

Contract information

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| Contract details | giffgaff limited 260 Bath Road, Slough, SL1 4DX |
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1. What are you signing up to

This contract information for the £8 goodybag was published on 11/04/2023. If you wish to proceed, please continue and complete your checkout journey.

Tariff breakdown and Monthly cost

- Your plan costs £8 per month
- This plan will last one calendar month from the day of purchase which includes the allowances detailed below
- Your plan will be available for such a time when giffgaff chooses to update or alter its plans
- If your right to exit is triggered, we'll give you 30 days' notice in advance of any changes

Minutes and Texts

- This plan includes unlimited minutes and unlimited texts to standard landlines and mobiles within the UK. **Fair Usage Policy** applies

Data

- 4 GB of UK Data
 - Any promotional allowances will be in addition to your plan's allowances, see your account dashboard for details
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2. How to contact giffgaff

Getting help with an issue

You can get in touch with one of our helpful agents [here](#).

Alternatively, if you have a general question you may be able to get help from other members like you on our [community](#).

Make a complaint

If you're dissatisfied with any part of our service and want to make a complaint please check our [complaints code of practice](#). This includes the latest information on alternative dispute resolution.

3. What's not included in your goodybag?

Our goodybags include UK minutes, texts and data. If you go beyond your allowance or wish to use any services not included in your goodybag you will be charged separately from your credit balance. Prices detailed below:

Out of bundle usage

For goodybags that have a limited allowance, if you use all your allowance and continue to use your phone, any additional usage will be charged at our standard pay as you go rates.

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|---|----------------|
| Mobile Data | 10p per MB |
| Calls to UK mobiles, landlines and calls forwarding | 25p per minute |
| Texts to UK | 10p per text |

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| mobiles and landlines | |
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Special Numbers

Special charges numbers are all the UK numbers not included in goodybags and are charged differently from the PAYG rate for calls to standard UK landline and mobile numbers.

The charges differ from the normal rate because they reflect a service which is charged on top of the regular network charges.

To find out more, see our **special charges code of practice**.

International Numbers

- Calls and texts from the UK to any other countries will be charged at our standard **international rates**

Roaming in the EU

- Use your data allowance in the EU and selected destinations at no extra cost. After this, you'll be charged 10p/MB
- Calls and texts while roaming in the EU and selected destinations are also included within your goodybag
- **Fair usage policies** apply while roaming in the EU

Roaming rest of world

- Using your phone (calls, texts and data) while roaming outside the UK or EU and selected destinations is charged at our **international roaming rates**
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4. Other relevant Information

If you change your mind or need to cancel

You have the right to cancel your plan within 14 days following the date of purchase (the “Cooling-Off Period”), provided that you cancel in accordance with our cancellation policy or notify us in writing to **Member Services**. This does not affect your statutory rights.

You want to keep your old number

It’s super easy to bring your number over. You can switch your existing mobile service to us by giving us a PAC or a STAC code. You just need a PAC code from your old network to keep your existing number, or a STAC code if you want to get a new number. Find out more **here**.

If you’re switching to giffgaff using a PAC or a STAC code, and something goes wrong during the switching process, you may be eligible for compensation. For more information about this process, please see your **switching document**.

Emergency organisations and caller location Information

- If you need to make an emergency/999 call when giffgaff’s network is down or unavailable, for any reason, your giffgaff mobile can select a competitor’s network that has coverage. In the event that no other mobile network has coverage then an emergency call cannot be made

Renewal

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- You can choose to auto-renew this plan. If selected this plan will continue to renew until such a time you choose to turn it off, your payment card is removed or we are unable to take payment

Termination of Services

- Our goodybags last 1 month. At any point in time, you can terminate your service by not purchasing your next goodybag
- If you have your plan set to auto-renew, you can change or cancel your recurring plan anytime up to 9 PM on the night your current plan will expire

What we expect of you

- All use of our services will be subject to our Fair Usage Policy. We may suspend or terminate your access to our services in the event that you breach our

Fair Usage Policy

How we use your information

- We will collect information about you to provide you with our services, for the prevention and detection of fraud and to grow our business
- Your information is treated in accordance with our **Privacy Policy** which sets out how we collect, use and share your information, who we share it with and why, describes your rights and explains how you can exercise them

Payment methods

- You have the option to pay by debit/credit card, vouchers or with your credit balance
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- Once you have activated you also have the option to pay via PayPal, you can add your PayPal account in your **account settings**
 - Some products including our golden goodybags may have some limitations and require you to set up a recurring payment (auto-renew). Please note some cards do not support recurring payments. Please check with your bank or building society to see if these payments are supported
 - If you're paying for your goodybag with a voucher, please ensure your voucher is sufficient to cover the cost of your goodybag
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Prices shown include VAT at 20% (where applicable)

Voicemail

You can access your voicemail by calling **443** from your phone. Calls to check your voicemail are 8p per call when you're using credit.

This contract information is not a complete summary of our standard terms and conditions. For full and latest terms and conditions please visit giffgaff.com/terms.

Thanks, giffgaff