



# MULTI-LINE DISCOUNT

Version 4

Dated 29 August 2024

The Multi-Line discount is available on Eligible Plans as set out below for existing customers taking out an additional Eligible Plan on the same account.

The discount will be applied to the monthly plan price on all Eligible Plans on the account as you long as you have one Qualifying Plan on which you are paying full price.

#### Eligible Plans:

1. Airtime plans taken with Flex Pay (device loan), SIM only plans and Data SIM plans purchased from 29 August 2024 are entitled to £12 off.
2. Airtime plans taken with Flex Pay (device loan), SIM only plans and Data SIM plans purchased between 18 July 2023 and 28 August 2024 are entitled to 30% off.
3. The following plans are entitled to 10% off:
  - a. Pay Monthly plans taken with a phone, tablet, laptop, or Mobile Broadband / Wi-Fi device with a minimum term of 12 months or more;
  - b. Airtime plans taken with Flex Pay (device loan), SIM only and Data SIM plans purchased before 17 August 2022; and
  - c. Full Works for iPhone airtime plans taken with Flex Pay (device loan) purchased before 31 August 2022.
4. The following plans are entitled to 20%:
  - a. Airtime plans taken with Flex Pay (device loan) (except Full Works for iPhone plans), SIM only plans and Data SIM plans purchased between 17 August 2022 and 18 July 2023; and
  - b. Full Works for iPhone airtime plans taken with Flex Pay (device loan) purchased between 31 August 2022 and 18 July 2023.

#### Non-eligible plans:

1. 4G/5G Home plans
2. Watch/wearable device plans
3. Mobile Broadband / Wi-Fi device plans with a minimum term of 30 days

#### Qualifying Plans:

To qualify for the Multi-Line discount, you must already have a Pay Monthly Plan (excluding 4G/5G Home plans, Watch Plans and 30-day plans).

The discount is applied to the plan price for the Eligible Plan(s) only and not off any other costs (e.g. not off things like out of bundle charges or roaming calls). The Multi-Line discount is not compatible with any other discounts on the same plan (including Friends and Family and PERK). Your Qualifying Plan is eligible for other discounts (subject to the other discount's eligibility criteria).

If your plan is currently eligible for a 20% discount as set out above and you change your plan (keeping your original minimum term end date) your new plan will still be subject to a 20% discount.

The discount is applied to the Eligible Plans in the order taken, your first plan taken will be your Qualifying plan.

#### Removing the discount:

If you have just one Eligible Plan with a Multi-Line discount and terminate your Qualifying Plan, the Multi-Line discount on the Eligible Plan will be removed. Where you have a number of Eligible Plans

each with a discount and you terminate your Qualifying Plan, we will remove the Multi-Line discount from the oldest plan in your account. That plan will then become your new Qualifying Plan.