

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

### Plan overview

Data allowance	1GB	3GB	5GB	10GB
Monthly plan fee	£4.94	£9.98	£14.94	£19.79
Minimum term	1 calendar month rolling			
Overage	4p per MB			

### Plan inclusions

Globalgig Mobile Broadband plans can be used throughout 46 Globalgig destinations

### Globalgig destinations

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

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

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.

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## Service Description



### 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.

### Contract term

Globalgig Mobile Broadband plans are available on 1 month rolling contracts. 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 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.

### 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)

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