MOBILE CONTRACT SUMMARY — EVERYDAY

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Syncera UK Ltd · registered in England and Wales, company number 17170367 · registered office 2 High Street, Poole, England, BH15 1BW

Your Syncera Mobile contract summary: Everyday.

This is the short version of your deal. Read it before you pay. It is part of your contract, and if our full terms at syncerauk.com/legal/mobile-service-terms say something different, this summary wins. This version applies to orders made from the date at the foot of this page.

1. Who we are.

Syncera UK Ltd, trading as Syncera Mobile, registered in England and Wales, company number 17170367. Registered office 2 High Street, Poole, England, BH15 1BW. VAT 525 5889 53. Write to us at 20 Wenlock Road, London N1 7GU, email hello@syncerauk.com, use the Syncera app, or come to one of our stands. You must be 18 or over.

2. What you get.

- **UK calls and texts:** unlimited, under our fair use policy at syncerauk.com/mobile/fair-use: up to 4,000 UK minutes and 2,000 UK texts a month.
- **Mobile data:** 10GB a month. Unused allowance does not carry over. When it runs out, data stops until your next month starts. Nothing is charged automatically.
- **EU roaming:** included, up to 20GB a month, within your plan's allowance.
- **Tethering:** yes, from the same allowance. **5G** where available.
- **SIM:** an eSIM or a physical SIM, free. No handset or other equipment is part of this contract.

3. Speeds.

Data runs over 4G and, where available, 5G. Estimated maximum speeds: **4G: up to 10 Mbps download, 3 Mbps upload. 5G: up to 25 Mbps download, 5 Mbps upload.** These are estimated maximum speeds; actual speeds vary with your location, your device and network traffic, and are not guaranteed. If the service is not provided with reasonable skill and care, you have rights under the Consumer Rights Act 2015, and you can always end your plan (clause 5).

4. Price.

- **Monthly price:** £20.00, including VAT.
- **Due today:** £20.00, your first monthly payment, which starts your service. Nothing else is charged.
- **Paying:** by card. Your first month is paid when you order and covers your service to the end of that calendar month; after that, monthly in advance on the 1st of each month.
- **Discount codes:** if you used a discount code, its conditions apply as shown when you used it.
- **Free:** the SIM or eSIM, setting up, keeping your number, calls to 999 and 112, and customer support. No deposit, no credit check, no fee for a failed payment, and no exit fee.
- **Outside your plan:** nothing. We never charge you more than your monthly price, and we instruct our supplier to bar calls to 09, 118 and 087 numbers, and use outside the EU, on our SIMs.

If we change the price. We can change your price, our fair use policy or our terms only by telling you **at least a month beforehand**, in writing, with the change taking effect on a payment date and any new price **in**

pounds and pence, and letting you **leave free** within one month of us telling you. We do not apply inflation-linked or percentage rises. No change to your price is already agreed.

5. How long it lasts and how to leave.

- **No minimum term.** Your plan runs month to month until you end it. Once a year we tell you our best deals for you.
- **When it starts.** Your contract is made, and your service starts, when you pay for your order (online, on our tablet or through the link we email you from a stand), after receiving this summary.
- **Changed your mind?** You have **14 days** to cancel, without a reason, however you signed up. They start the day after you pay. Tell us in any clear way, or use the model cancellation form at syncerauk.com/mobile/cancel. You pay for the days you used, and we refund the rest within 14 days, usually within 7.
- **After that:** end it at any time, with no exit fee: tell us before your next payment date and it ends at the end of the month you have paid for. If you switch away with a PAC or STAC, it ends at the switch and we refund the days you paid for after it.
- **How to tell us:** syncerauk.com/mobile/cancel, the Syncera app, hello@syncerauk.com, post to the address in clause 1, or at a stand.
- **We can end it** with at least one month's notice, at the end of a month you have paid for, or sooner as our terms set out.

6. Help with access.

For customers with disabilities: emergency SMS to 999 and 112 and emergency video relay in British Sign Language, free; text relay at no more than the cost of an ordinary call; free directory enquiries; and bills and documents, this summary included, in large print, Braille or electronically, free. See syncerauk.com/mobile/extra-help.

7. Keeping or moving your number.

- **Coming to us:** text PAC to 65075 from your old phone and give us the code. The move should complete within **one working day**.
- **Leaving us:** text PAC to 65075 (to keep your number) or STAC to 75075 (to leave without it). The code comes free by text within a minute, with what you would owe. Codes last 30 days.
- **If your number moves later than one working day after you give us your PAC, or is moved without your agreement,** we pay you **£5 for each day** until it is done or put right, **up to one month's price of your plan**. We credit it to your bill within 30 days, without you having to ask.

8. Complaints.

Tell us at hello@syncerauk.com, at syncerauk.com/contact, in the Syncera app, by post or at a stand. Our complaints code is at syncerauk.com/mobile/complaints.

If it is not resolved **six weeks** after you first raised it, or we send you a deadlock letter sooner, you can take it free to **CISAS**, run by CEDR: 100 St Paul's Churchyard, London EC4M 8BU · 020 7520 3814 · cisas@cedr.com. If we send you a deadlock letter, you have 12 months from receiving it to apply.

9. The rest of your contract.

The full terms are at syncerauk.com/legal/mobile-service-terms, with our fair use policy. How we use your information is in our privacy notice at syncerauk.com/legal/mobile-privacy. The law of England and Wales applies. If you live in Scotland or Northern Ireland, you can bring proceedings in your own courts.