



Contract information.

Your Pay As You Go Agreement	iD Mobile is a trading name of Currys Group Limited 1 Portal Way, London, W3 6RS Phone number: 0333 003 7777 Contact us: idmobile.co.uk/contact-us Complaints: iD Mobile Ltd, PO Box 686, Salford M5 0PA Date: As of April 2023
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Here you'll find the main elements of the service you selected.

Price

Optional First Month or recurring bundle costs are £6, £8, £10, £15, £20 (incl. VAT).

Contract Length: [No contract](#)

Monthly plan allowances on optional first month and recurring bundles

Monthly plan allowances

£6 a month bundle	£8 a month bundle	£10 a month bundle	£15 a month bundle	£20 a month bundle
1GB Data	4GB Data	6GB Data	20GB Data	Unlimited data
Unlimited minutes	Unlimited minutes	Unlimited minutes	Unlimited minutes	Unlimited minutes
Unlimited texts	Unlimited texts	Unlimited texts	Unlimited texts	Unlimited texts

You can set up a 'recurring bundle' that refreshes monthly on the day after your first month bundle expires.

You can set up your 'recurring bundle' by visiting the iD Mobile app or My Account online.

The cost of your chosen recurring bundle or top-up credit will remain the same until you change your plan, cancel, or we notify you of any changes.

Consumer Price Index (CPI):

Consumer Price Index (CPI) adjustment: Pay As You Go plans do not have a monthly contracted cost and therefore, CPI adjustments will not be applicable.

List Of Charges

Calls to all UK mobiles and landlines along with texts to all UK mobiles are included in the optional monthly bundles. . If you need to use these services, you will need to add a top up credit on to your account.

Here is a list of charges (inc. VAT) that are not included in your bundle allowance:

For more details, please visit idmobile.co.uk/help-and-advice/call-charges and select Pay As You Go (PAYG).

Calls to standard UK mobile numbers, starting 01,02,03 + numbers based in the Channel Islands or Isle of Man, calls to non-standard 07 numbers	3p per minute
Texts: Texts Standard text message (up to 160 characters)	2p
Data: Data use per MB	1p



Other charges

Here are a list of charges (incl. VAT) that aren't included in your contract.
For more details, please visit idmobile.co.uk/help-and-advice/call-charges.

Non-geographic numbers starting 084, 087, 09, 118	Access charge of 45p per min, plus a Service Charge (Service Charge is set by the organisation you are calling)
Personal numbering services starting 070	£0.55 per min
Pager calls starting 076	£1.22 per min
Corporate numbering service starting 070	£0.55 per min
MMS messages	5p per message
Premium rate services starting 09	£2 per min
International calling and roaming charges	Please visit idmobile.co.uk/help-and-advice/international-and-roaming-charges

Other charges

Collections administration fee	£5
Itemised paper bill	£1.50 per bill
Changing your phone number	£25
Replacement itemised paper bill	£2.50 per bill
SIM card replacement	£5

Delivery of your service

If you made a purchase in-store, your services will be activated within one working day. If the purchase was made online or over the phone, you'll be able to use your services as soon as you receive your SIM card, provided you've purchased a credit top-up or an optional bundle. Delivery of your SIM card can take up to 3-4 working days.

To bring your existing number to iD Mobile you will need to request a PAC. If you want to switch but ditch your old number, you'll need to request a STAC. Please note iD Mobile only offers airtime services such as voice, data, and SMS. Please contact your current provider for possible impacts on other existing services and contracts. For more information on switching, please visit idmobile.co.uk/switch.

If your switch is delayed due to a fault on our end, you will be entitled to a switching delay compensation. We will reimburse you in the form of an account credit within 30 days of the delay. Your switching request will be reprocessed the next working day.

Remedies, complaints and dispute resolution

If you experience ongoing disruption to your service, or if there's a technical fault on our network caused by us, you may be entitled to a partial or full credit of your charges, depending on the severity and length of the disruption. To receive a credit for your charges, it's important you let us know about the disruption as soon as it happens, and no later than 6 months after it began. We'll then investigate it and take action to fix your issue.



If you're unhappy with an iD product or service and want to make a complaint, please don't hesitate to let us know, and we will do everything we can to put things right.

Details of how to raise a complaint and our Complaints Code Of Practice can be viewed at idmobile.co.uk/help-and-advice/complaints-procedure. The quickest way to let us know you're not happy is to raise your complaint with us online.

Alternatively, If you raise a complaint via our voicemail line, please allow us 5 days to contact you back. If you raise a complaint via post, we'll be in touch within 7 days with a resolution. If the complaint remains unresolved after eight weeks, or if you received a deadlock letter because we cannot agree on a resolution, you can refer your complaint to the Ombudsman through one of the following methods:

Phone: 0330 440 1614

Post: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

Website: ombudsman-services.org/communications

Duration, renewal and termination of contract

There is no minimum term if you wish to terminate your Pay as You Go Services. You may end this Agreement without penalty immediately by contacting us at idmobile.co.uk/contactus and giving us your notice of termination. You will not be able to claim back any Credit on your account, or any sums in relation to any unused part of the Introductory Period. The agreement will terminate once we have processed your request.

If you terminate your services with us by using a PAC or a STAC, you may be entitled to a refund of your outstanding credit amount. We will inform you of your outstanding top-up credit balance (if any) when your switching request is processed. Once your switch is complete and your iD plan is terminated, you can request a refund by contacting us at idmobile.co.uk/contactus. If you don't use your services, which includes any chargeable service, Top-Up, or Bundle purchases, we may disconnect your line after 4 months of inactivity.

Description of services

Description of services: Mobile telephony and mobile internet access.

Network coverage and data speeds will vary depending on your location, local geography, congestion, your plan, and the type of device that you're using. For example, you would only be able to use 5G services if you're in a 5G area with a 5G device. For more information on network and coverage, please visit idmobile.co.uk/help-and-advice/coverage.

Services provided are not guaranteed to be fault free and they may be affected by things such as too many people trying to use the network, geographical, topographical, atmospheric, or other conditions (including buildings, underpasses, and other causes of interference) and/or circumstances beyond our reasonable control.

Due to the nature of mobile services and other factors, iD Mobile does not offer a minimum service level. However, we'll never limit or suspend access to emergency services. All users can access emergency organisations by using the emergency call numbers "112" and "999" at no charge.



Data protection

We may administer your account and provide services from countries outside Europe that may not have the same data protection laws as the UK. However, we have steps in place to make sure your Personal Information is protected, and we'll always follow the Data Protection Act even when your Personal Information is processed outside Europe.

For full details visit idmobile.co.uk/legal/privacy-and-cookies.

You're entitled to know how we may use your personal information. Please see the clause in our Terms and Conditions (Use and Disclosure of Information) which tells you how your personal information may be used by iD Mobile. The information on this form may be used for marketing purposes such as identifying other products and services which may be of interest to you. These may be offered by iD Mobile or other carefully selected organisations and companies. You have the right to prevent your information from being used in this way, please see idmobile.co.uk/legal/terms-and-conditions for more details.

Right to cancel

We will give you at least one month's notice if we make any changes to the Terms and Conditions of your Pay As You Go Agreement. If those changes cost more or no longer benefit you, you could exit your agreement at any time without any additional charges and may be entitled to a refund of your outstanding top-up credit. Please note that you must exercise your "Right to Exit" within 30 days of the changes arising and this must be done by directly notifying us. If you don't exercise your "Right to Exit" within 30 days, we will acknowledge this as acceptance of the changes we made, and you will no longer be eligible for a refund of your credit balance.

Data protection

We may administer your account and provide services from countries outside Europe that may not have the same data protection laws as the UK. However, we have steps in place to make sure your Personal Information is protected, and we'll always follow the Data Protection Act even when your Personal Information is processed outside Europe.

For full details visit idmobile.co.uk/legal/privacy-and-cookies. You're entitled to know how we may use your personal information. Please see the clause in our Terms and Conditions (Use and Disclosure of Information) which tells you how your personal information may be used by iD Mobile. The information on this form may be used for marketing purposes such as identifying other products and services which may be of interest to you. These may be offered by iD Mobile or other carefully selected organisations and companies. You have the right to prevent your information from being used in this way, please see idmobile.co.uk/legal/terms-and-conditions for more details.

Security

If we discover a security incident, such as compromised confidential information and privacy, you will be notified, and we will take steps to fix the issue in line with our internal security policies and procedures and inform related regulators. We may also have to momentarily suspend your services for a security or an emergency reason if we are asked by a regulatory body or government. In such events, we will keep you informed and restore your services as quickly as possible in line with the instructions we receive.