

coop midcounties

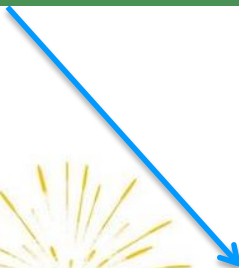
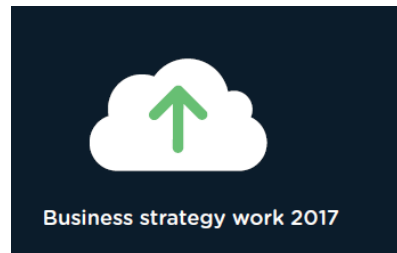
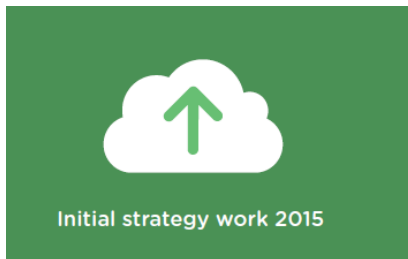


the phone  
coop





1998 – Founded by Vivien Woodell





## Mood Board - COOP Midcounties brand guidelines and our customer target groups -



For a campaign style to COOP Mids brand guidelines - portrait style imagery, eyes to camera, with individuals in their home, using tablets/mobiles/laptops in a way that feels real and everyday, as above.

## Residential Strategy



the phone coop 01608 434 000

Business Home Broadband Mobile Offers My Account Help Pay As You Go

Unlimited Broadband, Fibre & Mobile | The Phone Co-op | Unlimited & Superfast Fibre Broadband | The Phone Co-op

The fairest of them all - The Phone Co-op Home Broadband

Broadband from just £22 per month

Check Availability >>

Our Fair Price Promise: your guarantee of best value

Choose Superfast Fibre or Unlimited Broadband and we guarantee there'll be no nasty price hikes, plus when your contract ends, you'll carry on paying our lowest standard rate

Ethical Consumer Best Buy broadband from the UK's only telecommunications co-op

Superfast Fibre Broadband £28 per month

Easy self install 12 month contract Includes line rental Fair Price Promise

Check Availability >>

Unlimited Broadband £22 per month

Unlimited usage 12 month contract No set up fee Fair Price Promise

Check Availability >>

Super Routers

The right router for you - call us on 01608 434 040 and we can talk through your options for the best Wi-Fi speed.

Average Customer Rating: ★★★★★ 4.3/5 | feefo

Independent Service Rating based on 144 verified reviews. Read all reviews

★★★★★ "Everything has been perfect..." Phone call made to place order 20th March. Very knowledgeable person on phone. Order taken swiftly &... Steve Ruggie - a day ago

★★★★★ "A simple and friendly process..." Pleasant exchange on the phone. I was given the information I needed and asked questions which were... Steve Vines - 2 days ago

★★★★★ Very helpful and patient customer service agents. Invited Customer - 2 days ago

Fibre and Broadband Product Reviews

Our Fair Price Promise

- You'll pay the price you agreed, throughout the contract
- We'll automatically move you to our lowest standard rate when your contract ends
- You'll get the service we promise - or you can walk away, no questions asked

Want even faster speeds? Upgrade to Superfast Fibre PLUS

Special Price Only £28 per month for 12 months

12 month contract Our fastest speed

Check Availability >>

Co-Operatives UK coop ethical

UK Broadband Provider

Fair Tax

Totally Unlimited Broadband



## Premium Home Broadband





**Quote LOCAL for a FREE premium router**

**Superfast Fibre**  
from **£28** per month

**‘Ethical AND excellent.  
What more could you ask?  
All I need to do my stuff  
at work and in leisure.’**  
*Aaron H, Oxfordshire*

Average customer rating  
★★★★☆ 4.3/5  
Correct at time of print

**feefo**

**Premium Home Broadband from  
the heart of Chipping Norton**

Talk to us:  
01608 434 040  
thephone.coop



The fairest of them all - The Phone Co-op Home Broadband

Broadband  
from just £22 per month

ethicalconsumer.org  
BEST BUY

Check Availability >>

## Our Fair Price Promise: Broadband you can trust

Choose **Superfast Fibre** or **Unlimited Broadband** from The Phone Co-op and we guarantee there'll be no nasty price hikes, plus we'll automatically move you to our lowest standard rate when your contract ends. If you're not completely satisfied within 30 days of your contract starting, you can walk away, no questions asked. You can't get fairer than that!

When you choose Broadband from The Phone Co-op, we promise that:

### 1. You'll pay the price you agreed, throughout the contract and afterwards

Our initial contract period is only 12 months, and the price you pay when you sign up will be the price you pay throughout that period. When your contract ends, you'll carry on paying the lowest standard rate. No price hikes, no nasty surprises.

### 2. You'll always pay our lowest standard prices for the Broadband you choose


If we reduce our standard rate in your contract period, once you have fulfilled the contract period, you will be automatically moved to the new reduced standard rate. If our standard rates rise, you will be advised before you renew your contract. No rip-offs, no arguments.

### 3. You'll get the service we promise – or you can walk away

If you're not getting the speeds we've told you your line is guaranteed to receive, we'll do our best to resolve the issue. If you're not completely satisfied within 30 days of letting us know, you can walk away, no questions asked.

You can't get fairer than that!

## Sim only deals

**Upgrading your phone feels good – but saving the planet feels better**

Resist the urge to upgrade when your contract ends. Switch to SIM only from the UK's only telecoms co-operative and you'll help reduce e-waste as well as saving money.

**Spring Sale**  
Until 30/04/19

10GB £22 NOW £17 per month

30GB £32 NOW £25 per month

[www.thephone.coop/thefriend](http://www.thephone.coop/thefriend)  
01608 434 040

the phone coop

ethical consumer coop  
BEST BUY

**Switch to SIM only**

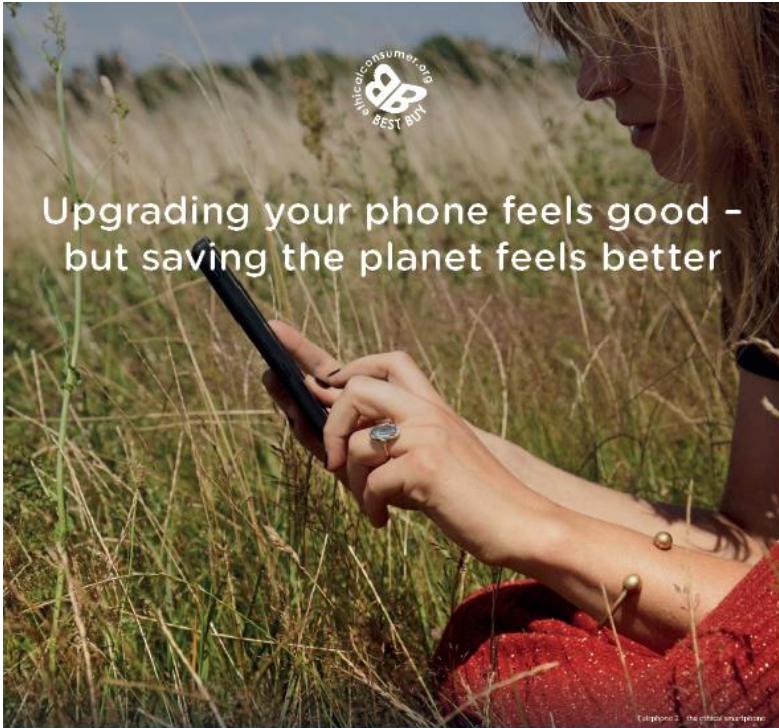
**Spring Sale**  
Until 30.04.19

10GB £22 NOW £17 per month

30GB £32 NOW £25 per month

ethical consumer coop  
BEST BUY

the phone coop



**Upgrading your phone feels good – but saving the planet feels better**

Resist the urge to upgrade when your contract ends. Switch to SIM only from the UK's only telecoms co-operative and you'll help reduce e-waste as well as saving money.

[www.thephone.coop/sim](http://www.thephone.coop/sim) | 01608 434 040

the phone coop

ethical consumer coop  
BEST BUY



## Colleague deals – SIM only

coop midcounties

**SPRING SALE**  
Until 30/04/2019

10GB ~~£22~~ NOW **£13.60**  
per month

30GB ~~£32~~ NOW **£20**  
per month

**THINGS THAT  
MATTER  
TO YOU**

**Download your new Colleagues Connect App Today!**

## Colleague deals - Broadband



**Superfast Fibre Broadband**  
~~£28~~ £22.40 per month

Self-install  
12-month contract  
High quality router  
Fair Price Promise



20% colleague discount >>

## Colleague deals – Pay As You Go



Members get £11 credit for every £10 online top up with your Co-op Midcounties membership card number.



Any questions?