

## Globalgig Essential – Effective 1<sup>st</sup> July 2017

### Plan overview

Data allowance	1GB	3GB	6GB	10GB
Monthly plan fee	£5.80	£11.80	£14.80	£19.80
Minimum term	1 calendar month			
Overage	4p per MB			
Out-of-bundle	20p per MB			

### Plan inclusions

Globalgig Essential plans can be used throughout our 50 Globalgig Essential destinations

### Globalgig Essential destinations

Alderney	Finland	Latvia	San Marino
Australia*	France	Liechtenstein	Sardinia
Austria	Germany	Lithuania	Sicily
Azores	Gibraltar	Luxembourg	Slovakia
Belgium	Greece	Madeira	Slovenia
Bulgaria	Guernsey	Malta	Spain
Canary Islands	Hong Kong	Monaco	Sweden
Corsica	Hungary	Netherlands	Switzerland
Croatia	Iceland	New Zealand	UK
Cyprus	Ireland	Norway	USA
Czech Republic	Isle of Man	Poland	Vatican City
Denmark	Italy	Portugal	
Estonia	Jersey	Romania	

\*Please contact our Customer Service team prior to travelling to enable data services in Australia.

## Service Description



### Plan exclusions

With one of our latest SIM cards you can continue to use data throughout our Global zone for just 20p per MB

### Global zone

Albania	French Antilles	Malaysia	Saint Martin
Antarctica	French Guiana	Martinique	Saint Vincent & the Grenadines
Antigua and Barbuda	French Indian Ocean Territories	Mayotte	Saudi Arabia
Argentina	French Polynesia	Mexico	Serbia
Barbados	Grenada	Montenegro	Singapore
Brazil	Guadeloupe	Montserrat	South Africa
Cambodia	Guatemala	Nicaragua	South Korea
Canada	Honduras	Northern Cyprus	Sri Lanka
Cayman Islands	India	Panama	Taiwan
Chile	Indonesia	Paraguay	Thailand
China	Israel	Peru	Tibet
Colombia	Jamaica	Philippines	Turkey
Costa Rica	Japan	Qatar	Turks & Caicos Islands
Dominica	Kosovo	Réunion	United Arab Emirates
Dominican Republic	Kuwait	Russia	Uruguay
Ecuador	Macau	Saint Barthelemy	Virgin Islands
El Salvador	Macedonia	Saint Kitts & Nevis	
Fiji		Saint Lucia	

Due to Globalgig constantly expanding its international footprint, your service may work in additional countries not listed here. The service will be charged at the default rate of 20p per MB.

### Usage alerts & spend controls

You are able to track your data usage for each billing period 24/7 by logging into My Account. We will email usage alerts when you reach 50%, 85% and 100% of your monthly data allowance.

We will then notify you for every £10 spent in overage or out of bundle charges. For your convenience, overage and out of bundle charges are capped at £50 to avoid unexpectedly large bills. This limit can be increased should you require.

Please note: Spend management notifications are a best effort service and are valid at the time of email generation. Occasionally, notifications may be late due to delays in receiving data records from our network partners.

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## Service Description



### Contract term

Globalgig Essential plans are available on 1 month rolling contracts and have an initial 1 calendar month minimum term; plans will be activated from the requested date and then for 1 full calendar month.

If you cancel your plan before the end of your minimum term, you'll need to pay an Early Termination Fee (ETF) equivalent to the remaining plan payments to the end of the minimum term. You will remain responsible for any overage or out of bundle during the term of the service contract and all charges will appear on your next bill.

So long as the minimum term is completed, if you request cancellation it will take place at the end of your current billing cycle, as long as you provide 48 hours' notice. We require all cancellation requests in writing via email.

### Billing information

Globalgig is a post-paid service, which is invoiced on the 1<sup>st</sup> of each month. All overage and out of bundle charges are charged in arrears.

Pro-rata charges are applied when you connect or upgrade your SIM after the 1<sup>st</sup> of the month. They commonly appear on your first invoice, or on an invoice following a plan change that has happened mid-month.

Pro-rata charges are calculated by dividing the cost of your plan by the number of days in the calendar month then multiplying that by the number of days connected on your plan.

All times and dates are calculated in Greenwich Mean Time (GMT), this includes service activation, usage reporting and suspensions.

### Plan upgrade and downgrade

You can upgrade to a plan at any time by contacting Customer Service.

Downgrades are not permitted during the initial minimum term and upon completion of the minimum term, will be scheduled for the end of the next calendar month so long as at least 48 hours' notice is given.

### Limitations & qualifications

#### Data only

Globalgig is a data only service. Traditional voice and SMS services are not supported.

#### Compatible devices

Our 3-in-1 SIMs can be fitted to any SIM-enabled, 3G or 4G device. You can connect up to 10 WiFi capable devices to your Globalgig hotspot.

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## Service Description



### SIM cards

Please ensure you have one of our latest SIM cards to ensure coverage throughout our entire network.

### Help & support

Help: [uk.globalgig.com/faq](https://uk.globalgig.com/faq)

Email: [info@globalgig.com](mailto:info@globalgig.com)

Phone: +44(0) 3333 01 03 05

### Terms & conditions

All services, plans and variations are subject to our terms and conditions available [uk.globalgig.com/legal](https://uk.globalgig.com/legal)