



The**SIM**  
Warehouse  
Great Value SIM Cards

Customer guide

Clear limits. No nasty surprises.

# Your **Spend Cap**, explained.

A straightforward guide to how your  
£80 Spend Cap works and what  
happens when you reach it.

Default Spend Cap

# £80

The maximum additional chargeable  
usage permitted above your agreed  
monthly plan charges, unless we agree  
something different with you.



## What is a Spend Cap?

Your Spend Cap limits how much additional chargeable usage can be added to your bill above your agreed monthly plan charges. It is set to **£80 by default** from activation, unless a different amount has been agreed.



### What can count towards it?

- Calls or messages outside your included allowance
- Premium-rate or non-geographic services
- International or roaming usage not included in your plan
- Chargeable data or other out-of-plan services



### What does not count?

Your normal agreed monthly plan charges do not use the Spend Cap. Usage already included within your plan allowance is also unaffected, unless a separate fair usage or network restriction applies.



### When does it refresh?

The Spend Cap refreshes on the first day of each calendar month. Any unused amount does not roll over to the next month.



### When the cap is reached

You will be notified and services on the affected connection may be restricted, including calls, texts and data. Restrictions normally remain until the Spend Cap refreshes on the first day of the following month.



### Important to know

A Spend Cap is a usage-control feature, not a credit facility. Charges already incurred before network reporting or restriction takes effect remain payable. Some services can take time to report, so the cap may not prevent every charge from appearing immediately.

#### 1. Use your plan

Included usage works as normal within your agreed allowance.

#### 2. Extra usage is tracked

Eligible chargeable usage is counted towards the £80 cap.

#### 3. Cap reached

You are notified and restrictions may apply until the monthly reset.