

General Price Guide

Valid for new contracts as of 4th April 2024.

All prices include value added tax (VAT).

1 Summary

The services that you receive are determined by the plan you have with spusu and the Terms and Conditions. With a spusu plan, you can make and receive phone calls and SMS, as well receive a data connection which allows for uploads and downloads in accordance with your plan allowance. You will also receive a customisable spusu voicemail box. EU roaming will count towards your monthly allowance limit. WiFi calls are considered as standard calls and will incur additional roaming or international charges. The price freeze is effective for existing customers only and lasts until end of January 2026.

The plans currently offered by spusu are as follows:

spusu Travel Lite

Minutes Unlimited	SMS Unlimited	Data 20 GB
EU roaming + Switzerland		
Minutes 500	SMS 500	Data (part of plan's allowance) 20 GB
EU international minutes:	500	
Network speed:	Uncapped	
Price freeze:	Until January 31 st 2026	
Standard price:	£15.90 per month	

spusu Travel

Minutes Unlimited	SMS Unlimited	Data 25 GB
EU roaming + Switzerland		
Minutes 500	SMS 500	Data (part of plan's allowance) 25 GB
EU international minutes:	500	
Network speed:	Uncapped	
Price freeze:	Until January 31 st 2026	
Standard price:	£16.90 per month	

spusu 20

Minutes Unlimited	SMS Unlimited	Data 20 GB
EU roaming + Switzerland		
Minutes 500	SMS 500	Data (part of plan's allowance) 10 GB
EU international minutes:	500	
Network speed:	Uncapped	
Price freeze:	Until January 31 st 2026	
Discounted Price:	£9.90 per Month	
Standard Price:	£14.90 per month	

spusu 40

Minutes Unlimited	SMS Unlimited	Data 40 GB
EU roaming + Switzerland		
Minutes 500	SMS 500	Data (part of plan's allowance) 10 GB
EU international minutes:	500	
Network speed:	Uncapped	
Price freeze:	Until January 31 st 2026	
Discounted Price:	£10.90 per Month	
Standard Price:	£18.90 per month	

spusu Unlimited

Minutes Unlimited	SMS Unlimited	Data Unlimited
EU roaming		
Minutes 500	SMS 500	Data 15 GB
EU international minutes:	500	
Network speed:	Uncapped	
Price freeze:	Until January 31 st 2026	
Discounted Price:	£29.90 per Month	
Standard Price:	£34.90 per month	

1.1 Billing

All spusu plans are billed monthly.

They come with a specific data allowance where 1 gigabyte corresponds to 1024 megabytes. Your minutes and SMS allowance depends on the plan you have chosen. Listening to your voicemail within the UK is free.

When using out of bundle services, you will be charged extra based on the costs outlined in this document. These costs are charged in addition to your monthly plan.

In the spusu app or on our website in 'My spusu', you have the option of adjusting your spending caps. This way you can limit any additional charges that would exceed your plan allowance and cost you extra.

If your data package is used up, you can continue using the data free of charge at a throttled speed of 64 kbit/s. If you would like to continue browsing at full speed until the end of the month, you can increase your domestic data cost limit under 'My spusu'. 1 MB is charged at £0.004. You have the option of setting a spending cap if you do not wish to be accidentally charged extra for the additional data.

Emergency calls are free of charge and always accessible. In an event of an emergency call, your location information and telephone number will be shared with the relevant emergency call carrier.

Certain additional services can be used for free with your spusu plan. Calls to standard UK landline numbers 01, 02 and 03, are included in your allowance except to Isle of Man, Jersey, and Guernsey.

International calls are charged according to the costs overview found in the 'International calls in the EU & third countries' table.

If WiFi calls are made while roaming abroad or internationally, they will incur additional charges according to the "Roaming in the EU & third countries" and "International calls to the EU & third countries" tables. WiFi calls are counted as standard calls in your plan allowance.

If the plan is reduced in price as part of a campaign or upgraded with additional free units, the campaign conditions remain valid until the end of the contract period or until you switch to another plan. A plan change is considered a new contract.

For those with additional accessibility requirements, we offer additional support. To find out more or request this document in a more accessible format, please refer to our [accessibility page](#).

1.2 Pulse rate in the UK

For calls, spusu uses pulse rate to the second (1/1), so you only pay for the seconds you use, not minutes. Data connections are billed to the kilobyte.

1.3 Billing period

With spusu, billing begins once you have activated your SIM card. Please note that billing will automatically begin 6 months after you have placed your order if the SIM is not activated until then.

We always charge your basic fee in advance, at the beginning of the billing period. The billing period is the respective calendar month and starts on the first of each month. The first month is charged proportionately: you only pay for the remaining days that month, and we provide you with proportional units.

We bill you for all services outside of your included units, together with your basic plan fee at the start of the month.

The additional charges that fall within your spending caps in 'My spusu' or in the app, are zeroed out at the beginning of the month. You can change the spending cap limits in the app and under 'My spusu'.

1.4 Quality of service

We always try to provide the best quality service we can. To meet these high standards, regular checks that measure data traffic, the network utilization, call drop rate, rate of successful connections and the data throughput, are carried out.

The quality of the service you receive depends on your device, the type of the network used, network load and other conditions. Even though we always try to offer you the best quality, we cannot guarantee quality of certain factors.

Sometimes, maintenance work must be carried out to achieve the best quality. We do our best to keep the disruptions to a minimum. If you have any problems with your service, please contact our customer service team at 07356 010100. If we cannot meet our contractual service obligations for 24 hours, you will be refunded the proportional fee for each hour that the service interruption takes place, and we will credit the amount in one of your following invoices.

1.5 Number transfer

When you begin a contract with spusu, if you wish, you have the option to transfer your old mobile number with you or cancel the old contract and get a new number.

To keep your number, text 'PAC' to 65075 to receive a code you can enter while placing the order, or after the order is placed, contact our customer service.

To cancel your old contract and receive a new number, you can text 'STAC' to 75075 to receive a code that you can enter while placing an order.

1.6 Caller ID management

You have the option of hiding your telephone number for outgoing calls. This does not apply to emergency calls, as your number must be shared in such situations with the agencies.

2 Roaming

Roaming is possible in the countries listed below, subject to technical availability. In the case of cross-zone calls, the price of the more expensive zone and its rate are used. Please note that if you call your voicemail from abroad, we will charge you the roaming charges shown in the 'Roaming in the EU & third countries', 'Make a call' for the respective country. Furthermore, the pulse rate of the respective country also applies to such calls.

2.1 Roaming in the EU

Countries of the European Union & additional territories

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French territories in Indian Ocean, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland

With roaming in the EU, you can use the units included in your allowance across the countries specified above. Those units count towards the total monthly allowance for your plan. If you go over the given limit, you will have to pay respective additional costs.

Units included in roaming

Plan	Data	Minutes	SMS
spusu Travel Lite	20 GB	500	500
spusu Travel	25 GB	500	500
spusu 20	10 GB	500	500
spusu 40	10 GB	500	500
spusu Unlimited	15 GB	500	500

Costs after consuming the included units

Data	Minutes	SMS
£0.004/MB	£0.04/Min	£0.04/SMS

2.2 Roaming outside the EU

If you are abroad and make international calls, send text messages, or use data, that is classified as roaming. When you call or send an SMS in such a way, the price of the most expensive country will apply. If you call your voicemail from abroad, we will charge you the roaming fee for outgoing calls from that country ('Make a call' section).

The pulsing rate outside the EU is 60/1 for outgoing and incoming calls and for data it is 30kb/10kb.

2.3 Roaming in the EU & third countries

All roaming calls, SMS and data not included in your plan's allowance are charged accordingly. The following prices apply **per minute** of a call, **per text** or **per megabyte**.

Roaming in the EU & third countries

Country	Roaming			
	Make a call	Receive a call	Send an SMS	Data
Afghanistan	£1.500	£0.300	£0.400	£0.350
Albania	£1.500	£0.500	£0.300	£0.075
Algeria	£2.500	£1.500	£0.400	£0.450
Andorra	£2.000	£0.300	£0.300	£0.045
Angola	£5.000	£0.600	£0.700	£19.000
Anguilla	£2.000	£0.800	£0.400	£0.250
Antigua and Barbuda	£2.000	£0.600	£0.400	£0.250
Argentina	£2.000	£0.400	£0.300	£0.045
Armenia	£1.500	£0.300	£0.300	£0.150
Aruba	£2.000	£0.400	£0.400	£0.250
Australia	£0.900	£0.200	£0.200	£0.020
Austria	£0.250	£0.000	£0.150	£0.004
Azerbaijan	£1.500	£0.400	£0.300	£0.055
Bahamas	£7.500	£2.500	£0.700	£0.450
Bahrain	£2.000	£0.200	£0.300	£0.200
Bangladesh	£1.000	£0.200	£0.300	£0.250
Barbados	£2.000	£0.600	£0.400	£0.250
Belarus	£2.000	£0.500	£0.300	£0.150
Belgium	£0.250	£0.000	£0.150	£0.004
Benin	£2.000	£0.500	£0.400	£0.850
Bermuda	£2.000	£0.500	£0.400	£0.250
Bhutan	£4.000	£2.000	£0.800	£8.000
Bolivia	£4.000	£0.900	£0.400	£2.000
Bosnia and Herzegovina	£2.000	£0.500	£0.300	£0.025
Botswana	£4.000	£1.500	£0.700	£38.000
Brazil	£1.500	£0.300	£0.300	£0.045
Brunei Darussalam	£2.500	£0.400	£0.500	£0.065
Bulgaria	£0.250	£0.000	£0.150	£0.004
Burkina Faso	£4.500	£0.500	£0.700	£23.000
Burundi	£3.000	£0.800	£0.500	£0.650
Cambodia	£2.000	£0.700	£0.300	£0.065
Cameroon	£2.500	£0.500	£0.400	£0.350
Canada	£0.700	£0.600	£0.200	£0.015
Cape Verde	£2.000	£0.400	£0.400	£0.200
Cayman Islands	£2.000	£0.600	£0.400	£0.250
Central African Republic	£6.500	£0.900	£0.900	£18.000
Chad	£3.500	£1.500	£0.400	£0.550

Country	Roaming			
	Make a call	Receive a call	Send an SMS	Data
Channel Islands Guernsey (UK Crown dependencies)	£2.000	£0.500	£0.300	£0.065
Channel Islands Jersey (UK Crown dependencies)	£2.000	£0.500	£0.300	£0.065
Chile	£2.000	£0.200	£0.300	£0.065
China	£1.500	£0.800	£0.300	£0.045
Colombia	£2.000	£0.300	£0.300	£0.045
Comoros	£13.500	£2.000	£0.700	£26.000
Congo	£2.500	£1.000	£0.500	£0.550
Congo, The Democratic Republic of	£4.000	£1.500	£0.500	£0.650
Costa Rica	£1.500	£0.300	£0.300	£0.350
Cote d'Ivoire	£2.500	£0.900	£0.400	£0.550
Croatia	£0.250	£0.000	£0.150	£0.004
Cuba	£5.000	£1.500	£1.100	£2.000
Cyprus	£0.250	£0.000	£0.150	£0.004
Czechia	£0.250	£0.000	£0.150	£0.004
Denmark	£0.250	£0.000	£0.150	£0.004
Djibouti	£6.500	£2.000	£0.800	£28.000
Dominica	£2.000	£0.600	£0.400	£0.250
Dominican Republic	£2.000	£0.600	£0.500	£0.350
Ecuador	£2.000	£0.500	£0.300	£0.065
Egypt	£1.500	£0.200	£0.300	£0.065
El Salvador	£2.000	£0.400	£0.400	£0.350
Equatorial Guinea	£3.000	£0.600	£0.400	£0.450
Estonia	£0.250	£0.000	£0.150	£0.004
Eswatini	£2.000	£0.400	£0.400	£2.000
Ethiopia	£7.500	£2.000	£1.100	£19.000
Faroe Islands	£1.500	£0.100	£0.300	£0.035
Fiji	£5.000	£3.000	£0.400	£0.850
Finland	£0.250	£0.000	£0.150	£0.004
France	£0.250	£0.000	£0.150	£0.004
French Guiana	£0.250	£0.000	£0.150	£0.004
French Polynesia	£9.000	£3.000	£0.800	£0.150
French Territories - La Reunion	£0.250	£0.000	£0.150	£0.004
Gabon	£2.000	£0.800	£0.500	£0.850
Gambia	£4.000	£1.500	£0.500	£2.000
Georgia	£1.500	£0.400	£0.300	£0.045
Germany	£0.250	£0.000	£0.150	£0.004
Ghana	£2.000	£0.500	£0.300	£0.200

Country	Roaming			
	Make a call	Receive a call	Send an SMS	Data
Gibraltar	£0.250	£0.000	£0.150	£0.004
Greece	£0.250	£0.000	£0.150	£0.004
Greenland	£2.000	£0.800	£0.300	£0.150
Grenada	£2.000	£0.600	£0.400	£0.250
Guadeloupe	£0.250	£0.000	£0.150	£0.004
Guadeloupe - Saint Barthelemy	£0.250	£0.000	£0.150	£0.004
Guadeloupe - Saint Martin	£0.250	£0.000	£0.150	£0.004
Guam	£4.000	£2.000	£0.800	£19.000
Guatemala	£2.000	£0.400	£0.300	£0.065
Guinea	£6.500	£0.900	£0.700	£0.150
Guinea-Bissau	£2.000	£0.900	£0.400	£0.350
Guyana	£2.500	£1.500	£0.400	£0.200
Haiti	£3.500	£1.000	£0.400	£0.250
Holy See (Vatican City State)	£0.250	£0.000	£0.150	£0.004
Honduras	£4.000	£0.900	£0.400	£2.000
Hong Kong	£1.500	£0.200	£0.200	£0.035
Hungary	£0.250	£0.000	£0.150	£0.004
Iceland	£0.250	£0.000	£0.150	£0.004
India	£1.000	£0.200	£0.400	£0.350
Indonesia	£2.000	£0.200	£0.400	£0.045
Iran, Islamic Republic of	£2.000	£0.300	£0.400	£0.250
Iraq	£2.000	£0.600	£0.400	£0.250
Ireland	£0.250	£0.000	£0.150	£0.004
Isle of Man	£2.000	£0.500	£0.300	£0.065
Israel	£0.800	£0.200	£0.200	£0.020
Italy	£0.250	£0.000	£0.150	£0.004
Jamaica	£2.000	£0.600	£0.400	£0.250
Japan	£1.500	£0.200	£0.300	£0.035
Jordan	£2.000	£0.300	£0.300	£0.150
Kazakstan	£0.900	£0.300	£0.200	£0.150
Kenya	£2.000	£0.400	£0.400	£0.300
Kosovo	£2.000	£0.700	£0.400	£0.450
Kuwait	£4.500	£0.100	£0.400	£0.300
Kyrgyzstan	£1.500	£0.400	£0.300	£0.150
Lao, People's Democratic Republic	£5.500	£0.900	£1.000	£0.450
Latvia	£0.250	£0.000	£0.150	£0.004
Lebanon	£4.000	£0.300	£0.800	£3.000
Lesotho	£13.500	£7.000	£0.800	£16.000
Liberia	£2.500	£0.800	£0.400	£0.350

Country	Roaming			
	Make a call	Receive a call	Send an SMS	Data
Libyan Arab Jamahiriya	£14.500	£0.500	£1.800	£31.000
Liechtenstein	£0.250	£0.000	£0.150	£0.004
Lithuania	£0.250	£0.000	£0.150	£0.004
Luxembourg	£0.250	£0.000	£0.150	£0.004
Macau	£2.000	£1.000	£0.400	£0.045
Macedonia, The Former Yugoslav Republic Of	£2.000	£0.500	£0.300	£0.085
Madagascar	£3.500	£2.000	£0.700	£2.000
Malawi	£2.500	£0.800	£0.600	£0.850
Malaysia	£1.000	£0.200	£0.300	£0.045
Maldives	£11.000	£5.000	£1.100	£19.000
Mali	£3.000	£0.500	£0.500	£2.000
Malta	£0.250	£0.000	£0.150	£0.004
Martinique	£0.250	£0.000	£0.150	£0.004
Mauritania	£3.000	£0.900	£0.500	£0.950
Mauritius	£3.000	£0.600	£0.600	£2.000
Mayotte	£0.250	£0.000	£0.150	£0.004
Mexico	£1.500	£0.200	£0.300	£0.045
Moldova, Republic of	£2.000	£0.500	£0.300	£0.045
Monaco	£0.800	£0.500	£0.300	£0.035
Mongolia	£3.000	£0.100	£0.400	£0.450
Montenegro	£2.000	£0.600	£0.300	£0.035
Montserrat	£2.500	£1.500	£0.400	£0.250
Morocco	£2.000	£0.900	£0.300	£0.150
Mozambique	£2.500	£1.000	£0.400	£0.450
Myanmar	£2.000	£0.500	£0.300	£0.350
Namibia	£3.500	£0.800	£0.400	£8.000
Nepal	£2.500	£0.800	£0.500	£3.000
Netherlands	£0.250	£0.000	£0.150	£0.004
Netherlands Antilles - Sint Maarten	£1.500	£0.400	£0.400	£0.250
New Caledonia	£7.500	£0.900	£0.600	£13.000
New Zealand	£0.900	£0.100	£0.300	£0.035
Nicaragua	£2.000	£0.600	£0.300	£0.065
Niger	£3.000	£1.000	£0.500	£0.850
Nigeria	£1.500	£0.200	£0.400	£0.200
Norway	£0.250	£0.000	£0.150	£0.004
Oman	£7.000	£0.300	£0.800	£0.200
Pakistan	£2.000	£0.600	£0.400	£0.850
Palestinian Territory, Occupied	£1.500	£0.300	£0.300	£0.200
Panama	£2.000	£0.400	£0.300	£0.550

Country	Roaming			
	Make a call	Receive a call	Send an SMS	Data
Papua New Guinea	£6.500	£4.500	£0.400	£0.850
Paraguay	£1.500	£0.300	£0.300	£0.065
Peru	£2.000	£0.300	£0.300	£0.045
Philippines	£2.000	£0.200	£0.300	£0.035
Poland	£0.250	£0.000	£0.150	£0.004
Portugal	£0.250	£0.000	£0.150	£0.004
Puerto Rico	£1.500	£0.200	£0.300	£0.085
Qatar	£1.500	£0.300	£0.300	£0.055
Republic of Serbia	£2.000	£0.500	£0.300	£0.045
Romania	£0.250	£0.000	£0.150	£0.004
Russia Federation	£2.000	£0.800	£0.200	£0.020
Rwanda	£2.000	£0.400	£0.400	£0.250
Saint Kitts & Nevis	£2.000	£0.500	£0.400	£0.250
Saint Lucia	£2.000	£0.500	£0.400	£0.250
Saint Vincent and the Grenadines	£2.000	£0.500	£0.400	£0.250
Samoa	£6.000	£4.000	£0.400	£0.850
San Marino	£1.500	£1.000	£0.200	£0.004
Sao Tome and Principe	£9.000	£3.500	£0.700	£14.000
Saudi Arabia	£1.500	£0.500	£0.300	£0.065
Senegal	£2.000	£0.600	£0.400	£0.300
Seychelles	£5.000	£3.000	£0.800	£19.000
Sierra Leone	£8.000	£0.800	£0.300	£0.750
Singapore	£0.900	£0.300	£0.300	£0.045
Slovakia	£0.250	£0.000	£0.150	£0.004
Slovenia	£0.250	£0.000	£0.150	£0.004
Somalia	£10.000	£6.000	£0.600	£26.000
South Africa	£1.500	£0.400	£0.300	£0.065
South Korea	£1.500	£0.100	£0.300	£0.020
South Sudan	£7.500	£0.900	£0.700	£0.150
Spain	£0.250	£0.000	£0.150	£0.004
Sri Lanka	£1.500	£0.300	£0.300	£0.045
Sudan	£2.000	£0.300	£0.400	£0.250
Suriname	£8.500	£6.000	£0.800	£0.200
Sweden	£0.250	£0.000	£0.150	£0.004
Switzerland	£0.600	£0.400	£0.200	£0.004
Syrian Arab Republic	£7.500	£0.500	£1.500	£23.000
Taiwan, Province of China	£0.900	£0.200	£0.300	£0.035
Tajikistan	£2.000	£0.300	£0.300	£0.200
Tanzania, United Republic of	£2.000	£0.500	£0.500	£0.550
Thailand	£0.600	£0.200	£0.300	£0.020
Timor-Leste	£8.500	£3.000	£2.100	£31.000

Country	Roaming			
	Make a call	Receive a call	Send an SMS	Data
Togo	£3.000	£2.000	£0.400	£0.850
Tonga	£6.000	£4.000	£0.400	£0.850
Trinidad and Tobago	£4.500	£1.500	£0.900	£0.450
Tunisia	£3.500	£3.000	£1.000	£0.200
Turkey	£0.600	£0.300	£0.200	£0.010
Turkmenistan	£6.000	£1.500	£0.800	£26.000
Turks and Caicos Islands	£2.500	£1.500	£0.400	£0.250
Uganda	£2.000	£0.600	£0.400	£0.300
Ukraine	£1.500	£0.400	£0.300	£0.020
United Arab Emirates	£2.000	£0.300	£0.700	£0.200
United States of America	£0.200	£0.200	£0.200	£0.015
Uruguay	£2.000	£0.400	£0.300	£0.065
Uzbekistan	£2.000	£0.300	£0.300	£0.150
Vanuatu	£6.500	£4.500	£0.400	£0.850
Venezuela	£2.000	£0.300	£0.400	£0.450
Vietnam	£1.500	£0.300	£0.300	£0.250
Virgin Islands, British	£2.000	£0.500	£0.400	£0.250
Yemen	£3.500	£0.500	£0.500	£2.000
Zambia	£3.000	£0.700	£0.500	£0.650
Zimbabwe	£6.500	£0.700	£0.700	£2.000

3. International calls

If you are in the UK and use your spusu SIM card to call or send SMS to foreign countries, that is international telephony.

3.1 International calls to the EU

Our plans come with a specific amount of free international call minutes to the EU countries, which are listed below. If the given allowance limit is reached, further calls will cost the standard rate found in the 'International calls in the EU & third countries' table.

Countries of the European Union & additional territories

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French territories in Indian Ocean, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Martinique, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden

(Please note that Iceland, Liechtenstein, Norway, and Switzerland are not a part of the EU and are not included in free international calls).

3.2 International calls to the EU & third countries

All other calls and SMS, including calls beyond the plan's allowance, are charged accordingly. The following prices apply **per minute** of a call or **per text**.

International calls in the EU & third countries

Country	International calls	International SMS
Afghanistan	£0.300	£0.200
Albania	£0.500	£0.200
Algeria	£1.000	£0.200
Andorra	£0.300	£0.200
Angola	£0.600	£0.200
Anguilla	£0.600	£0.200
Antigua and Barbuda	£0.400	£0.200
Argentina	£0.300	£0.200
Armenia	£0.300	£0.200
Aruba	£0.300	£0.200
Australia	£0.200	£0.200
Austria	£0.100	£0.150
Azerbaijan	£0.400	£0.200
Bahamas	£0.400	£0.200
Bahrain	£0.200	£0.200
Bangladesh	£0.100	£0.200
Barbados	£0.400	£0.200
Belarus	£0.500	£0.200
Belgium	£0.200	£0.150
Benin	£0.500	£0.200
Bermuda	£0.400	£0.200
Bhutan	£0.200	£0.200
Bolivia	£0.300	£0.200

Country	International calls	International SMS
Botswana	£0.400	£0.200
Bosnia and Herzegovina	£0.500	£0.200
Brazil	£0.100	£0.200
Brunei Darussalam	£0.300	£0.200
Bulgaria	£0.200	£0.150
Burkina Faso	£0.500	£0.200
Burundi	£0.800	£0.200
Cambodia	£0.500	£0.200
Cameroon	£0.500	£0.200
Canada	£0.100	£0.200
Cape Verde	£0.400	£0.200
Cayman Islands	£0.400	£0.200
Central African Republic	£0.900	£0.200
Chad	£1.000	£0.200
Channel Islands Guernsey (UK Crown dependencies)	£0.500	£0.200
Channel Islands Jersey (UK Crown dependencies)	£0.500	£0.200
Chile	£0.100	£0.200
China	£0.400	£0.200
Colombia	£0.100	£0.200
Comoros	£1.000	£0.200
Congo	£0.900	£0.200
Congo, The Democratic Republic of	£1.500	£0.200
Costa Rica	£0.100	£0.200
Cote d'Ivoire	£0.800	£0.200
Croatia	£0.100	£0.150
Cuba	£1.500	£0.200
Cyprus	£0.100	£0.150
Czechia	£0.100	£0.150
Denmark	£0.250	£0.150
Djibouti	£0.500	£0.200
Dominica	£0.400	£0.200
Dominican Republic	£0.200	£0.200
Ecuador	£0.300	£0.200
Egypt	£0.200	£0.200
El Salvador	£0.300	£0.200
Equatorial Guinea	£0.600	£0.200
Estonia	£0.200	£0.150
Eswatini	£0.300	£0.200
Ethiopia	£0.400	£0.200
Faroe Islands	£0.100	£0.200
Fiji	£3.000	£0.200
Finland	£0.100	£0.150
France	£0.100	£0.150

Country	International calls	International SMS
French Guiana	£0.250	£0.150
French Polynesia	£3.000	£0.200
French Territories - La Reunion	£0.250	£0.150
Gabon	£0.700	£0.200
Gambia	£1.500	£0.200
Georgia	£0.400	£0.200
Germany	£0.100	£0.150
Ghana	£0.400	£0.200
Gibraltar	£0.250	£0.150
Greece	£0.100	£0.150
Greenland	£0.800	£0.200
Grenada	£0.400	£0.200
Guadeloupe	£0.250	£0.150
Guadeloupe - Saint Barthelemy	£0.250	£0.150
Guadeloupe - Saint Martin	£0.250	£0.150
Guam	£0.100	£0.200
Guatemala	£0.200	£0.200
Guinea	£0.800	£0.200
Guinea-Bissau	£0.900	£0.200
Guyana	£1.500	£0.200
Haiti	£0.900	£0.200
Holy See (Vatican City State)	£0.100	£0.150
Honduras	£0.300	£0.200
Hong Kong	£0.200	£0.200
Hungary	£0.100	£0.150
Iceland	£0.100	£0.150
India	£0.100	£0.200
Indonesia	£0.100	£0.200
Iran, Islamic Republic of	£0.300	£0.200
Iraq	£0.300	£0.200
Ireland	£0.250	£0.150
Isle of Man	£0.500	£0.200
Israel	£0.200	£0.200
Italy	£0.100	£0.150
Jamaica	£0.500	£0.200
Japan	£0.200	£0.200
Jordan	£0.300	£0.200
Kazakstan	£0.300	£0.200
Kenya	£0.400	£0.200
Kosovo	£0.600	£0.200
Kuwait	£0.100	£0.200
Kyrgyzstan	£0.400	£0.200
Lao, People's Democratic Republic	£0.200	£0.200
Latvia	£0.250	£0.150
Lebanon	£0.300	£0.200

Country	International calls	International SMS
Lesotho	£5.500	£0.200
Liberia	£0.800	£0.200
Libyan Arab Jamahiriya	£0.400	£0.200
Liechtenstein	£0.100	£0.150
Lithuania	£0.200	£0.150
Luxembourg	£0.100	£0.150
Macau	£0.500	£0.200
Macedonia, The Former Yugoslav Republic Of	£0.500	£0.200
Madagascar	£0.900	£0.200
Malawi	£0.800	£0.200
Malaysia	£0.100	£0.200
Maldives	£3.500	£0.200
Mali	£0.500	£0.200
Malta	£0.250	£0.150
Martinique	£0.250	£0.150
Mauritania	£0.900	£0.200
Mauritius	£0.200	£0.200
Mayotte	£0.250	£0.150
Mexico	£0.100	£0.200
Moldova, Republic of	£0.500	£0.200
Monaco	£0.500	£0.200
Mongolia	£0.100	£0.200
Montenegro	£0.600	£0.200
Montserrat	£1.500	£0.200
Morocco	£0.800	£0.200
Mozambique	£1.000	£0.200
Myanmar	£0.300	£0.200
Namibia	£0.400	£0.200
Nepal	£0.300	£0.200
Netherlands	£0.100	£0.150
Netherlands Antilles - Sint Maarten	£0.300	£0.200
New Caledonia	£0.800	£0.200
New Zealand	£0.100	£0.200
Nicaragua	£0.400	£0.200
Niger	£1.000	£0.200
Nigeria	£0.200	£0.200
Norway	£0.100	£0.150
Oman	£0.300	£0.200
Pakistan	£0.100	£0.200
Palestinian Territory, Occupied	£0.300	£0.200
Panama	£0.200	£0.200
Papua New Guinea	£4.000	£0.200
Paraguay	£0.200	£0.200
Peru	£0.100	£0.200
Philippines	£0.200	£0.200

Country	International calls	International SMS
Poland	£0.100	£0.150
Portugal	£0.100	£0.150
Puerto Rico	£0.100	£0.200
Qatar	£0.300	£0.200
Republic of Serbia	£0.500	£0.200
Romania	£0.100	£0.150
Russia Federation	£0.700	£0.200
Rwanda	£0.400	£0.200
Saint Kitts & Nevis	£0.400	£0.200
Saint Lucia	£0.400	£0.200
Saint Vincent and the Grenadines	£0.300	£0.200
Samoa	£4.000	£0.200
San Marino	£1.000	£0.200
Sao Tome and Principe	£3.000	£0.200
Saudi Arabia	£0.500	£0.200
Senegal	£0.600	£0.200
Seychelles	£1.000	£0.200
Sierra Leone	£0.800	£0.200
Singapore	£0.100	£0.200
Slovakia	£0.100	£0.150
Slovenia	£0.100	£0.150
Somalia	£5.500	£0.200
South Africa	£0.400	£0.200
South Korea	£0.100	£0.200
South Sudan	£0.900	£0.200
Spain	£0.100	£0.150
Sri Lanka	£0.200	£0.200
Sudan	£0.300	£0.200
Suriname	£4.000	£0.200
Sweden	£0.100	£0.150
Switzerland	£0.400	£0.200
Syrian Arab Republic	£0.500	£0.200
Taiwan, Province of China	£0.200	£0.200
Tajikistan	£0.300	£0.200
Tanzania, United Republic of	£0.500	£0.200
Thailand	£0.100	£0.200
Timor-Leste	£1.500	£0.200
Togo	£1.500	£0.200
Tonga	£4.000	£0.200
Trinidad and Tobago	£0.400	£0.200
Tunisia	£1.500	£0.200
Turkey	£0.300	£0.200
Turkmenistan	£0.300	£0.200
Turks and Caicos Islands	£1.500	£0.200
Uganda	£0.600	£0.200

Country	International calls	International SMS
Ukraine	£0.400	£0.200
United Arab Emirates	£0.300	£0.200
United States of America	£0.100	£0.200
Uruguay	£0.300	£0.200
Uzbekistan	£0.200	£0.200
Vanuatu	£4.000	£0.200
Venezuela	£0.200	£0.200
Vietnam	£0.100	£0.200
Virgin Islands, British	£0.400	£0.200
Yemen	£0.400	£0.200
Zambia	£0.600	£0.200
Zimbabwe	£0.700	£0.200

4. Free services

You can reach the legal emergency numbers in the UK free of charge.

Free numbers in the UK

Number	Service
999 & 112	Emergency Services for police, ambulance, fire brigade, coastguard, cliff rescue, mountain rescue, cave rescue, etc., 112 works worldwide.
101	Police non-emergency number
105	National power emergency number
111	NHS non-emergency number
116	Helpline phone numbers that start with 116
119	NHS Covid-19 helpline
18000*	Emergency calls for additional accessibility needs
999 & 112*	Emergency Service Text
195*	Directory enquiries

*For more information on additional accessibility options, visit our [accessibility page](#).

5. Other numbers

Other UK numbers

Phone Number	Service Description	Costs
01, 02, 03	Standard UK landline numbers	Included with the plans, except calls to Isle of Man, Jersey, and Guernsey
0800	Charity Numbers, Freephone	Free

Out of plan calls have a pulse rate of 60/60, meaning you are charged for the first minute and every minute of use thereafter. All calls to 084 and 087 numbers have two components that make up the final price. Firstly, is the access charge you pay us, and then the service charge you pay to the service that you are calling. Service providers must state what their service charge is anywhere they advertise or promote their phone number.

Out of plan numbers

Phone Number	Service Description	Costs
084, 087	Sales & enquiry lines	Access charge of £0.25/min + service charge set by the service you are calling

6. One-off fees

One-off Fees

Services	Costs
Damage to or failure to return the SIM card in case of exercising the right of withdrawal	£4.00
For cancellations in the first month following the activation of your SIM card	£4.00
Charges in case of unsuccessful credit card payment (without VAT)	Max £25.00
Creation and shipping of another duplicate invoice	£3.00
Costs of a replacement SIM card including shipping	£6.00

In case of any questions, please contact us through one of our [contact methods](#).