

CONTRACT INFORMATION

Tesco Mobile pay as you go Rocket Packs tariff

Document version as of 17th June 2022



Tesco Mobile Limited

Registered Office: Tesco House, Shire Park, Kestrel Way, Welwyn Garden City, AL7 1GA

Customer Services / Complaints: Tesco Mobile, Arlington Business Centre, Millshaw Park Lane, Leeds, LS11 ONE

Telephone number(s): 0345 301 4455 (or 4455 from a Tesco Mobile phone)

Web address: tescomobile.com/contact-us

Description of services

Tariff: Tesco Mobile Pay as you go Rocket Packs

For full details, please see <https://www.tescomobile.com/help/usage-and-top-up/pay-as-you-go/pay-as-you-go-tariffs>

Specified 'minimum quality of service' levels are typically not relevant to mobile phone services, and so are not provided by Tesco Mobile.

Our Fair Usage Policy applies when you use the Tesco Mobile network in a way that is reasonably considered to be excessive, and this may affect your rights to use the Tesco Mobile service. Please see <https://www.tescomobile.com/content/dam/tesco-mobile/terms-and-conditions/general/fair-use-and-home-from-home-policies.pdf>

Price

Data	Minutes	Texts	Load-up (per month)
2GB	500 Minutes	5000 Texts	£7.50
10GB	5000 Minutes	5000 Texts	£10.00
15GB	5000 Minutes	5000 Texts	£12.50
25GB	5000 Minutes	5000 Texts	£15.00
50GB	5000 Minutes	5000 Texts	£20.00 or £15 Clubcard Price*
100GB	5000 Minutes	5000 Texts	£30.00 or £20 Clubcard Price*

*Clubcard required to receive this offer. Offer ends on 19th July 2022

The charges that apply after you have used your inclusive allowance (as set out in the table above) are currently: **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. More details on these and other charges outside your inclusive allowance can be found on our website here: <https://www.tescomobile.com/help/payments-and-charges/call-charges/call-charges-for-pay-as-you-go>

If you're travelling to a [Home From Home destination](#), calling or texting UK mobiles and landlines or using data will be charged the same as if you are in the UK. For full details and charges, please see <https://www.tescomobile.com/help/roaming-and-international/before-you-go-abroad>

Important note: The prices and products shown here are subject to availability at the point of purchase, and if there is a delay between the time you receive this contract information and your purchase, please check that the offer, terms and/or prices have not changed, by getting an updated contract information document before purchasing.

Delivery of Service

When you first join Tesco Mobile with a pay as you go SIM, your first top-up will need to be done by buying a voucher from any Tesco store, using a digital voucher or by topping-up online. With

	<p>the Rocket Pack tariff, you can also top-up for the first time online, using your card, Paypal or bank details.</p> <p>Please see https://www.tescomobile.com/help/usage-and-top-up/pay-as-you-go/topping-up for more details on different ways you can top-up.</p>
Duration, renewal and termination of contract	<p>You can change your pay as you go tariff once every 30 days.</p> <p>Your Agreement with us runs from the date we accept your request to use Tesco Mobile, which is the earlier of: (a) when you place credits on your account; or (b) when you first use your mobile phone on our network.</p> <p>You may end your Agreement with us by no longer using the Tesco Mobile SIM card or by calling Customer Care and requesting a disconnection. If you stop using Tesco Mobile or request a disconnection any credit on your account will not be refunded, and you may lose your mobile phone number.</p>
Security	<p>We always follow industry best practice to protect and secure our business and your data. While threats and vulnerabilities constantly evolve, we regularly review and respond to these and maintain our security.</p> <p>We work closely with relevant regulators around incident response and security improvements. It means we're ready to respond to identified incidents, evolving threats, vulnerabilities and legal requirements. We'll also use independent experts for forensic investigations where needed.</p> <p>Please see https://www.tescomobile.com/help/safety-and-security for more details.</p>
Remedies, complaints handling and dispute resolution	<p>Complaints can be made directly to Tesco Mobile by post at: Tesco Mobile, Arlington Business Centre Millshaw Park Lane Leeds LS11 ONE</p> <p>Alternatively they can be made online at www.tescomobile.com/contact-us or by phone on 0345 301 4455 or by dialling 4455 from your Tesco Mobile phone.</p> <p>To escalate a complaint, you may refer your complaint to an ADR scheme. Tesco Mobile is a member of the Ombudsman Service: Communications, who can be contacted by post: Ombudsman Services: Communications PO Box 730 Warrington WA4 6WU</p> <p>Or by phone on 0330 440 1614, or online at www.ombudsman-services.org/</p> <p>Further information about the Tesco Mobile complaints procedure can be found online at: https://www.tescomobile.com/help/other/making-a-complaint</p> <p>Tesco abides by Ofcom's Approved Complaints Code and copies of that code can be obtained at: https://www.ofcom.org.uk/_data/assets/pdf_file/0025/132829/Ofcom-approved-complaints-code-of-practice.pdf</p>
Right to cancel	<p>You may end your Agreement with us by no longer using the Tesco Mobile SIM card or by calling Customer Care and requesting a disconnection. 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.</p>
Data Protection	<p>Information on what personal data is collected and how it is handled is contained within the Tesco Mobile privacy policy which can be found online at: https://www.tescomobile.com/terms-and-conditions/privacy-and-cookies-policy</p>