

# 1) Screenshot of Lyca's terms and conditions dated 4 September 2017

**Delivery and postage:**

Newly purchased SIMs may take up to 5 working days to deliver. We will send your SIM card in the post, free of charge. Your delivery address must be the same as the billing address (the address your credit/debit card is registered to).

**Credit check:**

Not required

**Allowance:**

Your inclusive allowance can be used:

- ✓ To make calls to standard UK landlines (starting 01,02,03 only)
- ✓ To make calls to standard UK mobile numbers
- ✓ To send texts to standard UK mobile numbers
- ✓ On mobile data in the UK

Your non-inclusive allowance can be used:

- ✓ To make calls to premium, non-geographic UK & international numbers
- ✓ On international standard roaming
- ✓ To send international texts

**Roaming:**

Please note that you will no longer be able to use bundle allowances while roaming. European Union (EU) roaming rates are changing. From 15 June 2017, you will pay the same rates when roaming within the EU as you do at home by PAYG. If you are travelling to any other country (other than EU), you will be charged at a standard international roaming rate.

**Upfront cost:**

There are no upfront costs for the SIM only deals. You will only be charged for the tariff you have chosen at the beginning of each billing cycle.

**Top-up or payment:**

You may need to top-up or make a payment using a debit/credit card in order to make calls, send texts and use data out of your plans inclusive allowance, to call premium and non-geographic numbers, make calls and send text messages to international numbers or to use standard international roaming.

**Lycamobile Airtime Advance:**

If you reach the limit of your prepaid allowance (e.g. making international calls and calls to premium numbers), you may top-up as usual and/or use your Lycamobile Airtime Advance credit up to the amount allocated for your particular bundle (the amount of the Lycamobile Airtime Advance is subject to change), on the condition that you pay for that Lycamobile Airtime Advance at the beginning of the next billing cycle.

If you've reached the limit of your Lycamobile Airtime Advance and have therefore used up all of your monthly allowance and Lycamobile Airtime Advance, then you can still enjoy further services by topping up. Even if you do not top-up, you'll still be able to receive calls and texts.

## 2) Screenshot of Lyca's terms and conditions dated 11 June 2018

The screenshot shows a web browser window displaying the Lycamobile website. The address bar shows the URL <https://www.lycamobile.co.uk/en/termscondition/>. The page features the Lycamobile logo with the tagline "Call the world for less" and a navigation menu with links for HOME, BUNDLES, RATES, TOP-UP, PHONE SHOP, GP SERVICES, OFFERS, HELP, and MY LYCAMOBILE. A search bar is also present. The main content area is titled "10. POSTPAID PLAN" and includes a sub-section "10.1.DELIVERY & POSTAGE" which states that new SIM cards are delivered via Royal Mail. Other sub-sections include "10.2.CREDIT CHECK" (Not required), "10.3.ALLOWANCE" (listing inclusive and non-inclusive usage), and "10.4. ROAMING" (describing EEA Roaming services). A green "ORDER SIM" button is visible on the right side of the page. The Windows taskbar at the bottom shows the date as 11/06/2018 and the time as 12:52.

10. POSTPAID PLAN

10.1.DELIVERY & POSTAGE  
New SIM purchased may take up to 5 working days to deliver. We will post your SIM card via Royal Mail, free of postage charge. Delivery address must be the same as the Billing address – i.e. the address your credit/debit card is registered to.

10.2.CREDIT CHECK  
Not required.

10.3.ALLOWANCE  
Your inclusive allowance can be used to make:

- ☑Calls to standard UK landlines ( numbers starting 01,02,03 only);
- ☑Calls to standard UK mobile numbers;
- ☑Text message to standard UK mobile numbers; and
- ☑Mobile data usage in UK.

Non-inclusive usage includes:

- ☑International Standard Roaming; and
- ☑Calls to standard UK mobile numbers;
- ☑International Text message.

10.4. ROAMING  
Roaming Services: The mobile telephone services that you use when travelling outside the United Kingdom. EEA Roaming services are subject to additional terms and a fair usage policy, see <https://www.lycamobile.co.uk/en/roaming-within-eu-countries/>

10.5.UPFRONT COST:  
There is no upfront fees apply for the SIM only deals. You will only be charged for the tariff you have chosen at the beginning of each billing cycle.

10.6.TOP UP OR PAYMENT  
You may need to top up or make a payment using a debit/credit card in order to make calls, text & data usage out of your plan inclusive allowance, Premium & non- geographic number calls, calls & text message to international numbers or Standard International Roaming.

10.7.LYCAMOBILE AIRTIME ADVANCE  
If you reach the limit of your prepaid allowance, you may Top Up as usual and/or ask for a Lycamobile Airtime Advance which you can pay for later – at the beginning of the next billing cycle.  
If you go over your plan allowance or other usage in any month (e.g. International calls & calls to Premium numbers) and you send us a text requesting the Lycamobile Airtime Advance, then we will

ORDER SIM

# Screenshots of examples of non-roaming inclusive pre-paid bundles dated 18 June 2018

## Global Saver

The screenshot displays the Lycamobile website's 'Global Saver' bundle page. The bundle is highlighted in a white box against a blue background. The bundle name 'Global Saver' is at the top. Below it, the price is listed as '£ 15.00' for '30 Days'. An orange tag indicates 'Extra 2GB'. The bundle features include: 3GB\* Data, Unlimited Lyca to Lyca calls, Unlimited UK texts, and Unlimited Lyca to Lyca texts. A green 'BUY NOW' button is at the bottom of the bundle card. The website header includes the Lycamobile logo, navigation links (HOME, BUNDLES, RATES, TOP-UP, PHONE SHOP, GP SERVICES, OFFERS, HELP), and social media icons. The browser address bar shows 'https://www.lycamobile.co.uk/en/bundles/'.

Bundle Name	Price	Duration	Data	Calls	Texts
Global Saver	£ 15.00	30 Days	3GB* Data	Unlimited Lyca to Lyca calls	Unlimited UK texts Unlimited Lyca to Lyca texts

## Asia Saver and Global 10

The screenshot shows the Lycamobile website with a navigation bar at the top. The main content area displays five mobile phone bundles. The 'Asia Saver' and 'Global 10' bundles are highlighted in the title. A green 'ORDER SIM' button is visible on the right side of the bundles. The Windows taskbar is visible at the bottom of the screen.

Bundle Name	Price	Duration	Data	UK mins	UK texts	Lyca to Lyca calls	Lyca to Lyca texts	International mins	Roaming
Value Saver	£ 12.00	30 Days	3GB*	1000	Unlimited	Unlimited	Unlimited	-	EU Roaming
Super Saver	£ 10.00	10 Days	1GB	500	Unlimited	Unlimited	Unlimited	-	EU Roaming
Asia Saver	£ 10.00	30 Days	1GB	Unlimited	Unlimited	Unlimited	Unlimited	-	-
Global 10	£ 10.00	30 Days	1GB	500	Unlimited	Unlimited	Unlimited	500	-
Global Saver	£ 15.00	-	-	-	-	-	-	-	-

# Talk & Text 5

The screenshot shows the Lycamobile website's bundle selection page. The browser address bar displays 'https://www.lycamobile.co.uk/en/bundles/'. The website header includes the Lycamobile logo with the tagline 'Call the world for less', a language selector for 'United Kingdom' (English), and links to download the app for Android and Apple. The navigation menu contains: HOME, BUNDLES, RATES, TOP-UP, PHONE SHOP, GP SERVICES, OFFERS, HELP, and MY LYCAMOBILE. A search icon is also present.

The main content area features three plan cards, each with a 'BUY NOW' button and a 'more...' link. A 'ORDER SIM' button is located on the right side of the plan cards.

Plan Name	Price (30 Days)	Key Features
Talk & Text 5	£ 5.00	150 UK mins, 150 UK texts, Unlimited Lyca to Lyca calls, Unlimited Lyca to Lyca texts
UK Plan S (Best value)	£ 7.50	500MB Data, 150 UK mins, 150 UK texts, Unlimited Lyca to Lyca calls, EU Roaming
UK Plan M	£ 10.00	2GB Data, 1000 UK mins, Unlimited UK texts, 100 International mins, EU Roaming

The Windows taskbar at the bottom shows the time as 16:11 on 18/06/2018, with the system language set to ENG.

# Screenshots of Lyca '2GB+1GB' roaming inclusive pre-paid bundles dated 18 June 2018

## UK Plan L

The screenshot displays the Lycamobile website interface with a blue header and navigation menu. The main content area features a grid of mobile phone bundles. The 'UK Plan L' bundle is the focus, showing a price of £12.00 for 30 days. It includes 3GB\* data, 1000 UK mins, unlimited UK texts, and unlimited Lyca to Lyca calls. A green 'BUY NOW' button is at the bottom of the bundle card. A green 'ORDER SIM' button is also visible on the right side of the page. The website footer shows the date 18/06/2018 and the time 16:40.

Bundle Name	Price	Duration	Key Features
Forever Data	£20.00	30 Days	9GB UK DATA at 4G then reduced to 128kb/s, Unlimited UK mins, Unlimited UK texts, EU Roaming
UK PLAN GIGA	£17.50 (discounted from £35.00)	30 Days	22 GB Data, Unlimited UK mins, Unlimited UK texts, EU Roaming
UK Lyca	£1.50	30 Days	Unlimited Lyca to Lyca calls, Unlimited Lyca to Lyca texts
UK Plan L	£12.00	30 Days	3GB* Data, 1000 UK mins, Unlimited UK texts, Unlimited Lyca to Lyca calls, EU Roaming
Talk & Text 5	£5.00		
UK Plan S	£7.50		
UK Plan M	£10.00		



Home > Bundles List > UK Plan L

### UK Plan L

£12.00  
30 Days

The PIN for your SIM with plan will expire in 15 days. Please redeem the PIN before the expiry date or you will lose your plan.  
This bundle includes an EU Countries data roaming allowance of 2GB. For more information on roaming within EU Countries and to view Lycamobile's Fair Usage Policy, please [click here](#).  
2 GB + 1 GB Bonus. Promo Data Valid from 17/03/17 until 28/02/18

- 3GB\* Data
- 1000 UK mins
- Unlimited UK texts
- Unlimited Lyca to Lyca calls
- Unlimited Lyca to Lyca texts
- EU Roaming

Existing customers: Dial [\\*139\\*12044#](#) and follow the instructions on the screen or Text 12044 to 3535

BACK

BUY NOW

# Value Saver

The screenshot shows the Lycamobile website with the following details:

- Value Saver:** £12.00 for 30 Days. Includes 3GB\* Data, 1000 UK mins, Unlimited UK texts, Unlimited Lyca to Lyca calls, and EU Roaming.
- Super Saver:** £10.00 for 10 Days. Includes 1GB Data, 500 UK mins, Unlimited UK texts, Unlimited Lyca to Lyca calls, and EU Roaming.
- Asia Saver:** £10.00 for 30 Days. Includes 1GB Data, Unlimited Lyca to Lyca calls, Unlimited UK texts, and Unlimited Lyca to Lyca texts.
- Global 10:** £10.00 for 30 Days. Includes 1GB Data, 500 UK mins, Unlimited Lyca to Lyca texts, and 500 International mins.

Each bundle has a "BUY NOW" button and a "more..." link. A green "ORDER SIM" button is visible on the right side of the page.





### Value Saver

£12.00  
30 Days

\*2 GB + 1 GB Bonus Data  
Promo Data Valid from 17/03/17 until 31/03/18  
This bundle includes an EU Countries data roaming allowance of 2GB. For more information on roaming within EU Countries and to view Lycamobile's Fair Usage Policy, please click [here](#).

- 3GB\* Data
- 1000 UK mins
- Unlimited UK texts
- Unlimited Lyca to Lyca calls
- EU Roaming

Existing customers: Dial [\\*139\\*20044#](#) and follow the instructions on the screen or Text **VALUE** to 3535

BACK

BUY NOW



# Global Saver

The screenshot shows the Lycamobile website interface. At the top, there is a navigation bar with the Lycamobile logo and the tagline "Call the world for less". The navigation menu includes links for HOME, BUNDLES, RATES, TOP-UP, PHONE SHOP, GP SERVICES, OFFERS, HELP, and MY LYCAMOBILE. There are also social media icons and a "Download our APP" button.

The main content area features a grid of bundle cards. Each card has a "more..." link and a "BUY NOW" button. The "Global Saver" bundle is highlighted in a white box. It includes the following details:

- Global Saver**
- £15.00** (with "Extra 2GB" and "30 Days" subtext)
- 3GB\* Data** (with a data icon)
- Unlimited Lyca to Lyca calls** (with a phone icon)
- Unlimited UK texts** (with a text icon)
- Unlimited Lyca to Lyca texts** (with a text icon)

At the bottom of the "Global Saver" card, there is a "more..." link and a "BUY NOW" button. On the right side of the main content area, there is a green button labeled "ORDER SIM".

The browser's address bar shows the URL "https://www.lycamobile.co.uk/en/bundles/". The Windows taskbar at the bottom displays various application icons and the system clock showing "16:42 18/06/2018".



### Global Saver

Extra 2GB

£15.00  
30 Days

\*1 GB + 2 GB Bonus Data  
\*500 +500 Bonus Mins (National & International minutes to selected countries)

3GB\*  
Data

Unlimited  
Lyca to Lyca calls

Unlimited  
UK texts

Unlimited  
Lyca to Lyca texts

Existing customers: Dial [\\*139\\*44515#](tel:*139*44515#) and follow the instructions on the screen or Text GLOBAL to 3535

BACK

BUY NOW

Refer a friend and get £5 credit!

REFER NOW

New to Lycamobile? Join us today!

ORDER SIM

# Screenshots of Lyca's 'International' packages as advertised on its website on 20 February 2019

The screenshot shows the Lycamobile website interface. At the top, there is a navigation bar with the Lycamobile logo, a language selector set to 'United Kingdom', and links for 'Download our APP' and various social media icons. Below this is a main menu with categories like 'HOME', 'BUNDLES', 'RATES', 'TOP-UP', 'PHONE SHOP', 'OFFERS', 'HELP', and 'MY LYCAMOBILE'. The main content area features a blue background with a navigation bar containing tabs for 'National', 'International' (which is highlighted), 'Student Plan', 'Monthly Plan', and 'Data'. A green 'ORDER SIM' button is located in the top right corner of this section. Four package cards are displayed, each with a title, price, duration, and a list of features:

Package Name	Price	Duration	Key Features
All In One 10	£ 10.00	30 Days	1GB Data, 500 UK mins, 1000 UK texts, 500 International mins, EU Roaming
All in one Plus 15	£ 15.00	30 Days	5GB Data, Unlimited UK mins, Unlimited UK texts, Unlimited International mins, EU Roaming
All in one Plus 20	£ 20.00	30 Days	10GB Data, Unlimited UK mins, Unlimited UK texts, Unlimited International mins, EU Roaming
Lyca Globe	£ 10.00	30 Days	3000 International mins, Unlimited Lyca to Lyca calls, Unlimited Lyca to Lyca texts, EU Roaming

Each card includes a 'more...' link and a 'BUY NOW' button. The Windows taskbar at the bottom shows the date as 20/02/2019 and the time as 15:37.

Our best SIM only deals & Pay as x +  
https://www.lycamobile.co.uk/en/bundles/#/international

United Kingdom change English | Download our APP

HOME BUNDLES RATES TOP-UP PHONE SHOP OFFERS HELP MY LYCAMOBILE

### Great Eastern

£10.00  
30 Days

2GB\*  
Data

1000  
International mins

EU Roaming

more...

BUY NOW

### Ivory Coast Orange S

NEW £10.00  
30 Days

60  
International mins

more...

BUY NOW

### Ivory Coast Orange M

NEW £20.00  
30 Days

150  
International mins

more...

BUY NOW

### Pakistan Plus

£10.00  
30 Days

1GB  
Data

500  
UK mins

500  
International mins

100  
UK texts

EU Roaming

more...

BUY NOW

ORDER SIM

View more

15:40  
20/02/2019

Our best SIM only deals & Pay as ...

https://www.lycamobile.co.uk/en/bundles/#/international

United Kingdom change English | Download our APP

HOME BUNDLES RATES TOP-UP PHONE SHOP OFFERS HELP MY LYCAMOBILE

### Guinea Bissau Orange S

NEW £10.00 30 Days

50 mins to Guinea Bissau Orange

more... BUY NOW

### Guinea Bissau Orange M

NEW £20.00 30 Days

120 mins to Guinea Bissau Orange

more... BUY NOW

### Bangladesh Plus

£10.00 30 Days

- 1GB Data
- 500 UK mins
- 500 UK texts
- 500 International mins
- EU Roaming

more... BUY NOW

### Ghana Plan 20

£20.00 30 Days

140\* International mins

more... BUY NOW

ORDER SIM

View more

15:41 20/02/2019

Our best SIM only deals & Pay as ...  
https://www.lycamobile.co.uk/en/bundles/#/international

United Kingdom change English | Download our APP

HOME BUNDLES RATES TOP-UP PHONE SHOP OFFERS HELP MY LYCAMOBILE

### Nigeria Plan 10

£10.00  
30 Days

120\*  
International mins

more...  
**BUY NOW**

### China Plus M

£10.00  
30 Days

1000  
International mins

1GB  
Data

Unlimited  
Lyca to Lyca calls

Unlimited  
UK texts

EU Roaming

more...  
**BUY NOW**

### Unlimited 9.9

£9.90  
30 Days

3000  
International mins

Unlimited  
Lyca to Lyca texts

more...  
**BUY NOW**

### Pakistan Plan

£12.00  
30 Days

700  
Pakistan mins

more...  
**BUY NOW**

**ORDER SIM**

[View more](#)

Windows taskbar: 15:43 20/02/2019

Our best SIM only deals & Pay as x +  
https://www.lycamobile.co.uk/en/bundles/#/international

United Kingdom change English | Download our APP

HOME BUNDLES RATES TOP-UP PHONE SHOP OFFERS HELP MY LYCAMOBILE

### Nigeria Plan 20

£ 20.00  
30 Days

250\*  
International mins

[more...](#)

BUY NOW

### Uganda Plan

£ 20.00  
30 Days

100\*  
UK & International mins

EU Roaming

[more...](#)

BUY NOW

### Far East Plus M

£ 10.00  
30 Days

1GB  
Data

1000  
International mins

Unlimited  
Lyca to Lyca calls

Unlimited  
Lyca to Lyca texts

EU Roaming

[more...](#)

BUY NOW

ORDER SIM

Windows taskbar: 15:45 20/02/2019



Screenshot of Lyca's UK Plan Giga as advertised on its website on 1 February 2019

The screenshot shows a web browser window displaying the Lycamobile website. The address bar shows the URL <https://www.lycamobile.co.uk/en/bundle/uk-plan-giga/>. The page features the Lycamobile logo with the tagline "Call the world for less". Navigation links include HOME, BUNDLES, RATES, TOP-UP, PHONE SHOP, OFFERS, HELP, and MY LYCAMOBILE. A search bar is also present.

The main content area is titled "UK PLAN GIGA" and includes a breadcrumb trail: Home » Bundles List » UK PLAN GIGA. A green "ORDER SIM" button is visible in the top right corner of the main content area.

The UK Plan Giga details are as follows:

- UK PLAN GIGA**
- Discounted price applicable for 1st month only
- Original price: ~~£35.00~~
- Current price: **£17.50**
- 50% Off (indicated in an orange box)
- 30 Days New SIM orders only
- 22 GB Data
- Unlimited UK mins
- Unlimited UK texts
- EU Roaming

A grey box contains the following information:

- This bundle includes an EU Countries data roaming allowance of 11.5GB. For more information on roaming within EU Countries and to view Lycamobile's Fair Usage Policy, please click [here](#).
- Your current Always On plan will now be called UK Plan Giga with new allowances from 01/06/2018.
- Offer valid until 30/06/2018.

Existing customers: Dial [\\*139\\*3044#](#) and follow the instructions on the screen or Text **3044** to **3535**

Buttons: BACK (white with black border), BUY NOW (green)

The Windows taskbar at the bottom shows the time as 12:51 on 01/02/2019.

# Screenshot of Lyca's standard PAYG rate for data as advertised on its website on 20 February 2019

The screenshot shows the Lycamobile website's 'Roaming within EU Countries' page. The page features a navigation menu with links for HOME, BUNDLES, RATES, TOP-UP, PHONE SHOP, OFFERS, HELP, and MY LYCAMOBILE. A prominent banner at the top reads 'Roaming within EU Countries' with an 'ORDER SIM' button. The main content area is titled 'Prepaid bundles' and includes a section for 'EU Roaming' with a list of countries and a table of domestic rates.

## Prepaid bundles

Roaming within European Union (EU) Countries has changed. Selected prepaid bundles now include EU Countries roaming services. Lycamobile prepaid bundles that include an EU Countries roaming allowance are marked 'EU Roaming' and bear the EU emblem as below.

### EU Roaming

To see which of our prepaid bundles include an EU Countries roaming allowance, please [click here](#). These EU Countries roaming bundles allow you to make calls, texts and data when roaming within EU Countries as if you were using your bundle at home. However, these selected bundles are subject to our Fair Usage Policy described below.

IMPORTANT: Some of our prepaid bundles do not include an EU Countries roaming allowance. Before purchasing a bundle, please check that it includes all the services you want to use.

\*EU Countries includes EEA countries. The full list is below:

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Sweden, Switzerland, United Kingdom.

### Pay As You Go

You can use EU Countries roaming services on Pay As You Go. Lycamobile Pay As You Go customers roaming within EU Countries will be charged at our Standard National Rates, as below. Receiving calls and texts while roaming within EU Countries will be free of charge.

### Domestic rates

UK Landlines	UK Mobiles (LycaMobile)	UK Mobiles (Other mobile)	SMS (LycaMobile)	SMS (Other mobile)	Data
12p/min	5p/min	15p/min	5p	6p	12p/MB