



PRICE GUIDE

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.

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WITHIN THE UK

JOi S+

Included minutes ¹	UNLIMITED
Included texts ¹	UNLIMITED
Included data ²	2 GB
Contract period	12 MONTHS
Monthly fee	£ 9.99

JOi M+

Included minutes ¹	UNLIMITED
Included texts ¹	UNLIMITED
Included data ²	5 GB
Contract period	12 MONTHS
Monthly fee	£ 11.99

JOi L+

Included minutes ¹	UNLIMITED
Included texts ¹	UNLIMITED
Included data ²	10 GB
Contract period	12 MONTHS
Monthly fee	£ 14.99

JOi XL+

Included minutes ¹	UNLIMITED
Included texts ¹	UNLIMITED
Included data ²	20 GB
Contract period	12 MONTHS
Monthly fee	£ 16.99

JOi 2XL+

Included minutes ¹	UNLIMITED
Included texts ¹	UNLIMITED
Included data ²	50 GB
Contract period	12 MONTHS
Monthly fee	£ 19.99

¹ Minutes and texts are for standard UK mobiles and UK landlines beginning 01, 02 and 03. Premium, non-geographic, 08 and 070 numbers are excluded. Calls are always billed per second. The length of your call will be rounded to the nearest second.

² Data is for national use only. EU Roaming allowance listed on page 4.

JOi 3XL+

Included minutes ¹	UNLIMITED
Included texts ¹	UNLIMITED
Included data ²	100 GB
Contract period	12 MONTHS
Monthly fee	£ 22.49

JOi Tablet Data 2 GB

Included data ²	2 GB
Voice calls ¹	12p/ minute
Text messages ¹	12p/ SMS
Contract period	12 MONTHS
Monthly fee	£ 10.00

JOi Tablet Data 5 GB

Included data ²	5 GB
Voice calls ¹	12p/ minute
Text messages ¹	12p/ SMS
Contract period	12 MONTHS
Monthly fee	£ 14.50

RATES WHEN EXCEEDING THE MONTHLY DATA ALLOWANCE

Any usage above the limit will be charged **0.6144p** per MB. Prices include VAT.

OTHER RATES

Video calls	£ 0.60	PER MINUTE
Picture messages to UK mobile	£ 0.38	PER MESSAGE
Video messages to UK mobile	£ 0.60	PER MESSAGE

Video calls are rated per second, starting from the first second.

EU ROAMING MONTHLY DATA ALLOWANCE

JOi S+	2.00 GB
JOi M+	5.00 GB
JOi L+	9.33 GB
JOi XL+	10.57 GB
JOi 2XL	12.44 GB
JOi 3XL	13.99 GB
JOi Tablet Data 2 GB	2.00 GB
JOi Tablet Data 5 GB	5.00 GB

FIRST MONTH PRO-RATED

Your first month's charges are pro-rated from the date you activate your SIM, or 14 days from the date of your order, whichever is earlier. Your first month data allowance is pro-rated in the same way.

This means you receive and pay for a proportion of the full monthly allowance. For example, if you order a JOi Mobile SIM on the 1st of the month, but don't activate it until the 15th, you will receive and only pay for half the full monthly data allowance in your first month. Any additional use will be out-of-bundle and charged accordingly. You can always check how much allowance you have in MyJOi.

WHILE ABROAD

Your roaming is automatically set as active. You can enjoy the service abroad - in the countries where roaming is available - without the need to contact customer services. However, if you wish to have roaming deactivated, you need to disable it on MyJOi.

If you need to contact JOi Customer Services while abroad call (+44) 121 (this call will be charged at your standard roaming rate). Calls made from abroad to your voicemail will also be charged at standard roaming rates.

CALLS

Calls made have a thirty-seconds minimum charge and are then charged by the second.
Received calls are charged by the second.

Prices are per minute.

VIDEO CALLS

Video calls made are charged per minute.
Received video calls have a one-minute minimum charge and are then charged by the second.

Prices are per minute.

CALLS, MESSAGES AND DATA

Messages rates apply for all messages sent to a fixed or mobile while roaming*, all destinations in the world.
Call rates apply for all calls to a fixed or mobile while roaming*, all destinations in the world.
Data rates apply for all data usage while roaming*

**When roaming is available*

WHILE ABROAD IN EUROPE

WHILE ABROAD IN EUROPE			
CALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 0.00	£ 0.05	£ 0.027	£ 1.40
VIDEOCALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 2.40	£ 3.00	£ 3.00	£ 3.00
MESSAGES AND DATA			
PER TEXT	PER PICTURE MESSAGE	PER VIDEO MESSAGE	PER MB OF DATA
£ 0.15	£ 0.45	£ 0.70	£ 0.006
Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovakia, Slovenia, Spain, Sweden			

WHILE ABROAD OUTSIDE EUROPE

CALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 1.25	£ 1.25	£ 1.25	£ 2.00
VIDEOCALLS			
RECEIVED	TO UK FIXED AND MOBILE	TO LOCAL OR EUROPEAN FIXED AND MOBILE	TO OTHER DESTINATIONS
£ 2.40	£ 3.00	£ 3.00	£ 3.00
MESSAGES AND DATA			
PER TEXT	PER PICTURE MESSAGE	PER VIDEO MESSAGE	PER MB OF DATA
£ 0.60	£ 0.45	£ 0.70	£ 0.50
Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Bermuda, Bosnia & Herzegovina, Botswana, Brazil, British Virgin Islands, Canada, Cayman Islands, Chile, China, Colombia, Costa Rica, Cyprus (North), Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Faroe Islands, Fiji, Gabon, Georgia, Ghana, Greenland, Grenada, Guatemala, Guernsey, Honduras, Hong Kong, India, Indonesia, Isle of Man, Israel, Jamaica, Japan, Jersey, Kazakhstan, Kenya, Kuwait, Macedonia, Malaysia, Mauritius, Mexico, Moldova, Monaco, Montenegro, Montserrat, Morocco, Myanmar, Netherlands Antilles, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Panama, Paraguay, Peru, Puerto Rico, Qatar, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, San Marino, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Tunisia, Turkey, Turks and Caicos Islands, Ukraine, United Arab Emirates, United States Virgin Islands, United States of America, Uruguay, Vatican City, Vietnam			

Due to challenges imposed by national operators in some countries, **roaming will not be available in the following destinations**. However, Joi Mobile does not take responsibility for any usage generated while roaming in those countries. If usage is made whilst roaming in a country listed below, you might be charged £4.00 per MB of DATA and £3.50 per minute.

ROAMING NOT AVAILABLE	Algeria, American Samoa, Angola, Ascension, Australian External Territories, Bahamas, Belize, Benin, Bhutan, Bolivia, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, Comoros & Mayotte, Congo, Congo Dem Rep, Cook Islands, Cote d'Ivoire, Cuba, Diego Garcia, Djibouti, East Timor, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, French Polynesia, Gambia, Guam, Guinea, Guinea-Bissau, Guyana, Haiti, Inmarsats, Iran, Iraq, Jordan, Kiribati, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Mauritania, Micronesia, Mongolia, Mozambique, Namibia, Nauru, Nepal, New Caledonia, Niue, North Korea, Northern Mariana Islands, Palau, Palestine, Papua New Guinea, Philippines, Saint Helena, Saint Pierre and Miquelon, Samoa, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Togo, Tokelau, Tonga, Turkmenistan, Tuvalu, Uganda, Uzbekistan, Vanuatu, Venezuela, Wallis and Futuna, Yemen, Zambia, Zimbabwe
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FROM THE UK TO OTHER COUNTRIES

Calls made have a one-minute minimum charge and are then charged by the second.

CALLS TO TOP DESTINATIONS

India, China	£ 0.02	PER MINUTE
Bangladesh, USA, Canada, Romania	£ 0.03	PER MINUTE
Italy, Netherlands, Spain, Australia, Germany	£ 0.05	PER MINUTE
Pakistan, Brazil, South Africa	£ 0.07	PER MINUTE
Nigeria, Argentina	£ 0.11	PER MINUTE
Jamaica, Angola, Afghanistan	£ 0.19	PER MINUTE

VIDEO CALLS per minute	TEXTS (EU)	TEXTS (REST OF THE WORLD)	PICTURE MESSAGES	VIDEO MESSAGES
£ 1.80	£ 0.06	£ 0.18	£ 0.45	£ 1.10

CALLS per minute	COUNTRY
£0.19	Afghanistan, Andorra, Anguilla, Antigua and Barbuda, Armenia, Aruba, Barbados, Botswana, Cayman Islands, Ecuador, Gibraltar, Grenada, Iceland, Iraq, Jamaica, New Caledonia, Palestine, Reunion, Suriname, Swaziland
£0.38	Albania
£0.49	Algeria, Chad, Micronesia, Samoa, Vanuatu
£0.44	American Samoa, British Virgin Islands, Marshall Islands, North Korea, Turks and Caicos Islands, Wallis and Futuna
£0.18	Angola, Dominica (Commonwealth of), Faroe Islands, Qatar, Russia, Trinidad and Tobago
£0.11	Argentina, Nepal, Nigeria
£1.52	Ascension
£0.05	Australia, Austria, Belgium, Brunei Darussalam, Bulgaria, Chile, Croatia, Czech Republic, Denmark, Finland, France, Germany, Greece, Guernsey, Indonesia, Isle of Mann, Italy, Japan, Jersey, Latvia, Luxembourg, Malta, Martinique, Mexico, Mongolia, Netherlands, Spain, Thailand, United States Virgin Islands
£0.60	Australian External Territories
£0.25	Azerbaijan, Cape Verde, Comoros & Mayotte, Guyana, Rwanda, San Marino, Serbia, Switzerland, Togo
£0.12	Bahamas, Bahrain, Egypt, Tajikistan, Turkey
£0.03	Bangladesh, Canada, Hong Kong, Hungary, Romania, Singapore, United States of America
£0.29	Belarus, Bosnia & Herzegovina, French Polynesia, Georgia, Greenland, Lesotho, Libya, Macedonia, Montenegro, Morocco, Niger, Senegal
£0.24	Belize, Benin, Burkina Faso, French Guiana, Haiti, Kyrgyz Republic, Saint Kitts and Nevis, Saint Lucia
£0.07	Bermuda, Brazil, Guadeloupe, Pakistan, South Africa, Venezuela

CALLS per minute	COUNTRY
£0.09	Bhutan, Guam, Kuwait, Mauritius, New Zealand, Northern Mariana Islands, Norway, Panama, Paraguay, Slovakia, Taiwan
£0.15	Bolivia, Iran, Israel, Namibia, Netherlands Antilles, Sri Lanka, Sudan, Syria, Yemen
£0.45	Burundi, Equatorial Guinea, Madagascar
£0.08	Cambodia, Dominican Republic, Ireland, Laos, Portugal
£0.30	Cameroon, Ukraine
£0.36	Central African Republic
£0.02	China
£0.22	Colombia, Fiji, Montserrat
£0.39	Congo, Gabon, Guinea-Bissau, Palau, Vatican City, Zambia
£0.32	Congo Dem Rep, Monaco
£0.89	Cook Islands
£0.06	Costa Rica, Macau, Uzbekistan
£0.35	Cote d'Ivoire, Liberia, Liechtenstein, Malawi, Mauritania
£0.71	Cuba
£0.04	Cyprus, Malaysia, Poland, Sweden
£0.14	Cyprus (North), Guatemala, Jordan, Philippines
£1.14	Diego Garcia
£0.34	Djibouti, Mali, Tanzania
£0.62	East Timor
£0.17	El Salvador, Honduras, Lebanon, Turkmenistan, Uruguay
£0.26	Eritrea, Ethiopia, Ghana, Moldova, Mozambique, Myanmar, Saint Pierre and Miquelon, Vietnam
£0.20	Estonia, Kenya, Slovenia
£0.84	Falkland Islands
£0.59	Gambia
£0.41	Guinea
£0.02	India
£0.13	Kazakhstan, Puerto Rico, Saudi Arabia
£1.18	Kiribati
£0.01	Lithuania
£0.82	Maldives
£0.79	Nauru
£0.23	Nicaragua, Saint Vincent and the Grenadines
£1.03	Niue
£0.27	Oman
£0.69	Papua New Guinea, Solomon Islands
£0.21	Peru
£1.68	Saint Helena
£1.12	Sao Tome and Principe
£0.55	Seychelles
£0.47	Sierra Leone
£0.40	Somalia

CALLS per minute	COUNTRY
£0.10	South Korea
£1.11	Tokelau
£0.52	Tonga
£0.53	Tunisia
£1.01	Tuvalu
£0.28	Uganda
£0.16	United Arab Emirates
£0.37	Zimbabwe

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 ³ (Satellite phones)	£ 12.00 per minute
076 – Pager	£ 0.80 per call plus £ 0.20 per minute ⁴
Call forwarding services – via 07744 / 07755	£ 0.25 per minute
Text relay (18000,18001)	FREE

DIRECTORY SERVICES

SERVICE	PRICE
Directory services for people with disabilities – 195 – multi-search	<p>Free to call 195 for 195 directory enquiry registered users. Please see our Code of Practice for additional information</p> <p>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</p>

³ Satellite calls e.g. Inmarsat, excluding International Calls.

⁴ Both specified amounts are charged from the start of the call.

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