

Press Dossier

Everything you need to know about Lobster!

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What's Lobster?

Lobster is the only mobile operator in Spain to offer a service completely in English.

We offer tailor-made mobile tariff plans for British expatriates, and other English speakers, who reside in Spain.

We are "English, easy and effortless" so that our customers enjoy a service and experience "like home".

Our customers have complete control over what they spend with no bill shocks or hidden surprises.

We are in tune with expatriate life and understand expatriate needs, offering flexibility such as parking a number for free whilst away from Spain and having it available again to use when you return.

There are no commitments. Our customers stay with us because they're happy with the service!



And of course we offer our service in Spanish too for those customers who prefer.

What's Lobster?



We're all in English

Every flippin' thing. The website, the bills, the customer service. We speak your language.

We're tailor-made for you

You get unlimited calls & texts in & between Spain, the UK & other countries plus great data deals.



We're totally flexible

You can change your plan, park your number whilst away from Spain, or leave any time. There are no commitments or hidden surprises.

We're simple and easy

We give you full control over what you spend. Easy to understand and effortless to use.



Keep your Spanish number

Keeping your number is easy. Just let us know and we'll transfer it for you. It usually takes 24 hours then your good to go. Don't worry we'll tell you once it's done.

We Give a Great Service

The Lobster brand DNA is based around British values and service.

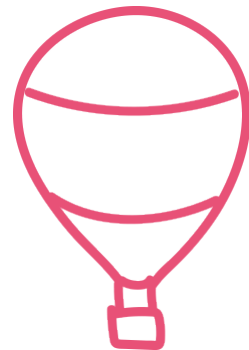
We are the English-speaking mobile service in Spain – easy to understand and effortless to use.

We're authentic and straightforward.

We bring you the best of British values and service with reliability, fairness, consistency, decency and friendliness.

We do this by

- Uncomplicated product
- English language throughout
- Non-technical
- Effortless customer experience
- Genuine promotions
- Helpful, personal service



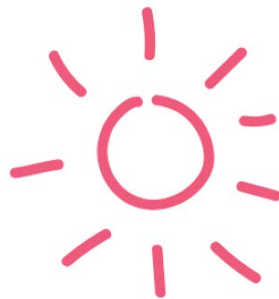
We Give a Great Service

Why the name Lobster?

It's something different and brings to mind the good life.
After all, sun and wonderful food is to be found in Spain!

Also, it's distinctive and memorable.

It's easy to say, ask for, and search on the web!



Lobster Core Values

Simplicity.

Easy to understand, effortless to use.

Consistency.

We do what we say we'll do, every time.
Honestly.

Service.

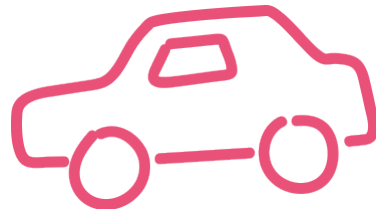
It's customer first. Always.

Professionalism.

A polished, reliable organisation that runs like clockwork.

Humanness.

We connect people.



**Think of us like your
friend at the pub!**



Our Tariff Plans

3 simple tailor-made mobile tariff plans with unlimited calls and texts and great data deals.

Small (but sweet)	Medium (the middle one)	Large (the big easy)
8GB at 4G speed	18GB at 4G speed	35GB at 4G speed
Unlimited calls & texts in & between Spain, the UK & other countries	Unlimited calls & texts in & between Spain, the UK & other countries	Unlimited calls & texts in & between Spain, the UK & other countries
€12 28 days (inc. VAT)	€18 28 days (inc. VAT)	€24 28 days (inc. VAT)

All our tariff plans include unlimited calls and texts in Spain, to the UK, Denmark, Germany, Gibraltar, Ireland, Netherlands, Norway, Portugal, Sweden and the USA.



All our tariff plans also include "Roam Like At Home" so that our customers can enjoy the same services while at home in any country in the European Economic Area, at no additional cost.



**With Lobster there are no commitments.
You're free as a bird.**



Where to Buy

You can become a Lobster customer by...

- Calling our Customer Contact Centre for free on 1661
- Visiting our website at lobster.es
- Visiting one of our extensive network of specialised retail outlets and other points of sale. You can find them all here at lobster.es/store-finder/

Simple sign-up. There's no jumping through hoops here!

Becoming a Lobster customer is very easy and simple, just provide identification and your credit or debit card payment details through a totally secure process, and you're good to go.



Our Customer Contact Centre

We take great care of our customers and make sure everything is as it should be! To get in touch...

- Call us for free on **711** or **+34 711 000 711** (outside of Spain charges will apply)
- Drop us an email at hello@lobster.es
- Contact us on social media on Facebook, Twitter or Instagram



Our Customer Contact Centre is exclusive to Lobster and provides a high quality service to customers in native English.

And of course we offer our service in Spanish too for those customers who prefer.



Who Are We?

Lobster is a registered brand of Zinnia Telecomunicaciones, a Spanish company and part of the Gitelecom Group.

Zinnia Telecomunicaciones has the financial and business support of Gitelecom, the leading mobile, broadband and fixed communications services company in Gibraltar.

Lobster was launched in 2018 to meet the needs of expatriates residing in Spain who are currently underserved when it comes to mobile services.

Lobster has full network coverage in Spain using Telefónica to provide the best quality national service. Full international and roaming coverage is provided by Gitelecom in addition to the rest of the technological infrastructure.

Lobster has its head office in Madrid.



Press Contact

You can contact us on...

If you need more information please send an email to press@lobster.es
or contact us on 711 000 125

Head office in Madrid:

Calle María Tubau 3, Planta 5 Módulo C
Madrid, 28050

You can follow us...



Social media on Facebook, Twitter or Instagram



Thanks!

