



Jersey Price Guide

Everything you need to know about our prices

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Contents

Intro

Page 3

Our plans

Page 4

Our boosters

Pages 5-7

Mobile call and data charges

Page 8

Special calls and charges

Page 9

Roaming

Pages 10-11

International

Page 12

Contact us

Page 13



More flex, less faff

Simple mobile that flexes with you

Getting started with Coop Mobile couldn't be easier. Pick up a SIM in store, activate it online, and choose the plan that works best for you. You pay up front for one month at a time, with no long contracts – so you're free to move your plan up or down, or even cancel, whenever it suits you. Just make any changes before your plan renews to get the one you want for the following month.

Want to make sure you're on the right plan? Use the Coop Mobile app to check how much data you've been using over the last few months – it's a great way to "right-size" your plan and only pay for what you really need. To stay connected without the hassle, you can set your plan to auto-renew. We'll take payment automatically each month. Prefer to do it yourself? No problem – just remember to make your payment before your next month begins.

Everything you need to manage your plan and payments is in your Coop Mobile dashboard at coopmobile.coop/myaccount

If you've set up auto-renew and your payment doesn't go through, we'll give you a nudge so you don't miss out. For manual payments, we'll try again after 24 hours if the first attempt fails – just make sure your account has the funds. Once the payment's sorted, you'll be reconnected straight away, and your new month will start from that date.

If you decide to leave, simply cancel your auto-renewal payment. You can also choose to port your number to another provider. If you don't, your Coop Mobile number will be placed into quarantine for 180 days before being recycled.

This Price Guide is effective from the date of publication (see p1). In the event of a difference between this Price Guide and the information published elsewhere, other than the Terms and Conditions for using Coop Mobile, this Price Guide will take precedence. Coop Mobile may modify or discontinue any Plan (including changing the Charges due for it), Booster, Price List or Members Benefits at any time by updating the details on our Website and/or App provided that we will provide you with at least 30 days written notice of any change to Plan Charges or the withdrawal of a Plan. If you are not satisfied with any such changes, you can end this Agreement by disabling the auto-renew of your account on the App.



Our mobile plans

Plan	CI Data	Price / Month
Essential plan	5GB	£13.50
Everyday plan	10GB	£16.50
Extra plan	15GB	£19.95
Ultimate Plan	Unlimited	£24.95

Prices include GST

*T&C's apply – see our Member Benefits policy for details.

All plans include unlimited calls and texts to CI/UK/ROI when used in the Channel Islands. Data allowances apply to local CI data use. All unlimited allowances are subject to an Acceptable Use Policy. Roaming, international and premium-number calls, texts and data are charged at published rates. Subject to our full Terms & Conditions

Plus, **ALL** plans include:

- ✓ Full-speed data
- ✓ Unlimited CI/UK/ROI calls & texts made in the CI
- ✓ Flexible roaming boosters for the UK, Europe and USA
- ✓ 10% off one Coop shop per month*

Boosters

A little extra when you need it

We all need a top-up now and then – that's where our boosters come in. You can grab one if you've run out of data, want to use data while roaming in the UK, Europe or USA, or need to make chargeable calls or texts not covered by your plan.

Our data boosters last for 30 days and can be added to your account anytime. Our cash boosters don't expire, as long as you've got an active plan running.

It's quick and easy to buy a booster through the Coop Mobile website or app – and you'll find details of all our add-ons on the next pages.



Data boosters



Boosters Local Data			
Data	2GB	5GB	10GB
Price Inc. GST	£5.00	£7.00	£9.00

Boosters Roaming Data for the UK, Europe & USA			
Data	2GB	5GB	10GB
Price Inc. GST	£6.50	£10.00	£15.00

Boosters, your way

With Coop Mobile, you're in control – choose exactly how much extra data you need from the options above.

Our local boosters give you extra data to use here in the Channel Islands. Heading abroad? Our roaming boosters cover you in Europe and the USA.

All data boosters **last 30 days** and can be added to your account anytime during the month.

All our booster prices include GST.

Cash boosters



Cash Boosters			
Value	£2 Cash	£5 Cash	£10 Cash
Price	£2.00	£5.00	£10.00

Just top up your out-of-plan balance with a cash booster and pay as you go. Your cash balance won't expire, as long as you've got an active plan on your account.

Cash boosters for extra flexibility

Our cash boosters are available in £2, £5, and £10 amounts.

They're perfect if you need to:

- Call premium-rate numbers starting with 084 or 087
- Call 05 numbers
- Call Directory Enquiries
- Call or text international numbers
- Use your phone abroad
- Or when your inclusive minutes, texts or data have run out

Mobile call and data charges

Your monthly plan gives you a bundle of calls, texts, and data. Most of the time, everything you need is covered – but sometimes you might use something that sits outside your plan, such as making premium or international calls or going over your bundle allowance of data.

Don't worry – you can still keep using your service. Just add a **cash booster** to your account, and any out-of-plan use will be charged at the rates shown in the table. It means you're always in control – your plan covers your everyday use, and your cash booster gives you the freedom to pay as you go when you need a little extra.

Don't forget all our plans include unlimited calls and texts to Channel Islands, UK and Republic of Ireland landlines and mobiles when used in the Channel Islands, so you will never need to worry about paying anything additional for these.

	Price	Charging increments
Local Data per MB	£0.18	Per MB
Local Texts to Channel Islands, UK and ROI	Included in plan when in CI	-
Texts (Worldwide)	£0.18	Per 160 character SMS
Connection charge for out-of-plan calls	£0.17	One off fee
Local Calls		
Channel Islands, UK and ROI Calls (per minute)	Included in plan when in CI	-
Voicemail Calls	Included in plan when in CI	-

Special calls and charges



Numbers starting with	Price per min
UK Freephone: 0800 and 0808	0p / min
Standard Non-Geographic access charge: 05 and 08 (excluding 0800 and 0808)	48p / min
Directory Enquiry access charge: 118	48p / min

All prices shown include GST.

Please note:

- Calls and texts to short codes for TV competitions or voting aren't supported. Always use the full number to enter or vote.
- 09 premium rate numbers are not supported

Important information

Calls to premium rate numbers (such as 08, 118 and 05 – except free 080 numbers) include two parts:

- **Access charge** – set by Coop Mobile
- **Service charge** – set by the company you're calling

You will pay the total of both charges, which can range from a few pence to several pounds. To check the service charge, you'll need to contact the provider of the number. You can also find more details and use the number checker at:

www.phonepayplus.org.uk

Roaming

Using your mobile abroad



With Coop Mobile, you can call, text, and get online while you're away.

Roaming notifications

When you arrive in another country, we'll send you a message straight away with the costs for using your mobile there. To keep things simple, we split roaming destinations into five zones, so it's always clear what you'll pay.

Travelling in the EU & USA

Grab a roaming data booster to use data abroad.

To make calls or send texts from the EU or USA to the rest of the world, just top up your out-of-plan balance with a cash booster, then pay as you go.

Travelling outside the EU & USA

Top up with a cash booster and pay as you go for all calls, texts, and data.

Smart tips for saving while abroad

Use WiFi whenever you can to make calls and send messages through apps like WhatsApp, it's a great way to cut roaming costs.

Alternatively, you can check out our Coop Travel eSIM data packages, available in 200+ countries at www.cooptraveleSim.com



Roaming charges



The roaming rates you'll be charged while abroad will depend on which zone the country you're travelling in falls into. Our roaming zones and prices are shown below. Prices are shown inc GST

Zone	Countries	Connection charge (Inc GST)	Calls to local, UK & Rep. of Ireland (Inc GST)	Calls to rest of world (Inc GST)	Receiving calls (Inc GST)	Sending texts (Inc GST)	Data usage (Inc GST)
Zone 1	France, Ireland, United Kingdom	17p	43p / min	81p / min	43p / min	18p / message	45p / MB
Zone 2	Austria, Bahrain, Belarus, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland, United States of America	17p	53p / min	97p / min	53p / min	27p / message	45p / MB
Zone 3	Albania, Andorra, Armenia, Bosnia & Herzegovina, Gibraltar, Iceland, Kosovo, Liechtenstein, Macedonia, Moldova, Norway, Serbia, Turkey	17p	97p / min	£1.86 / min	97p / min	36p / message	£5.33 / MB
Zone 4	Afghanistan, Algeria, American Samoa, Angola, Anguilla, Antigua and Barbuda, Argentina, Aruba, Azerbaijan, Bangladesh, Barbados, Belize, Benin, Bhutan, Bolivia, Botswana, Brazil, British Virgin Islands, Brunei, Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, Colombia, Comoros & Mayotte, Congo, Congo Dem Rep, Cook Islands, Costa Rica, Cote d'Ivoire, Cuba, Djibouti, Dominica, (Commonwealth of) Dominican Republic, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Mexico, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea, Oman, Pakistan, Palau, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, South Korea, Sri Lanka, St Helena, Ascension and Tristan, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkmenistan, Tuvalu, Uganda, Ukraine, United States Virgin Islands, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe	17p	£1.42 / min	£2.74 / min	£1.42 / min	45p / message	£10.72 / MB
Zone 5	Australia, Bahamas, Bermuda, Canada, China, Falkland Islands, Faroe Islands, Japan, Montenegro, New Zealand, San Marino, Singapore, South Africa, Thailand, United Arab Emirates	17p	97p / min	£1.86 / min	97p / min	36p / message	£5.32 / MB

All calls charges above are per minute unless otherwise stated. Calls to premium rate will cost more and vary depending on final calling destination. When roaming (or abroad) 0800 free phone numbers are chargeable at the standard roaming call rate. 17p connection charge applies to all chargeable calls. Prices rounded to 2 decimal places.

International call and SMS charges

All plans, include unlimited Channel Islands, UK and Republic of Ireland calls and texts. Our out of bundle call charges for local and international calls are split into two parts. A standard connection charge and then the price per minute rate for the country zone you are making the call to. A list of countries and their price per minute rate is shown below. Prices are shown inc GST

Zone	Countries	Connection charge (Inc GST)	Price per minute (Inc GST)	SMS per Message (Inc GST)
Zone 0	Guernsey, Ireland, Isle of Man, Jersey, United Kingdom (includes numbers starting 01,02,03 & 07)	17p	40p / min	18p / SMS
Zone 1	Austria, Belgium, Bulgaria, Croatia, Cyprus (North), Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Lithuania, Luxembourg, Malta, Netherlands, Romania Slovakia, Slovenia, Spain, Sweden, Switzerland, United States of America	17p	43p / min	18p / SMS
Zone 2	Australia, Australian External Territories, Bahamas, Bermuda, Canada, China, Hong Kong, Japan, New Zealand, Philippines, Singapore, South Africa, Thailand	17p	43p / min	18p / SMS
Zone 3	Albania, Belarus, Bosnia & Herzegovina, Iceland, Kosovo, Macedonia, San Marino, Serbia, Turkey, Ukraine	17p	62p / min	18p / SMS
Zone 4	Abkhazia Land, Andorra, Azerbaijan, Faroe Islands, Georgia, Gibraltar, Kazakhstan, Liechtenstein, Moldova, Monaco, Montenegro, Norway, Russia, Vatican City	17p	62p / min	18p / SMS
Zone 5	Latvia, Poland, Portugal	17p	8p / min	18p / SMS
Zone 6	Afghanistan, Algeria, American Samoa, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension, Bahrain, Bangladesh, Barbados, Belize, Benin, Bhutan, Bolivia, Botswana, Brazil, British Virgin Islands, Brunei, Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, Colombia, Comoros & Mayotte, Congo, Dem Rep Congo, Cook Islands, Costa Rica, Cote d Ivoire, Cuba, Diego Garcia, Djibouti, Dominica (Commonwealth of), Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Guiana, French Polynesia, Gabon, Gambia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guyana, Haiti, Honduras, India, Indonesia, Iran, Iraq, Israel, Jamaica, Jordan, Kenya, Kiribati, Kuwait, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Madagascar, Malawi, Malaysia, Maldives, Mali, Marshall Islands, Martinique, Mauritania, Mauritius, Mexico, Micronesia, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea, Oman, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Puerto Rico, Qatar, Reunion, Russian Nakhodka, Russian Sakhalin, Rwanda, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, South Korea, South Sudan, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, United Arab Emirates, United States, Virgin Islands, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Zambia, Zimbabwe	17p	£1.14 / min	18p / SMS

Prices rounded to 2 decimal places



If you have any queries, you can check out our **FAQs** or contact us via **web chat** and one of the members of our team will assist you. Go to **coopmobile.coop** for further details.

Alternatively call our customer services team.

We're here to help.

Dial 170 from your Coop Mobile

01534 680 068

