



Bundles & Caps Form
Insignia Connect

BUNDLES & CAPS FORM

*Marked fields are mandatory

PERSONAL DETAILS

Title* Mr./ Mrs./ Ms./ Miss./ Other

First Name*

Middle Name

Surname*

BUNDLES

Your Base Tariff includes automatic enrolment into the Global Roaming price plan. This price plan entitles you to use your Base Tariff Allowance of free unlimited UK minutes, free unlimited UK SMS and up to 6GB of data in certain EU and non-EU countries for a daily fee.

Additional Data Bundles are blocks of data allowance that you can purchase for use in countries outside of the EU and which are not participating in the Global Roaming price plan. If you would like an additional data bundle, please tick the appropriate box below. Prices for these bundles can be found in our Tariff Plan:

10 MB 50 MB 200 MB 1 GB 2 GB

DATA ROAMING CAPS

Data caps limit the amount of charges you can accumulate when using mobile internet outside of the EU. Please indicate which cap you would like to have applied to your connection. Please note that data caps can be removed but require a minimum of 72 hours notice and that by opting into these caps you understand that your mobile internet will automatically be blocked once you reach the cap indicated.

£40 £200 £500 £750 £1,000

I do not wish to have any data roaming caps applied to my connection. I understand that I will be fully liable for all data charges by selecting this option.

CHARGES

By signing below, I confirm that I understand and agree that I will be charged a fixed basic line rental cost (the "Access Fee") of £32 per month exclusive of VAT and that I can cancel this connection at any time. I also consent for the bundles and caps to be applied as indicated within this form.

Signature*

Date*

	MAKING CALLS	RECEIVING CALLS	SENDING SMS	DATA
Within UK	Free	Free	Free	Free up to 6gb*
UK to Europe/USA & Canada	10p	Free	37p	NN/AA
UK to any other worldwide destination	25p	Free	37p	N/A
Europe to Europe and UK	Free	Free	Free	Free up to 6gb*
Europe Zone 1 to USA & Canada	15p	Free	37p	N/A
Europe Zone 1 to any other worldwide destination	63p	Free	37p	N/A
Europe Zone 2 to any other worldwide destination	57p	4p	7p	EU Traveller up to 6gb*
World Traveller (within the country you are travelling)	World Traveller	World Traveller	World Traveller	World Traveller up to 6gb*
World Traveller (to USA & Canada)	15p	World Traveller	World Traveller	N/A
World Traveller to any other worldwide destination	63p	World Traveller	World Traveller	N/A
Rest of the World Zone 1 (within the country you are travelling)	£1.12	75p	62p	£1.88 per mb
Rest of the World Zone 1 to any other worldwide destination	£1.37	75p	62p	£1.88 per mb
Rest of the World Zone 2 to any other worldwide destination	£2.50	£1.88	99p	£7.50 per mb

*Data outside of the allowance is charged at £5.42 per 250mb

TARIFF PLAN

This document sets out the Commercial Terms for the Insignia Connect Services and is incorporated into the General Terms, which together form "the Agreement".

1. THE BASE TARIFF

- 1.1 Fixed Monthly Access Fee
The Base Tariff has a fixed Access Fee of £32 which is billed on a monthly rolling basis.
- 1.2 Allowance
The Base Tariff includes free unlimited calls within the UK and Europe Zone 1 countries, free unlimited SMS within the UK and Europe Zone 1 countries and up to 6gb of mobile data known collectively as the "Base Tariff Allowance". The Base Tariff Allowance can be used in conjunction with Euro Traveller and World Traveller subject to clauses 2 and 3.
- 1.3 Europe Zone 1 countries are subject to change from time-to-time but at the time of writing include: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France and French Territories (Guadeloupe, Reunion, Martinique, Mayotte, French Guiana), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), and Sweden.

2. EURO TRAVELLER

- 2.1 Insignia Connect Euro Traveller
Euro Traveller is a price plan that each Insignia Connect Customer is automatically enrolled into.
- 2.2 Using Euro Traveller
Euro Traveller allows the Customer to use their Base Tariff Allowance (minutes, texts and data) in Europe Zone 2 countries (outlined in clause 2.4) for standard calls and texts to the country the Customer is roaming in and back to the UK only for a daily charge of £3.125, which will automatically be billed to the Customer's statement each day the Customer uses the Services within a Europe Zone 2 country. A day is defined as 00:00 until 23:59 local time. Calls or texts to countries outside of the UK and the country the Customer is roaming in will be charged at the standard rates indicated in Clause 4 and the daily charge will still apply. If a Customer travels to another Europe Zone 2 country on the same day, they will not be billed for an additional daily charge. If the Customer exceeds their Allowance, the Customer shall be charged at the standard rates for making calls, sending texts and using data.
- 2.3.Exclusions
The following number, text and call types are not included in Euro Traveller: premium rate and non-geographic numbers, picture and video messages and calls made through a virtual private network (VPN) which are all charged at the standard roaming rates indicated in Clause 4.
- 2.4 Europe Zone 2 countries are subject to change from time-to-time but at the time of writing include: Albania, Bosnia and Herzegovina, Faroe Islands, Guernsey, Isle of Man, Jersey, San Marino, Switzerland, and Turkey (inc Northern Cyprus).

3. WORLD TRAVELLER

- 3.1 Insignia Connect World Traveller
World Traveller is a price plan that each Insignia Connect Customer is automatically enrolled into.
- 3.2 Using World Traveller
World Traveller allows the Customer to use their Base Tariff Allowance (minutes, texts and data) in the World Traveller Zone (outlined in clause 3.4) for standard calls and texts to the country the Customer is roaming in and back to the UK only for a daily charge of £6.25, which will automatically be billed to the Customer's statement each day the Customer uses the Services within the World Traveller Zone. A day is defined as 00:00 until 23:59 local time. Calls or texts to countries outside of the UK and the country the Customer is roaming in will be charged at the standard rates indicated in Clause 4 and the daily charge will still apply. If a Customer travels to another country in the World Traveller Zone on the same day, they will not be billed for an additional daily charge. If the Customer exceeds their Allowance, the Customer shall be charged at the standard rates for making calls, sending texts and using data.
- 3.3.Exclusions
The following number, text and call types are not included in World Traveller: premium rate and non-geographic numbers, picture and video messages and calls made through a virtual private network (VPN) which are all charged at the standard roaming rates indicated in Clause 4.

3.4 World Traveller Zone countries are subject to change from time-to-time but at the time of writing include: Anguilla, Antigua & Barbuda, Argentina, Aruba, Australia, Barbados, Bermuda, Bonaire, Brazil, Canada, Chile, China, Colombia, Costa Rica, Curacao, Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Ghana, Grenada, Guatemala, Guyana, Haiti, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Lesotho, Mexico, Mozambique, New Zealand, Panama, Peru, Puerto Rico, Qatar, Russia, Saba, Serbia, Singapore, South Africa, St Eustatius, St Kitts and Nevis, St Lucia, St Maarten, St Vincent and Grenadines, Surinam, Thailand, The British Virgin Islands, The Cayman Islands, Trinidad & Tobago, Turks & Caicos, Uruguay, United States and the US Virgin Islands.

4. CHARGES

- 4.1 VAT
All listed prices are exclusive of VAT.
4.2 The prices in this document include a service fee applied on the rates provided by Insignia Connect's third party vendor.
- 4.3 When users are roaming, they understand and agree that in some regions the service provider may not have network agreements with all local network carriers. This means that prices could vary depending on whether the device connects to a "preferred local network" with which the service provider has a network agreement or a "non-preferred local network" with which the service provider does not have a network agreement. In practice, a user's device will automatically connect to the preferred local network when arriving in a foreign country and only a manual roam will connect to a non-preferred local network. Charges for connecting to non-preferred local networks are not captured in this document.
- 4.4 Charges Matrix
The table overleaf provides a comprehensive matrix of domestic, international and roaming charges.
- 4.5 For the purposes of the matrix, "zones" are specified as follows:
 - a) Europe Zone 1: specified in Clause 1.3.
 - b) Europe Zone 2: specified in Clause 2.4.
 - c) World Traveller: specified in Clause 3.4.
 - d) Rest of the World Zone 1: Afghanistan, Algeria, Angola, Armenia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbuda, Belarus, Benin, Bolivia, Botswana, Brunel, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Central African Republic, Chad, East Timor, Falkland Islands, Fiji, French Caribbean, Gabon, Gambia, Georgia, Ghana, Grenada, Guatemala, Honduras, Iran, Iraq, Ivory Coast, Jordan, Kazakhstan, Kosovo, Kuwait, Kyrgyzstan, Liberia, Macau, Macedonia, Malawi, Malaysia, Mali, Mauritius, Mexico, Moldova, Mongolia, Montserrat, Montenegro, Morocco, Namibia, Nepal, Netherland Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Paraguay, Philippines, Rwanda, Saudi Arabia, Senegal, Seychelles, Sierra Leone, South Korea, Sri Lanka, Sudan, Swaziland, Syria, Tahiti, Taiwan, Tajikistan, Tanzania, Tasmania, Togo, Tunisia, United Arab Emirates, Uganda, Ukraine, Venezuela, Vietnam, Yemen, Zambia and Zimbabwe.
 - e) Andorra, Belize, Bhutan, Comoros, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Ethiopia, Greenland, Laos, Lebanon, Libya, Madagascar, Maldives, Sao Tome, Solomon Islands, Turkmenistan and Uzbekistan.

5. BUNDLES

- 5.1 Additional Data Bundles
The following bundles can be added to the line and allowance renews on a monthly basis:

10mb of data in ROW (rest of the world - means outside of the UK/EU)	£15 per month
50mb of data in ROW (rest of the world - means outside of the UK/EU)	£50 per month
200mb of data in ROW (rest of the world - means outside of the UK.EU)	£80 per month
1gb of data in ROW (rest of the world - means outside of the UK.EU)	£100 per month
2gb of data in ROW (rest of the world - means outside of the UK.EU)	£150 per month