

Early Upgrade Terms and Conditions (Pay monthly phone plans)

Customers on selected plans are able to upgrade to a new pay monthly plan before the end of the current minimum term on payment of an early upgrade fee in certain circumstances. You will need to upgrade through one of our stores or via our telesales team: you cannot upgrade early via our website. We don't have to allow you to upgrade and our standard eligibility rules apply.

Current plan: your current plan must be a 24 month pay monthly mobile phone plan. You need to have been on this plan for at least 6 months and have at least 46 days left before the end of its minimum term. You won't be eligible for an early upgrade if you have outstanding debt on your current account.

What will I pay to upgrade? For all upgrades, you will have to pay an early upgrade fee. The early upgrade fee will be calculated as a lump sum equal to the total monthly line rental due for the remaining period of your minimum term (on a pro rata basis if you are part way through a monthly billing cycle). We'll then apply a discount to that amount to get to your final early upgrade fee. You'll need to pay your early upgrade fee straightaway unless we advise you otherwise. Any discount that you have on your current plan will be lost when you upgrade.

Cancelling your upgrade: Depending on where you upgraded, you may be able to cancel your early upgrade. If you cancel, you will need to return your new phone. We'll then put you back on your original price plan at the same point in your previous minimum term, and either pay you the early upgrade fee or credit it to your account.