

Price Guide

Everything you need to know about our plans

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Our Bundles

What are the costs outside my bundle allowance?

If you use up all of your allowance, you can still make calls, send messages and use data, but these will be charged at the rates outlined below. Please be aware that you'll be charged for some of these services because they're excluded from your bundle allowance.

Mobile Services	Price	Included?
Calls to standard UK landlines (starting 01, 02,03)	40p/min	Yes
UK mobiles (any network)	40p/min	Yes
Voicemail (555)	Free	Yes
UK text message (to other UK mobiles)	20p	Yes
UK picture message	40p	No
Premium SMS	20p	No

Data Add-ons	Price
1GB	£4.50
3GB	£7.50
10GB	£10.50

Data add-ons purchased will be included on your next monthly invoice.

Your data add-on will remain active until your next bundle refresh date.

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Additional services

You can use your mobile device for a variety of additional services. These include a range of special numbers.

We may change or introduce new charges for additional services, or services outside of your allowance. If we do, we'll publish any changes on our website.
We'll let you know up to 30 days before any change.

Charge to special numbers and directory enquiries

The following tables outline certain types of calls that are not covered by your allowance.
If you have any questions about special numbers, just give us a call.

Calls to numbers starting 0800 and 0808 are now free. Charges for calls to numbers starting 084, 087, 118 and 09 are split into two elements: an access charge (set by us at 25p per minute, with a one minute minimum charge) and a service charge (set by the company you're calling – they'll tell you this).

Number	Price
Calls whilst in the UK to: **500 (Ecotalk Customer Services)** **999/112** **NHS 111** **116000 / 116006 / 116111 / 116117 / 116123** **NHS (non-urgent medical advice, COVID19) 119**	Free
0800/ 0500 / 0808	Free
101 (single non-emergency)	Free
084 / 087 / 118 / 09	25p/min (minimum charge 1min) plus Service Charge
055 (corporate numbers)	25p/min
Non standard 07	up to 65p/min
0087 / 0088 (satellite phone)	£11.00/min
18000 / 18001 (text relay)	35p/min

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Additional services

Directory services

There are a lot of directory enquiry services available, all of which have different phone numbers and different charges. All these charges are outside your normal bundle allowance.

Directory Services	Price
1118 500 (BT Directory Enquiries)	£5.50 to connect, 25p/min access charge (minimum charge 1min) plus service charge of £2.75/min.
195 (Directory Enquiries for people with disabilities, to register for this service please call us on 0333 800 5500)	If the 195 operator connects you to a number you've searched for it will come out of your remaining allowance.

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Making calls and sending messages abroad from the UK

As an Ecotalk customer, you'll already have the ability to make international calls and send international text messages on your device.

Making international calls from the UK

To help you understand the costs for making international calls from the UK, we've categorised the countries into six price bands. (See Appendix A)

Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
35p/min	35p/min	40p/min	40p/min	40p/min	55p/min

Sending international messages from the UK

Number	Price
Sending an SMS to any country	40p

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Using your SIM abroad - international roaming

We have a worldwide data roaming limit of £40 per month to stop you spending too much on data when travelling outside the UK.

Roaming in a european country

When travelling in Europe you can make calls, text and connect to the internet on your phone for £2 per day.

From 1st October 2025, we introduced a fair use policy for roaming in the EU, due to changes imposed on us by the network.

Roaming usage thresholds are outlined in the table below. You are able to use the amount of data specified, depending on your bundle.

Bundle Fair usage EU Roaming Cap
1GB 512MB (50%), **3GB** 768MB (25%), **10GB** 2.5GB (25%), **30GB** 7.5GB (25%), **100GB** 25GB (25%), **Unlimited** 25GB

Charges vary depending on which country you are travelling in. To help you understand charges, we group countries into six Zones. (See Appendix B)

Making calls back to the UK and receiving calls when abroad

Country of origin	Calling back to the UK	Receiving a call abroad
Zone 1	35p/min	5p/min
Zone 2	35p/min	10p/min
Zone 3	60p/min	60p/min
Zone 4	60p/min	90p/min
Zone 5	£1.80p/min	90p/min
Zone 6	£3.60p/min	£1.20p/min

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Using your SIM abroad - international roaming

Making international calls when abroad

Country receiving a call

Country of origin	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Zone 1	£0.35p/min	£0.35p/min	£2.50p/min	£2.50p/min	£2.50p/min	£4.00p/min
Zone 2	£0.35p/min	£0.35p/min	£2.50p/min	£2.50p/min	£2.50p/min	£4.00p/min
Zone 3	£0.45p/min	£0.72p/min	£1.15p/min	£2.50p/min	£2.50p/min	£4.00p/min
Zone 4	£2.20p/min	£2.20p/min	£2.50p/min	£2.50p/min	£2.50p/min	£4.00p/min
Zone 5	£2.50p/min	£2.50p/min	£2.50p/min	£2.50p/min	£2.50p/min	£4.00p/min
Zone 6	£4.00p/min	£4.00p/min	£4.00p/min	£4.00p/min	£4.00p/min	£4.00p/min

Sending text messages when abroad

	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6
Sending	85p	85p	85p	85p	85p	85p
Receiving	Free	Free	Free	Free	Free	Free
Sending MMS (Picture message)	85p	85p	85p	85p	85p	85p

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Appendix A - Our International Zones

Zone 1

Ireland, Guernsey, Jersey, Isle of Man.

Zone 2

Albania, Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (Greek), Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Transnistria.

Zone 3

Australia, China, Hong Kong, Japan, Malaysia, New Zealand, Philippines, Singapore, Thailand.

Zone 4

USA.

Zone 5

Algeria, Cyprus (Turkish), Egypt, Iran, Iraq, Israel, Jordan, Kuwait, Lebanon, Libya, Morocco, Oman, Qatar, Saudi Arabia, Tunisia, Turkey, United Arab Emirates.

Zone 6

Abkhazia, Afghanistan, Aland Islands, American Samoa, Angola, Anguilla, Antarctica, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin Bermuda, Bhutan, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, British Indian Ocean Territory, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Caribbean Netherlands, Cayman Islands, Central African Republic, Ceuta and Melilla, Chad, Chile, Christmas Island, Cocos – Keeling Island, Colombia, Comoros, CongoDR, Congo – Brazzaville, Cook Islands, Costa Rica, Côte D'Ivoire, Cuba, Curacao, Diego Garcia, Djibouti, Dominica, Dominican Republic, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Guiana,

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Appendix A - Our International Zones

French Polynesia, French Southern and Antarctic Lands, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea – Bissau, Guyana, Haiti, Honduras, India, Indonesia, Jamaica, Kazakhstan, Kenya, Kiribati, North Korea, South Korea, Kyrgyzstan, Laos, Latvia, Lesotho, Liberia, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Melilla, Mexico, Micronesia, Moldova, Mongolia, Montserrat, Mozambique, Myanmar, Nagorno, - Karabakh, Namibia, Nauru, Nepal, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, Northern Mariana Islands, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Pitcairn Islands, Puerto Rico, Reunion, Russia, Rwanda, Saint Barthelemy, Saint Helena, Ascension and Tristan da Cunha, Saint Kitts and Nevis, Saint Lucia, Saint Martin, Saint Pierre and Miquelon, Saint Vincent and Grenadines, Samoa, São Tomé and Príncipe, Senegal, Seychelles, Sierra Leone, Sint Maarten, Solomon Islands, Somalia, Somaliland, South Africa, South Ossetia, South Sudan, Sri Lanka, Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Switzerland, Syria, Taiwan, Tajikistan, Tanzania, Timor – Leste, Togo, Tokelau, Tonga, Trinidad and Tobago, Tristan da Cunha, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United States Minor Outlying Islands, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Virgin Islands (British), Virgin Island (U.S), Wallis and Futuna Islands, Western Sahara, Yemen, Zambia, Zimbabwe.

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Appendix B - Our Roaming Zones

Zone 1

Aland Island, Austria, Belgium, Bulgaria, Canary Islands, Ceuta, Croatia, Cyprus, Czech Republic, Denmark, Roaming Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mayotte, Melilla, Netherlands, Norway, Poland, Portugal, Réunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Sint Maarten, Slovakia, Slovenia, Spain, Sweden, Switzerland, United Kingdom, Vatican City.

Zone 2

Australia, Canada, South Africa, United States

Zone 3

Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Bangladesh, Barbados, Bermuda, Brazil, Cayman Islands, Chile, China, Colombia, Dominica, Ecuador, Ghana, Israel, Kenya, Mexico, Moldova, Monaco, Montserrat, New Zealand, Nicaragua, Peru, Puerto Rico, Qatar, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent the Grenadines, Saudia Arabia, Singapore, Turkey, Turks and Caicos Islands, United Arab Emirates, Uruguay, Venezuela, Vietnam.

Zone 4

Azerbaijan, Belarus, British Indian Ocean Territory, Brunei Darussalam, Costa Rica, Egypt, Georgia, Guyana, Indonesia, Jamaica, Japan, Kosovo, Macedonia, Mauritius, Netherlands, Caribbean, Oman, Panama, Serbia, Sri Lanka, Trinidad and Tobago, Ukraine.

Zone 5

Afghanistan, Belize, Benin, Bhutan, Bosnia and Herzegovina, Botswana, Cambodia, Cameroon, Cape Verde, Congo, Democratic Republic, Côte D'Ivoire, Dominican Republic, El Salvador, Gabon, Gambia, Guinea, Guinea – Bissau, Hong Kong, India, Iran , Iraq, Jordan, Kazakhstan, Kuwait, Lebanon, Lesotho, Liberia, Madagascar, Mali, Mongolia, Montenegro, Morocco, Nepal, Niger, Nigeria, Pakistan, Philippines, Senegal, Seychelles, Sierra Leone, Sudan, Taiwan, Tanzania, Thailand, Timor – Leste, Tunisia, Uganda, Uzbekistan, Zambia.

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Appendix B - Our Roaming Zones

Zone 6

Algeria, American Samoa, Angola, Aruba, Bahamas, Bahrain, Bolivia, Burkina Faso, Burundi, Central African Republic, Chad, Christmas Island, Cocos – Keeling Island, Comoros, Congo –Brazzaville, Cook Island, Cuba, Curaçao, Cyprus Turkish, Diego Garcia, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Greenland, Grenada, Guam, Guatemala, Haiti, Honduras, Kiribati, Korea South, Kyrgyzstan, Laos, Libya, Macau, Malawi, Malaysia, Maldives, Marshall Islands, Mauritania, Micronesia, Mozambique, Myanmar, Namibia, Nauru, New Caledonia, Niue, Norfolk Islands, Palau, Palestine, Papua New Guinea, Paraguay, Pitcairn Islands, Saint Helena, Ascension and Tristan da Cunha, Saint Pierre and Miquelon, Samoa, São Tomé and Príncipe, Solomon Islands, Somalia, Somaliland, South Sudan, Suriname, Svalbard and Jan Mayen, Swaziland, Syria, Tajikistan, Togo, Tokelau, Tonga, Turkmenistan, Tuvalu, United States Minor Outlying Islands, Vanuatu, Virgin Islands British, Virgin Islands US, Wallis and Futuna Islands, Western Sahara, Yemen, Yugoslavia, Zimbabwe.



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