Tesco Mobile Limited Tesco House, Shire Park, Kestrel Way, Welwyn Garden City, AL7 1GA

0345 301 4455 (or 4455 from a Tesco Mobile phone)
Customer Services / Complaints: Tesco Mobile, Arlington Business Centre, Millshaw Park Lane, Leeds, LS11
www.tescomobile.com/contact-us

CONTRACT INFORMATION

Description of services	This contract information is for Tesco Mobile Pay as you go Essentials tariffs and is effective from 1st July 2025. This contract information does not provide you with a full summary of our service terms and conditions, and terms and conditions for the Essentials tariffs. To view the Essentials Terms and Conditions please see www.tescomobile.com/terms-and-conditions/payg-essentials For a comprehensive list of other terms and conditions, such as our Privacy and Cookies Policy, or Fair Use and Home from Home Policies, please see www.tescomobile.com/terms-and-conditions
Price	The below prices and allowances for Essentials bundles are for a period of 30 days. **Data** / **Minutes** / **Texts** / **Price/Top up.** **500MB** / 500 Minutes / 500 Texts / £5.00 **10GB** / Unlimited Minutes / Unlimited Texts / £10.00 **25GB** / Unlimited Minutes / Unlimited Texts / £15.00 **50GB** / Unlimited Minutes / Unlimited Texts / £20.00 **100GB** / Unlimited Minutes / Unlimited Texts / £30.00 The standard charges that apply if you have not selected one of the bundles set out in the table above, or after you have used your inclusive allowance are: **25p/min for calls** to any UK mobile or standard UK fixed line number, **10p per SMS** and **10p per MB of data**. A minimum call **charge of 10p** applies to standard, local, national and zone 0 international calls from the UK. Details of roaming allowances and charges can be found here www.tescomobile.com/help/roaming-and-international/roaming-charges-for-pay-as-you-go. Details of charges outside of your inclusive allowance can be found here www.tescomobile.com/help/payments-and-charges/call-charges/call-charges-for-pay-as-you-go.

Delivery of Service	When you purchase your Essentials SIM via online, you will need to activate your SIM by making a standard call, sending a standard text or use mobile data. This activates your chosen bundle. When you first join Tesco Mobile with a Essentials SIM in store, your first top-up will need to be done by buying a voucher from any Tesco store, using a digital voucher and applying this via the automated IVR line 4488.
Duration, renewal and termination of contract	Your Essentials bundle remains active for 30 days from activation. At the end of 30 days, your chosen bundle will auto-renew for another 30 days if you have sufficient top up balance. If you don't have sufficient top up balance, you can continue using our services at our standard charges. When you top-up in the future, we will renew your previous bundle amount starting a new 30-day bundle if you haven't opted out of auto-renewal. You may stop your Essentials bundle and opt out of the auto-renew service at any time via the Tesco Mobile app and automated IVR line 4488, at least 4 hours before your renewal date or the cost of the next Essentials bundle may be taken automatically. If you opt out of auto-renewal, you can continue using our services at our standard charges. You may end your agreement with us by no longer using your SIM card, by requesting a disconnection, or switching to another provider. If you have any remaining credit, you may be able to request a refund. For details on how to contact us visit www.tescomobile.com/contact-us
Security	We may occasionally have to temporarily suspend our Service(s) at the request of government or a regulatory body, for reasons of security or in response to an emergency.
Remedies, complaints handling and dispute resolution	You can find a copy of our Complaints Code of Practice, information about how to make a complaint and the Alternative Disputes Resolution (ADR) Scheme on our website here www.tescomobile.com/help/other/making-a-complaint If you're switching to Tesco Mobile using a PAC or STAC code, and something goes wrong during the switching process, you may be eligible for compensation. For more information about this process, please visit www.tescomobile.com/switching
Right to cancel	You may end your Agreement with us by no longer using your SIM card, by calling Customer Care and requesting a disconnection, or switching to another provider. If you end your agreement with us by requesting a disconnection, your use of Tesco Mobile will end within 14 days of us receiving your request. Purchases made online are subject to a 14-day cooling off period whereby any unused credit may be refunded if you notify us within this period. Essentials bundles purchased in store are non-refundable.
Service characteristics	You may notice that your data reception and download and upload speeds might not always be consistent. This happens due to a number of factors, such as the type of device you're using, how many people are using the network at the same

	time you are, whether you are indoors or outside, and even if you are outside, your location matters too. Signal strength can also be affected by buildings, trees and even weather conditions. You can check what coverage is like in your area using our coverage checker, and also find more information about our networks and services here www.tescomobile.com/help/device-help/network-and-troubleshooting/network-support
Data Protection	Information on what personal data is collected and how it is handled is contained within the Tesco Mobile privacy policy which can be viewed here https://www.tescomobile.com/terms-and-conditions/privacy-and-cookies-policy
Features for end-users with disabilities	If you would like to receive service communications from us in an alternative format such as braille, large print or audio, please contact us on 0345 301 4455. For further information about how we support our customers, including information about emergency video relay, sign video interpreting service, relay UK and directory enquiries, please visit www.tescomobile.com/help/managing-your-account/additional-support-for-customers
Switching to us from another provider	You can switch to us from your existing provider by providing us with a PAC code (if you want to keep your current number) or a STAC code (if you want a new number). Your existing provider will be able to give you either of these when requested. Information about how to switch to Tesco Mobile, as well as about your rights to compensation should something go wrong during the switching process can be found by visiting www.tescomobile.com/switching