

Contract Summary — Hadedamobile Caller calling credit

This summary is provided under UK telecoms rules so you can compare offers. Full terms: hadedamobile.co.uk/caller-terms

Provider: Hadedamobile Ltd, 7 Blade Mews, London SW15 2NF · Company no. 17044132 · VAT GB 517 5098 79
· hello@hadedamobile.co.uk

Services

Pay-as-you-go credit for the Hadedamobile Caller app: outbound voice calls from your smartphone (over your internet connection) to South African numbers. The person you call doesn't need the app. **The app cannot make emergency calls (999/112)** — always use your phone's ordinary dialler for emergencies. No number, SIM or subscription is included; this is calling credit only.

Price

Credit is bought as one-off top-ups of **£5, £10 or £20** (all prices include VAT). Calls cost **4.2p per minute**, billed per whole minute — so £5 buys about 119 minutes, £10 about 238, £20 about 476. There are no connection fees, monthly fees or automatic charges of any kind. New users receive £1.26 of free starting credit (about 30 minutes), spent before paid credit.

Duration, renewal and termination

There is no contract period and nothing renews: each top-up is a one-off purchase, and we never charge you automatically. Your credit lasts **365 days from your last call or top-up** — any call or top-up restarts the clock; if unused for 365 days it expires (we'll remind you 30 days and 7 days before). You can cancel a top-up within **14 days** of buying it and get back whatever you haven't spent on calls, refunded to your original payment method within 14 days, free of charge — by email to hello@hadedamobile.co.uk or the form in your confirmation email. Once a top-up is fully spent, the right to cancel that purchase ends. You can stop using the service at any time; there's nothing to terminate.

Other relevant information

Calls require a working internet connection; call quality depends on it. Credit is personal, non-transferable, and has no cash value except the refund right above. Complaints: hello@hadedamobile.co.uk; if unresolved after 8 weeks (or deadlocked), you may refer the dispute free of charge to the Communications Ombudsman.

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