

Colleague deals terms and conditions and important information.

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Colleague deals terms and conditions

1. Colleague deals

- 1.1 **Standard Colleague Deal** – eligible colleagues and up to 9 of their friends and family will receive a 10% discount on their Tesco Mobile total base contract, CCA (Consumer Credit Agreement) and Airtime or handset only, excluding any additional bundles or usage outside of your allowance (safety buffer).

Super Duper Colleague Deal – eligible colleagues and one friend or family member will be able to sign up to the following airtime contract:

Text message allowance	Inclusive allowance
5000	5000
Data allowance	Monthly cost
20GB	£7.50
Optional monthly data bundles	
30GB data bundle for £2.50 (increasing total allowance to 50GB or unlimited data bundle for £7.50	

In addition, they will receive 10% off any handset purchased under a CCA (Consumer Credit Agreement) or in full upfront. Exclusions apply. These terms and conditions are effective from 13 November 2020 and apply to new and existing Tesco Mobile customers who purchase a Tesco Mobile Pay Monthly contract using a Colleague Deals or Super Duper Colleague Deals discount voucher. These terms are applicable in addition to the Tesco Mobile

Pay Monthly service terms and conditions however if there is a conflict these terms will prevail.

2. Who is eligible for Colleague deals?

- 2.1 Colleague Deals are open to all direct employees of: a. Tesco PLC (Tesco Stores, Customer Engagement Centres, Customer Fulfilment Centres, Distribution Centres, Head Office) b. 2 Employees of Tesco Mobile partnerships (Capita, Ingram Micro, Telefonica UK Secondees). c. Tesco Bank d. Tesco Maintenance e. One Stop f. Oakwood g. Booker h. Tesco Bank Underwriting i. Tesco Family Dining j. Tesco Card for life incl. RCC (Retired Colleague Community) members
- 2.2 Colleague Deals are not currently open to colleagues from: a. Dunnhumby b. Jacks c. Colleague 2nd Clubcard holders
- 2.3 For our Standard Colleague Deal each eligible colleague is permitted to allow up to 10 friends and family a Colleague Deal discount using the SMS voucher request system. For our Super Duper Colleague Deal each eligible colleague is entitled to one discount voucher for their personal use and one discount voucher for a friend or family member.

3. How can I request a Standard Colleague deal or Super colleague deal voucher?

- 3.1 If you are employed by one of our Colleague Deal discount scheme partners mentioned in section 1, please refer to your internal benefits intranet site for more information. If you are unsure how to access this, please contact your

human resources department.

4. What are Colleague deals?

4.1 The Standard Colleague Deal is a 10% discount off your total base contract, CCA (Consumer Credit Agreement) and Airtime or handset only, excluding any additional bundles or usage outside of your allowance (safety buffer). The Super Duper Colleague deal is an airtime contract with 5000 texts, 5000 minutes and 20GB of data for £7.50* a month with an option to purchase a data bundle offering an extra 30GB of data for an additional £2.50 a month or unlimited data for an additional £7.50 a month and 10% off any handset purchased under a CCA (Consumer Credit Agreement) or in full upfront excluding any additional bundles or usage outside of your allowance (safety buffer).

*Colleagues who signed up to a Super Duper Colleague deal prior to 31 March 2021 were entitled to 5000 texts, 5000 minutes and 50GB of data for £10 a month and have an option to purchase a data bundle offering unlimited data for an additional £5 a month.

- 4.2 All one-off bundles, recurring bundles, Tesco Mobile Protect insurance payments and family perks are excluded from this scheme.
- 4.3 The discount off your CCA will be added at point of purchase, all airtime (tariff) discounts will be calculated on a monthly basis and may be subject to change if you change your tariff during your contract (Anytime Upgrade Flex).
- 4.4 Colleague Deal vouchers cannot be added after point of purchase. You must

have a valid voucher to use before point of purchase. No Colleague Deal will be added mid contract.

- 4.5 New and upgrading customers must input Standard Colleague Deal vouchers before checkout in store, online at www.tescomobile.com or through Telesales. Super Duper Colleague Deal vouchers can only be applied before checkout in store or through Telesales.
- 4.6 The Standard Colleague Deal is only available to consumer customers, the account must be registered in an individual's name and not a business name. The Super Duper Colleague deal is available to consumer and business customers, but business accounts must be registered in the colleague's name.
- 4.7 When upgrading a contract, the attached Colleague Deal will not carry over. You will be required to apply a new unique voucher at upgrade point of purchase.
- 4.8 In order to protect employee's personal information, only those eligible can request a Colleague Deal discount using their own employee information. It is the accountability of the colleague to manage their Colleague Deal discount codes responsibly. Colleague information should not be shared.
- 4.9 Colleague Deals will remain associated with an account until the point of upgrade or termination.
- 4.10 When an employee of the Colleague Deal discount scheme partners is no longer employed by their respective business, the option to request Colleague Deal vouchers will no longer work. All active contracts will remain discounted until the point of upgrade or termination.

5. Voucher limitations

- 5.1 Vouchers are valid for 30 days.
- 5.2 Each unique voucher can only be used once.
- 5.3 Colleague Deal vouchers cannot be combined with any retention deal.
- 5.4 One unique Colleague Deal voucher is required per device or subscription.
- 5.5 Colleague Deal vouchers have no cash alternative and cannot be exchanged

6. General

- 6.1 The Pay Monthly service terms and conditions also apply.
- 6.2 Tesco Mobile reserves the right to withdraw or amend the Colleague Deal discount scheme at any time, upon reasonable notice.
- 6.3 An employee of one of the Colleague Deal discount scheme partners cannot request the withdrawal of the Colleague Deal from any of their friends or family.
- 6.4 Tesco Mobile reserves the right to withdraw the Colleague Deal from an account if fraud is detected.
- 6.5 Eligible colleagues under the age of 18 can claim their Colleague Deal voucher code but cannot take out an airtime contract or CCA, this would need to be taken out by a parent/guardian.
- 6.6 Super Duper Colleague Deals are only available in store or via telesales, they are not available online.
- 6.7 Colleagues or friends and family members benefitting from a Super Duper Colleague Deal will still be eligible for a Family Perk if

they have more than one active subscription on their account however they will receive the minimum value Family Perks.

- 6.8 Colleagues or friends and family members taking out a Super Duper Colleague deal will only be able to select the lower tier of Safety Buffers.
- 6.9 Colleagues or friends and family members will not be able to move down base tariffs if/when additional base tariffs are introduced.