



## O2 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	1 second	1 second
Video Call - including international	£0.48		
Call Return	£0.48		
International Call - Europe	£0.94	60 seconds	60 seconds
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

\*\*\* Freephone numbers may still be charged when dialling from outside of Europe

## O2 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 on 0345 3456 575 or email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)

## O2 Spend Caps

Either you or the authorised person within your company / organisation who signed the contract, has already approved a monthly spend cap for you. This is for any out of bundle charges such as the £5 per day TravelPlus countries and World Traveller Service countries, picture messages, calls to 084/087 numbers, premium texts etc. If you need to check or amend the spend caps, please contact DWD on email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)

## O2 Roaming Allowances and Pricing

Your allowance and price whilst roaming will vary, and is also dependent on your tariff. Before you leave the UK, please ensure that you **contact DWD on 0345 3456 575 or email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)** to check the country you are visiting and your allowances along with current prices.

## O2 Roaming Fair Usages

Unlimited plans roaming data usage is capped at 25GB per billing month in European Travel Select, Travel Free and Travel Plus destinations.


If you reach this limit, you will be charged £3 per 1GB (ex VAT) to continue using data in a European Travel Select, Travel Free or Travel Plus destinations, until your monthly allowance renews on the 1<sup>st</sup> of next month.

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)	

**Europe:** Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, French Territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Azores & Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden, Switzerland.

**RoW:** All other countries. (excluding Channel Islands and Isle of Man)

## O2 TravelFree

TravelFree is available on **selected** O2 tariffs and is our enhanced version of Roam Like At Home. When roaming within an inclusive destination, this service enables access to your domestic bundles and rates as if you were at home. **Please check with us first to see if this service applies to you, contact DWD on 0345 3456 575 or email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)**

### TravelFree Inclusive Destinations:

**Europe Zone 1:** Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), 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:** Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland

**Worldwide:** Albania, Anguilla, Antigua, Aruba, Australia, Barbados, Bermuda, Bosnia & Herzegovina, Canada, Cayman Islands, Dominica, Ghana, Grenada, Jamaica, Kenya, Lesotho, Mexico, Montserrat, Mozambique, Netherland Antilles, New Zealand, South Africa, St Kitts and Nevis, St Vincent, St Lucia, Trinidad & Tobago, Turkey, Turks and Caicos, US Virgin Islands, USA.

## O2 TravelPlus

TravelPlus is available on selected O2 tariffs and is 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. **Please check with us first to see if this service applies to you, contact DWD on 0345 3456 575 or email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)**

Afghanistan, Andorra, Argentina, Armenia, Bahrain, Bangladesh, Bonaire, Brazil, British Virgin Islands, Cambodia, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kazakhstan, Kuwait, Laos, Macau, Macedonia, Malaysia, Moldova, Mongolia, Montenegro, Morocco, Myanmar, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vietnam, Western Samoa.

## O2 Europe Zones

### Europe Zone 1:

Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), 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. **Please check with us first to see if this service applies to you, contact DWD on 0345 3456 575 or email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)**

Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Bangladesh, Bermuda, Bosnia and Herzegovina, Bonaire, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jamaica, 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, St. Kitts and Nevis, St. Lucia, St. Vincent, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turkey, Turks and Caicos Islands, 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<sup>^</sup>, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kosovo, 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 (Netherland Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, Singapore, Sint Eustatius (Netherland Antilles), Sint Maarten, Solomon Islands, South Africa, South Korea, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Sudan, 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.

<sup>^</sup> Users should expect service restrictions when roaming in Iran

### 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	£2.01		
Roaming RoW Zone 1 - RoW Zone 3	£2.06		
Roaming RoW Zone 1 - RoW Zone 4	£2.06		
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		
Roaming RoW Zone 3 - SMS	£0.60	per message	per message
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		
Roaming RoW Zone 4 - SMS	£0.60	per message	per message
Roaming RoW Zone 4 - MMS	£0.66		
Roaming RoW Zone 4 - Data	£4.50	per MB	per MB