

Globalgig Global – Effective 1st July 2017

Plan overview

Data allowance	1GB	2GB	5GB	1GB	2GB	5GB
Monthly price	£23.99	£37.99	£69.99	£22.99	£36.99	£64.99
Minimum term	3 months			12 months		
Overage	15p per MB					
Out-of-Bundle	15p per MB					

Plan inclusions

Globalgig Global plans can be used throughout our 85 destinations Globalgig Global zone

Globalgig Global zone

Alderney	El Salvador	Lithuania	Saudi Arabia
Antarctica	Estonia	Luxembourg	Serbia
Argentina	Finland	Madeira	Sicily
Australia*	France	Macedonia	Singapore
Austria	Germany	Malaysia	Slovakia
Azores	Gibraltar	Malta	Slovenia
Belgium	Greece	Mexico	South Africa
Brazil	Guatemala	Monaco	Spain
Bulgaria	Guernsey	Montenegro	Sweden
Canada	Honduras	Netherlands	Switzerland
Canary Islands	Hong Kong	New Zealand	Taiwan
Chile	Hungary	Nicaragua	Thailand
China	Iceland	Northern Cyprus	Tibet
Corsica	Ireland	Norway	Turkey
Costa Rica	Isle of Man	Panama	UAE
Croatia	Italy	Peru	UK
Cyprus	Japan	Poland	USA
Czech Republic	Jersey	Portugal	Uruguay
Denmark	Kosovo	Romania	Vatican City
Dominican Republic	Latvia	San Marino	
Ecuador	Liechtenstein	Sardinia	

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Service Description



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

Plan exclusions

You can continue to use data throughout our 'Additional Countries' that complete our 100+ network for just 15p per MB.

Additional destinations

Albania	French Indian Ocean	Macau	Sri Lanka
Antigua and Barbuda	Territories	Martinique	Saint Barthelemy
Barbados	French Polynesia	Mayotte	Saint Kitts & Nevis
Cambodia	Grenada	Montserrat	Saint Lucia
Cayman Islands	Guadeloupe	Paraguay	Saint Martin
Colombia	India	Philippines	Saint Vincent & the Grenadines
Dominica	Indonesia	Réunion	Turks & Caicos Islands
Fiji	Israel	Russia	Virgin Islands
French Antilles	Jamaica	Qatar	
French Guiana	Kuwait	South Korea	

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 exceed 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 Global plans are available on 3 or 12 month rolling contracts; plans will be activated from the requested date and then for 3 or 12 full calendar months.

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.

Early cancellation

If you cancel your plan before the end of your minimum term, you'll need to pay an Early Cancellation Fee (ECF) equivalent to the remaining plan payments. You are also required to pay any excess or overseas Broadband usage charges that will appear on your next bill.

Billing information

Globalgig is a post-paid service, which is invoiced on the 1st 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 1st 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 upgrades

You can upgrade to a plan with a higher data allowance by contacting Customer Service.

Limitations & qualifications

Data only

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

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Service Description



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.

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/faqs

Email: 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

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