



Contract summary.

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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- This contract summary provides the main elements of this service offer as required by UK law.
- It helps to make a comparison between service offers.
- For complete information about the service, please see other documents.

Services and equipment

Service: Mobile voice telephony and mobile internet access

Equipment: [No equipment included](#)

Monthly plan allowances and prices on optional first month and recurring bundles:

£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

Monthly cost: [No fixed monthly cost, choose optional bundle or top-up to use services to suit your needs.](#)

Speed of the internet service and remedies

Our estimated maximum 4G download and upload speed:

Download: Up to 70 Mbps | Upload: Up to 22 Mbps

Our estimated maximum 5G download and upload speed:

Download: Up to 597 Mbps | Upload: Up to 50 Mbps

Download and upload speeds are based on the estimated maximum speed customers will likely experience on our network.

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 look into it and take action to fix your issue.



Duration, renewal, and termination

No fixed contract or minimum term applies. If you'd like to cancel your Pay As You Go plan, you can do so anytime at no cost. To cancel your plan, log in to your iD account online or contact us at www.idmobile.co.uk/contact-us.

Features for customers with disabilities

iD Mobile have a number of services available for our vulnerable customers, such as providing important account related information in accessible formats (this document included). Some other services include SMS access to emergency organisations, third party bill management, setting up a Power of Attorney, Relay UK Service (Text Relay), account management for bereavement and other exceptional circumstances. Additionally, we offer support with financial vulnerabilities and have a dedicated vulnerable customer team available to offer tailored guidance. You can also set your accessibility preferences for your communication at point of sale or any time after by contacting our team.

To find out more about these services, please visit: idmobile.co.uk/legal/accessibility. Alternatively, you can also leave a voicemail with our dedicated vulnerable customer team at 0800 049 2376, and we'll call you back within 48 hours. You can also chat with one of our Live Chat agents at idmobile.co.uk/live-chat.

Other relevant information

This contract summary (as required by UK law) is only a summary of the applicable terms and conditions, and it doesn't mean that you're obliged to enter a contract with iD Mobile. Capitalised terms have the meaning given to them in the terms and conditions. To view the full terms and conditions, just visit: idmobile.co.uk/legal/terms-and-conditions.

5G is available and included at no extra cost for all iD Mobile customers; however, you'd only be able to use 5G services with a 5G ready device while in a 5G coverage area. To find out more, please visit idmobile.co.uk/5g.