1: Talk, Talk & Text and Data Bundles

Cannot be purchased or used on the standard plan. Unless otherwise stated, bundles last for 30 days from activation, are for non-commercial use only and any unused allowance expires automatically at the end of that period. Activation is normally on the date on which you purchase the bundle. Talk allowances, including the Talk allowance of Talk & Text Bundles, exclude all calls other than calls made in the UK to fixed line numbers starting 01, 02 or 03, calls made in the UK to numbers allocated to H3G, O2, Orange, EE and Vodafone and calls to selected international destinations, set out at <http://www.nowpayg.co.uk/pdf/1for1bundles.pdf>, excluding calls to PRS, reverse charge and revenue share numbers. These destinations may be amended from time to time in the event of circumstances beyond our control including without limitation increase in third-party operator charges and/or regulatory intervention. Calls to any other numbers and calls made when roaming are charged at our standard rate as set out on our website. SMS allowances, including the SMS allowance of Talk & Text Bundles exclude all SMS other than SMS to H3G, O2, Orange, T-Mobile, EE and Vodafone. SMS to any other number including, but not limited to, PRS, reverse charge and revenue share numbers are expressly excluded. These terms are in addition to our standard terms and conditions. Data in bundles and Data bundles are subject to your account being in credit by more than 50p and exclude roaming use, internet phone or video calls, peer to peer, and using your phone as a modem. Where you use data for one of these purposes, we reserve the right to charge you at the standard data rate published on our website or to remove your ability to use data. Where you use more than your bundle allowances, you will be charged for your excess use at the standard rate published on our website. 1 for 1 bundles can only be purchased on the 1 for 1 plan.

Unlimited Data

Our unlimited data offer is truly unlimited, but is only for personal use on your mobile phone, not for commercial or automated use, nor for using your phone as a modem to connect other devices such as laptops and tablets (tethering) and excludes roaming use, video calls and peer to peer. Where you appear to us to be using data for one of these purposes, we reserve the right to withdraw the unlimited offer, suspend or disconnect you.

Free Now to Now calls and SMS when you top up

1. Promotion valid until withdrawn and may be amended by us from time to time. Where we withdraw, or amend, this offer we will give notice on our website.
2. Free allowances:
 - a. Are for 3,000 minutes and 3,000 SMS and if your balances are above this you will not accrue any additional allowance until your balances fall below those caps;
 - b. exclude calls and SMS when roaming;
 - c. are not transferable, not cumulative, do not roll over, and cannot be redeemed for cash; and expire at the earlier of the 31st day after your last top up for £5 or more and the date your account expires or is closed (by you or by us).

10% Extra FREE credit when you buy top up online by £20 or more

Offer valid until withdrawn. Available to subscribers who have registered on our website and who purchase top-up credit on our website.

Automated Top-up and Bundles

"Auto Top-up" means a recurring payment method that enables you to automatically top up the credit on your Account by an amount that you have previously selected, this only applies to credit balances and not bundles;

"Bundle" means a certain Service allowance for use in conjunction with a SIM Card as may change from time to time and as described on our website;

"Recurring Bundle" means a Bundle that has been requested by you to recur automatically each time your existing Bundle expires, a recurring bundle will only recur where sufficient credit is available. For the time being you will need to set up the Auto Top –up facility to ensure that there is sufficient credit to enable renewal;

If you select an Auto Top-up option- payment for the pre-selected top-up amount (£5, £10, £15 or £20) will be taken each time your account balance falls beneath the minimum sum you have selected (£2, £5 or £10). We will then notify you by text and/or email that the Auto Top-up has been applied.

A Bundle will last for the stipulated plan (e.g. 30 day plan) and will commence immediately following purchase. If you have any remaining service allowance at the end of the plan period it will expire and will not be rolled-over into the next plan (e.g. you buy a bundle with a 200 minute allowance but only use 100 minutes at the end of the plan, you effectively lose 100 minutes).

If you select an Auto Renew bundle - renewal of the bundle allowance will automatically reset on expiry of the plan (e.g. if you buy a 30 day bundle, it will renew so that the new plan starts immediately so you don't notice any loss of service), at which point we will notify you such payment has been taken text and email.

Standard rates will apply where you have used up any of the elements of your bundle allowances (e.g. you have used all your minutes but not data or texts, this means you can continue to use your data and text allowance but will be charged standard call rates).

You will not have a right to cancel or claim any refund in respect of an Auto Top -up or Bundle Renewal once it has been activated on your Account. However you can cancel your AutoTop-up or Bundle Renewal at any time.

Handsets

These terms only apply if you have purchased your handset from us.

If you change your mind when you have purchased a handset you may return it to us for a full refund within 14 days from the date of delivery provided it hasn't been opened, used or damaged (including any packaging). You will be responsible for any postage. We recommend your postage includes insurance since we will not process refunds for devices which are damaged in transit or not received.

If you cancel your order and return your handset but keep the SIM and activate it /use it, you will not be entitled to a refund on the SIM/ bundle. You will only receive a refund for your handset subject to the terms set out above.

If your device has a fault or develops a fault within the first 12 months from purchase you can return it to us and we will at our option repair or replace your handset.

We only sell unlocked handsets. Please check your handset packaging and/or user guide for more information.

We can only deliver to a valid UK address and will deliver within 7 working days.

If there are any unforeseen stock shortages we will notify you of any delay.

Unless otherwise stated, prices are inclusive of VAT.

All handsets are sold as a package with a SIM. Existing customers can purchase a handset but this must be with a new SIM. As soon as you have received your handset and new SIM you can call customer services to request a SIM replacement so that you can continue to use your existing number.