



SPECIAL SERVICE RATES

Valid as of 1st October 2021

JOi Mobile services are intended for UK residential customers.

All prices are expressed in GBP inclusive of VAT.

An unlocked 3G device is required for JOi Telecom service. However, in order to take full advantage of the 4G/LTE network, customers must have a 4G/LTE enabled and unlocked device.

ACN reserves the right to change the terms and prices in this Price Guide.

ACN European Services Ltd.

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SPECIAL CHARGES

CALLS, DATA AND FAX

NUMBER PREFIX	PRICE
116000/116006/116111/116117/116123 Hotline for missing children, Helpline for victims of crime, Child Helpline, Non-emergency medical on-call service, Samaritans.	FREE
999, 112, 119, 159	FREE
101 Single non-emergency	£ 0.15 per call
082, 084 and 087	£ 0.11 per minute
Non Standard 07 numbers – 074060 / 074061 / 074062 / 074067 / 0740671 – 9 / 074176 / 074181 / 0741821 – 9 / 074185 / 074411 / 074413 / 074414 / 074515 / 075200 / 075201 / 075203 / 075204 / 075205 / 075206 / 075207 / 075208 / 075209 / 075370 / 075371 / 075373 / 075375 / 075376 / 075377 / 075378 / 075379 / 075580 / 075581 / 075582 / 075590 / 075591 / 075592 / 075593 / 075594 / 075595 / 075596 / 075597 / 075598 / 075599 / 075710 / 075718 / 075890 / 075891 / 075892 / 075893 / 075898 / 075899 / 077000 / 077001 / 078220 / 078221 / 078223 / 078224 / 078225 / 078226 / 078227 / 078229 / 078644 / 078722 / 078727 / 078730 / 078744 / 078745 / 078920 / 078922 / 078925 / 078930 / 078931 / 078933 / 078938 / 078939 / 079111 / 079112 / 079117 / 079118 / 079245 / 079246 / 079780 / 079781 / 079782 / 079783 / 079784 / 079785 / 079786 / 079788 / 079789	£ 0.35 per minute
International 07 number prefixes for Isle of Man and Channel Islands (Jersey, Guernsey, Herm, Sark): 074184 / 074520 / 074521 / 074522 / 074523 / 074524 / 075090 / 075091 / 075092 / 075093 / 075094 / 075095 / 075096 / 075097 / 07624 / 077003 / 077007 / 077008 / 047781 / 077977 / 077978 / 077979 / 078297 / 078298 / 078299 / 047839 / 078391 / 078392 / 078397 / 078398 / 079240 / 079241 / 079242 / 079243 / 079244 / 079247 / 079248 / 079370 / 079371 / 079372 / 079373 / 079374 / 079375 / 079376 / 079377 / 079378 / 079379 / 07781	£ 1.00 per minute
0087 and 0088 ¹ (Satellite phones)	£ 12.00 per minute
076 – Pager	£ 0.80 per call plus £ 0.20 per minute ²
Call forwarding services – via 07744 / 07755	£ 0.25 per minute
Text relay (18000,18001)	FREE

¹ Satellite calls e.g. Inmarsat, excluding International Calls.

² Both specified amounts are charged from the start of the call.

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DIRECTORY SERVICES

SERVICE	PRICE
Directory services for people with disabilities – 195 – multi-search	Free to call 195 for 195 directory enquiry registered users. Please see our Code of Practice for additional information If the 195 operator then connects you to a number you've searched for, your call will be charged at the standard rate for your price plan or will come out of any available allowance you have. Free text message with the number(s) you've requested

OTHER INFORMATION

CHARGES FOR OTHER SERVICES

SERVICE	PRICE
Non-recurring payment	£ 1.85
Cancellation fee	Lump sum equivalent to the total of all the monthly charges still remaining during the Minimum Term of your agreement which may be subject to a discount
Plan Switching Charge	FREE
Failed payment fee	£ 3.32
Late payment fee	£ 6.50
Lost SIM replacement fee	£ 5.00
Stolen SIM replacement fee	£ 0.00
Manufacturer's defective/ faulty SIM replacement fee	£ 0.00