Superdrug Mobile Price Guide

Everything you need to know about our plans, prices, and add-ons

v2.8

Superdrug mobile network

Contents

Our plans	3-5
Fair usage policies	6
Our add-ons	6-8
Roaming	9-11
International use	12-13
Other calls	14-15
Contact us	15

Superdrug mobile network

Superdrug Mobile is commitment free

You can purchase a SIM online or instore, then pick your plan online and activate your SIM. Once you activate your SIM your service lasts for 1 calendar month, and you can choose whether to renew again next month; you're not tied in. You can change your plan anytime (free of charge) with no strings attached.

All our plans include unlimited UK calls and texts, and you can manage your account online at www.superdrugmobile.com/dashboard.

You can set your plan to automatically renew every month (so you don't have to), or you can log on and renew manually every month. We'll email you and remind you to do this.

Our SIMs are 5G ready, which means if you're in an area with 5G coverage and your device is 5G enabled, you'll be using the latest network capability!

Superdrug mobile network

OUR SIM KEEPS ON GIVING!

What's included?

All our plans include UK unlimited calls and texts. When you pay for your plan these are valid for 1 calendar month.

Unlimited text messages include standard texts sent to other standard UK mobiles (starting 07) and texts within our roaming EU/EEA countries. Each message can accommodate 160 characters.

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 to other standard UK mobiles (starting 07). Superdrug Mobile reserves the right to suspend, modify or withdraw this, without notice, at any time.

Unlimited calls include standard UK landlines (starting 01, 02 and 03), freephone numbers (starting 0800 and 0808), standard UK mobiles (starting 07) and calls within our roaming EU/EEA countries. Voicemail can be accessed for no additional charge.

Unlimited calls and texts **exclude** calls to the Isle of Man and the Channel Islands.

Superdrug mobile network

Our plans

10GB DATA	30GB DATA	60GB DATA	100GB DATA	ALL YOU NEED Unlimited DATA
£7 PER MONTH	£10 PER MONTH	£13 PER MONTH	£16 PER MONTH	£20 PER MONTH

10GB, 30GB, 60GB, 100GB plans

Data on these plans lasts for a calendar month and any **unused** data then rolls over for another calendar month. This means if you don't use all your data one month, it rolls over to the next calendar month (if you renew your plan). Please note, this only applies to UK data.

Unlimited plan

If you're on the unlimited data plan, there are no hidden caps or limits when using your device within the UK. Unlimited data gives you all the access to the internet you need, so you can use our service to your heart's content.

Superdrug mobile network

Fair usage policies

Use of the Services for commercial, resale or fraudulent purposes isn't allowed under this Agreement, so we do reserve the right to monitor any unusual activity that may indicate that this is happening to identify and prevent such non-permitted use. **Superdrug Mobile is for personal use only.**

If you are travelling in the EU/EEA you will be subject to our fair use limit of 12GB each month. Additional data can be used once this limit is reached by **purchasing a cash add-on.**

Our add-ons

If you run out of data or want to make calls to 070, 084, 087, 09 or 118 numbers or other chargeable calls, you can buy an add-on. You can buy data and cash add-ons anytime via your Superdrug Mobile dashboard.

070/084/087/09/118 numbers

Calls to these numbers have an access charge of 25p per minute. A service charge will also apply and will vary depending on the Non-geographic Number (NGN) band number associated with it. You can find the band and charges associated to the number you wish to call on our NGN price guide, which can be found through our Terms and Conditions here: https://www.superdrugmobile.com/register/terms.

Data add-ons

Once you buy a data add-on it has no expiry date unless there's no activity at all on your account for 220 days, in which case Superdrug Mobile reserves the right to terminate or suspend your account. If you need additional data when roaming in the EU/EEA you will need to buy a cash add-on.

Data add-on price	Internet (UK)
£1	1GB
£5	5GB
£10	10GB

Cash add-ons

Some things fall outside what's included in your standard plan and you'll need to buy a cash add-on for these. The type of calls you can make with a cash add-on are numbers starting with 084 or 087, international calls and voice shortcodes. There are some services, e.g., premium numbers (starting 070, 084, 087, 09, 118 and shortcodes that you can use with your cash add-on). More information can be found on page 14.

Cash add-on amounts
£2
£5
£10

Once you buy a cash add-on it has no expiry date unless there's no activity at all on your account for 220 days, in which case Superdrug Mobile reserves the right to terminate or suspend your account. Cash add-ons are separate from the rest of your plan and cannot be used to buy data add-ons or your monthly plan.

Spend limits

We've applied limits to the amount you can spend on third party digital content and premium rate calls (including directory enquiries) and messages (including SMS shortcode messages). The spend limits are £40 per single payment transaction and the cumulative sum of £240 for payment transactions made over the course of a calendar month. These limits are set by law and we are not able to change them.

Roaming – using your mobile abroad

With Superdrug Mobile you can use your plan to call, text, and get online while travelling abroad.

Travelling in the EU

Calls and texts are unlimited. Data comes out of your monthly allowance up to our fair use limit of 12GB. **Your data will be capped at 12GB per month** when roaming in the EU/EEA. You can still use data; simply purchase a cash add-on from your dashboard anytime.

You need a cash add-on to make calls and texts from EU/EEA 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/EEA. Purchase a cash add-on through your dashboard, then just pay as you go.

Roaming rates

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 rates	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 (receive)	Sending an SMS	Sending an MMS picture/video	Video call (per min)	Satellite (per min)
Roaming Band 1	In Bundle (fair use limit of 12GB applies)	In Bundle	£0.10	In Bundle	In Bundle	In Bundle	In Bundle	£2.50	£12
Roaming Band 2	£0.50	£1.00	£1.00	£1.00	In Bundle	£0.50	£0.10	£2.50	£12
Roaming Band 3	£1.00	£1.00	£3.00	£1.00	In Bundle	£0.50	£0.10	£2.50	£12
Roaming Band 4	£6.00	£3.00	£3.00	£1.25	In Bundle	£0.50	£0.10	£2.50	£12
Roaming Band 5	No roaming	No roaming	No roaming	No roaming	No roaming	No roaming	No roaming	£2.50	No roaming

Roaming Band 1	Roaming Band 2	Roaming Band 3	Roaming Band 4		Roaming Band 5
Austria	Albania	Anguilla	Afghanistan	Laos	American Samoa
Belgium	Australia	Antigua and Barbuda	Algeria	Lebanon	Aruba
Bulgaria	Azerbaijan	Argentina	Andorra	Liberia	Bhutan
Comoros & Mayotte	Belarus	Armenia	Angola	Libya	Burundi
Croatia	Bosnia & Herzegovina	Barbados	Bahamas	Macau	Central African Republic
Cyprus	Canada	Bermuda	Bahrain	Madagascar	Chad
Czech Republic	Chile	Brazil	Bangladesh	Malawi	Cook Islands
Denmark	Colombia	British Virgin Islands	Belize	Maldives	Djibouti
Estonia	Costa Rica	Cayman Islands	Benin	Mauritius	Dominica (Commonwealth of)
Finland	Hong Kong	China	Bolivia	Moldova	East Timor
France	Indonesia	Dominican Republic	Botswana	Mongolia	Eritrea
French Guiana	Israel	Egypt	Brunei Darussalam	Morocco	Falkland Islands
Germany	Kazakhstan	El Salvador	Burkina Faso	Mozambique	Guinea-Bissau
Gibraltar	Monaco	Grenada	Cambodia	Namibia	Haiti
Greece	Montenegro	Guatemala	Cameroon	Nepal	Iran
Guernsey	New Zealand	India	Cape Verde	Netherlands Antilles	Kiribati
Hungary	Nigeria	Jamaica	Congo	Niger	Lesotho
Iceland	Philippines	Japan	Congo Dem Rep	Oman	Mali
Ireland	Puerto Rico	Kenya	Cote d Ivoire	Pakistan	Mauritania
Isle of Man	Russia	Macedonia	Cuba	Papua New Guinea	Micronesia
Italy	Saudi Arabia	Malaysia	Ecuador	Paraguay	Myanmar
Jersey	South Africa	Mexico	Equatorial Guinea	Rwanda	New Caledonia
Latvia	South Korea	Montserrat	Ethiopia	Senegal	Niue
Liechtenstein	Sri Lanka	Nicaragua	Faroe Islands	Seychelles	Palau
Lithuania	Taiwan	Panama	Fiji	Sierra Leone	Saint Pierre and Miquelon
Luxembourg	Thailand	Peru	French Polynesia	Tajikistan	Samoa
Malta	Turkey	Qatar	Gabon	Tanzania	San Mario
Netherlands	United States of America	Saint Kitts and Nevil	Gambia	Togo	Sao Tome and Principe
Norway	United States of America Virgin Islands	Saint Lucia	Georgia	Tunisia	Solomon Islands
Poland		Saint Vincent and the Grenadines	Ghana	Turkmenistan	Somalia
Portugal		Serbia	Greenland	Uganda	Sudan
Reunion		Singapore	Guinea	Ukraine	Suriname
Romania		Trinidad and Tobago	Guyana	United Arab Emirates	Swaziland
Slovakia		Uruguay	Honduras	Uzbekistan	Syria
Slovenia		Venezuela	Iraq	Vanuatu	Tonga
Spain			Jordan	Vietnam	Tuvalu
Sweden			Kuwait	Yemen	Zimbabwe
Switzerland			Kyrgyz Republic	Zambia	

Superdrug mobile network

International – using your mobile from the UK

To make calls and send messages to international numbers from the UK, you need a cash add-on. Buying a cash add-on is easy and something you can do at any time through your dashboard.

International rates

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:

International rates	Voice call (per minute)	SMS (per message)	MMS pic/vid (per message)	Cost to receive
International Band 1	£0.10	£0.06	£0.06	Free
International Band 2	£0.10	£0.20	£0.20	Free
International Band 3	£0.50	£0.20	£0.20	Free
International Band 4	£1.00	£0.20	£0.20	Free
International Band 5	£2.00	£0.20	£0.20	Free

Text relay calls to International numbers (via the short code 18001) will have a 20% discount to the rates above.

International Band 1	International Band 2		International Band 3				International Band 4	International Band 5
Austria	Australia	Puerto Rico	Abkhazia Land	Ethiopia	Myanmar	Tonga	Algeria	Ascension
Belgium	Australian External Territories	Singapore	Afghanistan	Faroe Islands	Nepal	Trinidad & Tobago	American Samoa	Diego Garcia
Bulgaria	Bangladesh	South Africa	Albania	Fiji	Netherlands Antilles	Turkmenistan	Burundi	Falkland Islands
Comoros & Mayotte	Bermuda	South Korea	Andorra	French Polynesia	New Caledonia	Turkey	Chad	Kiribati
Croatia	Bhutan	Switzerland	Angola	Gabon	Nicaragua	Turks & Caicos Islands	Cook Islands	Maldives
Cyprus	Brazil	Thailand	Anguilla	Georgia	Niger	Uganda	Cuba	Niue
Czech Republic	Brunei Darussalam	United States of America	Antigua & Barbuda	Ghana	Nigeria	Ukraine	Equatorial Guinea	Saint Helena
Denmark	Cambodia	Uzbekistan	Argentina	Greenland	Oman	United Arab Emirates	Gambia	Sao Tome & Principe
Estonia	Canada	Venezuela	Armenia	Grenada	Palau	United States Virgin Islands	Guinea	Tokelau
Finland	Chile	Vietnam	Aruba	Guatemala	Palestine	Uruguay	Kosovo	Tuvalu
France	China		Azerbaijan	Guyana	Panama	Wallis & Futuna	Madagascar	
French Guiana	Colombia		Bahamas	Haiti	Paraguay	Yemen	Nauru	
Germany	Costa Rica		Bahrain	Honduras	Philippines	Zambia	Papua New Guinea	
Gibraltar	Cyprus (North)		Barbados	Iran	Qatar	Zimbabwe	Samoa	
Greece	Dominican Republic		Belarus	Iraq	Russia		Seychelles	
Guadeloupe	Guam		Belize	Jamaica	Rwanda		Sierra Leone	
Hungary	Guernsey		Benin	Jordan	Saint Kitts & Nevis		Solomon Islands	
Iceland	Hong Kong		Bolivia	Kazakhstan	Saint Lucia		Tunisia	
Ireland	India		Bosnia & Herzegovina	Kenya	Saint Pierre & Miquelon		Vanuatu	
Italy	Indonesia		Botswana	Kyrgyz Republic	Saint Vincent & the Grenadines		Vatican City	
Latvia	Isle of Man		British Virgin Islands	Lebanon	San Mario			
Liechtenstein	Israel		Burkina Faso	Lesotho	Saudi Arabia			
Lithuania	Japan		Cameroon	Liberia	Senegal			
Luxembourg	Jersey		Cape Verde	Libya	Serbia			
Malta	Kuwait		Cayman Islands	Macedonia	Somalia			
Martinique	Laos		Central African Republic	Malawi	South Sudan			
Netherlands	Macau		Congo Dem Rep	Mali	Sri Lanka			
Norway	Malaysia		Congo	Marshall Islands	Sudan			
Poland	Mauritania		Cote d Ivoire	Mauritius	Suriname			
Portugal	Mexico		Djibouti	Micronesia	Swaziland			
Reunion	Mongolia		Dominica (Commonwealth of)	Moldova	Syria			
Romania	Namibia		East Timor	Monaco	Taiwan			
Slovakia	New Zealand		Ecuador	Montenegro	Tajikistan			
Slovenia	Northern Mariana Islands		Egypt	Montserrat	Tanzania			
Spain	Pakistan		El Salvador	Morocco	Togo			
Sweden	Peru		Eritrea	Mozambique				

Superdrug mobile network

Emergency calls

We know that sometimes things happen, and you may need to call the emergency services. This means 999, 112, 111, 119, 101 and 105 are **free** to call when you need them.

Text relay

Text relay services are available, and these are charged at 20% less than the standard rate.

Premium, non-geographic and other numbers

Some calls and other services within the UK fall outside of what's included in your plan – for example, voting on TV shows, calling directory enquiries, digital content purchases and entering competitions.

Premium Rate Services can be:

- Voice calls to long numbers starting 070, 084, 087 & 090, where you're charged an access charge of 25p per minute (with a one-minute minimum charge) plus a service charge (set by the company you're calling – they'll tell you this).
- Voice or video calls to short numbers, which are known as shortcodes (four, five or six digits).
- Text and multimedia messages to and from shortcodes, which are charged at 10p (or more) per message.
- If you're using a messaging service, you may also be charged the standard rate for sending your message. Superdrug Mobile's standard rates are FREE for text messages (SMS), FREE for picture messages (MMS) and 80p for video messages (also called MMS).
- Calls to Directory services (starting 118), where you're charged an access charge of 25p per minute (with a one minute minimum charge) plus a service charge (set by the company you're calling – they'll tell you this).

For more information on Premium Rate Services, please refer to our code of practice:
https://www.superdrugmobile.com/sales-portal-cms/public/Superdrug/sales-portal/asset/pdf-code-of-practice-for-premium-rate-services

Non-geographic numbers

To check which band a number falls under, take a look at the Non-Geographic Numbers Price Guide, which can be found here: https://www.superdrugmobile.com/sales-portal-cms/public/Superdrug/sales-portal/asset/pdf-price-guide-non-geo-numbers

Contact us

We're here to help with anything you need. Contact us online at www.superdrugmobile.com and start a webchat; we're open 8am - 8pm every day (we're closed on Christmas Day).

You can also email us at: help@superdrugmobile.com.