

Child safe SIM Promotion – Frequently Asked Questions (Customer facing FAQs for SIMO page)

About Child safe SIM promotion - This promotion ran from 2 February to 22 March 2026 and is no longer active. The information on this page is provided for reference only.

- 1. Are there any age restrictions for using the Child safe SIM?**
The SIM can be used by children, but the main Tesco Mobile account holder must be 18 or over. The main account holder for the Sway.ly subscription must also be 18 or over.
- 2. When did this promotion start and end?**
The promotion ran from **2nd February 2026 to 22nd March 2026.**
- 3. Where can I find the terms and conditions for the promotion?**
You can find the full terms and conditions on the Tesco Mobile website and Sway.ly's terms page.
- 4. Can I get Family Perks with this Child safe SIM plan?**
This Child SIM-only plan is not eligible for Family Perks. By purchasing or using this plan, you confirm your acceptance of this exclusion as a condition of your contract.

Plan Features & Usage

- 5. Can I transfer my existing number to the Child safe SIM?**
Yes, you can transfer your existing number to Tesco Mobile when activating the SIM - [Everything You Need To Know About Switching | Get Going With Tesco Mobile | Help | Tesco Mobile.](#)
- 6. Can I cancel the plan at any time?**
Yes, the SIM is on a 1 month rolling contract, so you can cancel at any time. Terms and conditions apply - [Tesco Mobile Pay Monthly Service redline Terms and Conditions- June 2025.pdf](#)
- 7. Is there a cooling-off period if I change my mind?**
Yes, Tesco Mobile offers a standard cooling-off period as per their general terms and conditions - [Terms And Conditions | Tesco Mobile .](#)
- 8. Can I switch to a different plan after the 3-month promotion?**
Yes, you can change plans after the trial ends or at any time during the rolling contract. However, once you move away from the Child safe SIM tariff, you won't be able to re-enrol to the Child Safe SIM offer again.

To change your pay monthly tariff, you'll need to speak to Customer Care by calling 4455 from your Tesco Mobile or 0345 301 4455 from a landline. If you're a business customer, please call us on 0345 601 2448

9. Will the child be able to contact customer service or make account changes?

Only the main account holder (must be 18+) can make changes to the account.

Parental Controls & Online Safety

10. How do I update or manage parental control settings?

Settings can be managed via Tesco Mobile's self-serve options or by contacting customer support.

Pricing & Clubcard Benefits

11. Do I earn Clubcard points with this SIM?

Yes, the main account holder earns Clubcard points on bill spend. Points can be redeemed for discounts on bills or used with Reward Partners (e.g., £5 Cineworld tickets, theme park discounts, Pizza Express offers).

12. How can I check that I've received my Clubcard points?

You can check your Clubcard account online or via the Tesco Clubcard app.

Sway.ly App & Free Trial - This is no longer available to new customers

13. What is the Sway.ly app and how does it work with the Child safe SIM?

Tesco Mobile has partnered with Sway.ly which is an AI-powered app that monitors social media activity across devices, alerts parents to harmful content, and encourages positive online habits.

14. How does social media tracking work and how can I check it on my child's device?

The Sway.ly app monitors social media feeds (Instagram, TikTok, YouTube) across all devices, sends alerts for harmful content, and promotes better online habits. It works on both mobile data and Wi-Fi.

15. Is the Sway.ly app included with the SIM?

Yes, a 3-month free trial of the Sway.ly Family Plan was included. The promotion has ended on the 22 March 2026. Customers who purchased the Child Safe SIM during the promotional period had 30 days from the date Sway.ly sent the activation email to begin their free trial.

16. How do I download and register with Sway.ly app?

You can download it from the Apple App Store or Google Play Store. A compatible device (iOS 15.1 or Android 14+) is required. You should receive an email invite from Sway.ly in 24–48 hrs after purchasing your child SIM. This will contain your unique tesco free trial link and how to register with Sway.ly.

17. Do I need to provide card details to start the free trial?

Yes, a payment method may be required at signup, but you will not be charged for the initial 3 months free trial period.

18. What happens after the free trial ends—will I be charged?

Unless cancelled, the subscription continues at £4.99/month for up to 9 months.

19. How do I cancel the Sway.ly trial to avoid charges?

You can cancel your subscription through the Sway.ly app in the “Manage Subscription” section or by emailing swaycares@sway.ly before your trial ends. Sway.ly will send reminder emails 14, 7, and 1 day before your trial expires, giving you plenty of notice.

20. Will I be tied into a contract if I don’t cancel the trial?

No long-term contract, but charges will apply monthly unless you cancel.

21. If I’m on a TM exclusive rate and cancel after 6 months, will I still get the exclusive Sway.ly rate?

You will lose access to the exclusive TM customer 3m free and £4.99 p/m offer pricing if the Sway.ly subscription is cancelled. Refer to Sway.ly’s terms for full details.

Support & Help

22. Who can I contact if I have questions about the promotion or my SIM?

For questions related to your contract, you can contact Tesco Mobile customer service via their website, phone, or in-store. For any question related to the Sway.ly app, please contact them at support@sway.ly or contact 0203 916 5626

23. What should I do if I lose my SIM card?

Contact Tesco Mobile customer service to report the loss and request a replacement.

24. How do I get help with the Sway.ly app?

Visit Sway.ly’s support page at <https://www.sway.ly/contact> or contact their customer service directly Sway Team - support@sway.ly or number 0203 916 5626.

25. I am having trouble to claim my free trial

Sway.ly provides support through their website and app. To activate your free trial, sign up for Sway.ly using the same email address you used with Tesco. You’ll

receive an email invitation from Sway.ly within 24–48 hours after purchasing your child SIM. This email will include your unique Tesco free trial link and instructions on how to register with Sway.ly.