



## Out Of Bundle Charges

All prices quoted in this document are excluding VAT.

Please note that out of bundle data charges are charged at 3p per MB. Example - if you were to download a 2-hour HD movie, this is likely to use up to 3GB of data. In out of bundle charges at 3p per MB, this is going to cost approximately £85 in additional charges.

Call Type Description	Cost	Minimum First Period Charge	Billing Increments
On-Net	£0.48	1 second	1 second
Cross-Net	£0.48		
Landline - 01,02 and 03 numbers	£0.48		
Voicemail	£0.48		
Channel Islands & Isle of Man (excluded from bundles)	£0.48		
SMS	£0.48	N/A	Per message
Channel Islands & Isle of Man SMS (excluded from bundles)	£0.48		
MMS	£0.48		
Video Call - including international	£0.48	1 second	1 second
Call Return	£0.48	60 seconds	60 seconds
International Call - Europe	£0.94		
International Call- ROW	£1.88		
International SMS	£0.60	N/A	Per message
Non-Geo Access Charge (084 & 087)	£0.60	60 seconds	60 seconds
Premium Call Access Charge (09)	£0.60		
Directory Enquiries Access Charge (118)	£0.60		
Freephone (0800)	Free	1 second	1 second
Radio Paging Services (ie 076)	£0.48	N/A	Per Call
Personal Numbering Services (ie 070)	£0.48	60 seconds	1 second
Call Forwarding Services (07744/07755)	£0.48		
Data	£0.03	Per KB	per KB

## Important Mobile Terms and Conditions

Usage is worked out on a pro rata basis from 1st - 31st. So, if the sim card is connected on 15th of the month and is on a 20GB tariff, you will have a 10GB allowance to use from 15th to the end of the first month. The full 20GB allowance will commence on 1st of the following month.

We will advise you when 80% of your usage has been reached. When you have reached your spend cap, an auto-bar will be placed on your account. Please bear in mind that billing data can take up to 48 hours to download from the network (even longer when travelling abroad). Due to this delay, there may still be some excess charges incurred before the auto-bar activates. It is imperative that you carry out regular monitoring of data usage in particular, throughout the month. By signing this contract, you accept that you have read and understood this important information and you are liable for all out of bundle charges.

If you need any help on how to monitor the data usage, please contact DWD Telecoms on 0345 3456 575 or email - [support@dwdtelecoms.com](mailto:support@dwdtelecoms.com).


## O2 Roaming Fair Usages

If a user uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Travel Select and/or legislation such as Roam Like at Home), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a user's usage continues to exceed 50% as described above over the two-week period following the first notification, DWD reserves the right to either charge customers for this excessive usage or bar roaming services. Users will be notified before any action is taken.

## O2 International Caller Service

Our optional International Caller (IC) on O2, offers end users hugely reduced international call rates when dialling abroad without bundles. For only £5 extra per month, you will benefit from these massive savings on international calls rates.

	International Caller Tariff	Price
	UK to Europe / USA / Canada	3p per minute
		(usually 93.8p to Europe / £1.88 to USA/Canada)
	UK to Rest of World	16.5p per minute
		(usually £1.88)
	UK International SMS	3p per message
		(usually 60p)

## O2 Europe Zones

### Europe Zone 1

Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland,

France, French territories, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (Inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden.

### Europe Zone 2

Channel Islands (inc. Guernsey, Jersey) and the Isle of Man, Faroe Islands, San Marino, Switzerland.

## O2 World Traveller Service

**Please note that this does NOT include mobile broadband! This is for voice connections only! You will incur data charges when roaming and using a mobile broadband! If you are going to be using data outside of the UK and EU, then please let us know so we can change your mobile broadband tariff before you leave the country.**

For users that are roaming outside of Europe in the Rest of the World, for **£5 + VAT per day**, users can still access their UK allowance whilst in the following destinations:

Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Bangladesh, Barbados, Bermuda, Bonaire, Bosnia & Herzegovina, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Colombia, Democratic Republic of Congo, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Lesotho, Macau, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saba (Netherlands Antilles), Saudi Arabia, Serbia, Singapore, Sint Eustatius (Netherlands Antilles), Sint Maarten, South Africa, South Korea, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad & Tobago, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam, Western Samoa.

For roaming outside of the above World Traveller Service countries, charges for that particular country zone will apply. The zones are listed below.

## O2 International Zones

Rest of World Zone 1 - countries below that are **underlined** are covered by the £5 per day WTS

**Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia**, Azerbaijan, Bahamas, **Bahrain, Bangladesh, Barbados**, Benin, **Bermuda**, Bhutan, **Bonaire**, Botswana, **Bosnia & Herzegovina, Brazil, British Virgin Islands**, Brunei, Burkina Faso, Cameroon, **Cambodia, Canada, Cayman Islands**, Central African Republic, Chad, **Chile, China, Colombia, Democratic Republic of Congo**, Peoples Republic of Congo, **Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji**, French Polynesia, Gabon, **Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia**, Iran, Iraq, **Israel**, Ivory Coast, **Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Lesotho, Macau, Macedonia**, Madagascar, **Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco**,

Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saba (Netherlands Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, Singapore, Sint Eustatius (Netherlands Antilles), Sint Maarten, Solomon Islands, South Africa, South Korea, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turkey, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia.

### Rest Of World Zone 2

Algeria, American Samoa, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe.

### Rest Of World Zone 3

Andorra, Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia.

### Rest Of World Zone 4

Angola, Ascension Islands, Australian External Territories, Belize, Comoros, Cook Islands, Cuba, Diego Garcia, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Greenland, Kiribati, Lebanon, Maldives, Marshall Islands, Micronesia, Midway Island, Nauru, New Caledonia, Niue, Norfolk Island, North Mariana, Palau, Saint Helena, Somalia, St Pierre & Miquelon, Syria, Timor (East), Tokelau, Turkmenistan, Tuvalu, Wallis & Futuna.

## O2 Roaming Out of Bundle Charges

Please see below for out of bundle charges. Mobile broadband outside of Europe see below prices for the country of usage (prices are excluding VAT): -

Call Type Description	Cost	Minimum first billing period	Billing increments
Roaming RoW Zone 1 - In Country, In Zone & UK	£0.60	60 seconds	60 seconds
Roaming RoW Zone 1 - Euro Zones	£1.50		
Roaming RoW Zone 1 - RoW Zone 2	£1.99		
Roaming RoW Zone 1 - RoW Zone 3	£2.04		
Roaming RoW Zone 1 - RoW Zone 4	£2.04		
Roaming RoW Zone 1 - Inbound	£0.36		
Roaming RoW Zone 1 - SMS	£0.08	per message	per message
Roaming RoW Zone 1 - MMS	£0.66		
Roaming RoW Zone 1 - Data	£0.14	per MB	per MB
Roaming RoW Zone 2 - In Country, In Zone & UK	£1.20	60 seconds	60 seconds
Roaming RoW Zone 2 - Euro Zones	£1.50		
Roaming RoW Zone 2 - RoW Zone 1	£2.04		
Roaming RoW Zone 2 - RoW Zone 3	£2.04		
Roaming RoW Zone 2 - RoW Zone 4	£2.04		

Roaming RoW Zone 2 - Inbound	£0.72		
Roaming RoW Zone 2 - SMS	£0.30	per message	per message
Roaming RoW Zone 2 - MMS	£0.66		
Roaming RoW Zone 2 - Data	£0.68	per MB	per MB
Roaming RoW Zone 3 - In Country, In Zone & UK	£2.40	60 seconds	60 seconds
Roaming RoW Zone 3 - Euro Zones	£2.40		
Roaming RoW Zone 3 - RoW Zone 1	£2.40		
Roaming RoW Zone 3 - RoW Zone 2	£2.40		
Roaming RoW Zone 3 - RoW Zone 4	£2.40		
Roaming RoW Zone 3 - Inbound	£1.56	per message	per message
Roaming RoW Zone 3 - SMS	£0.60		
Roaming RoW Zone 3 - MMS	£0.66		
Roaming RoW Zone 3 - Data	£2.02	per MB	per MB
Roaming RoW Zone 4 - In Country, In Zone & UK	£2.40	60 seconds	60 seconds
Roaming RoW Zone 4 - Euro Zones	£2.40		
Roaming RoW Zone 4 - RoW Zone 1	£2.40		
Roaming RoW Zone 4 - RoW Zone 2	£2.40		
Roaming RoW Zone 4 - RoW Zone 3	£2.40		
Roaming RoW Zone 4 - Inbound	£2.40	per message	per message
Roaming RoW Zone 4 - SMS	£0.60		
Roaming RoW Zone 4 - MMS	£0.66		
Roaming RoW Zone 4 - Data	£8.10	per MB	per MB