



# O2 Mobile Tariff Guide

## Onestream O2 single Global Roamer

Price Plan Description	RRP	Global Roamer	Global Roamer Extra	Minutes	Texts	UK to EU Minutes	UK to EU Texts	Data (Out of Bundle)	Spend Cap
<b>O2 Single + GR 6GB</b>	£19.50	Yes	No	Unlimited	Unlimited	n/a	n/a	Data Step Bundle	Yes
<b>O2 Single + GR 25GB</b>	£24.50	Yes	No	Unlimited	Unlimited	500*	500*	Data Step Bundle	Yes
<b>O2 Single + GR 50GB</b>	£26.50	Yes	No	Unlimited	Unlimited	500*	500*	Data Step Bundle	Yes
<b>O2 Single + GR Unlimited</b>	£28.95	Yes	No	Unlimited	Unlimited	2000*	2000*	Data Step Bundle	Yes

\*Please see page 13 for destinations | Fair Use policy applies for roamed data usage

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### Data Step Bundle (Out of Bundle)

Description	Up to 2GB	Up to 4GB	Up to 8GB	Up to 16GB	Up to 50GB	Over 50GB
<b>O2 Data Step Bundle</b>	£6.50	£3.95	£4.95	£6.50	£7.50	5p per MB
<b>Cumulative Cost</b>	£6.50	£10.45	£15.40	£21.90	£29.40	+5p per MB

The Data Step Bundle is added as a default to all Single User Tariffs Data Step includes UK, EU and Global Roamer destinations

### Single Global Roaming Bundles

Description	Global Roamer Destinations	Frequency	Global Roamer Extra destinations	Comments
<b>Global Roamer Tariff</b>	£6.50	Daily	£6.50 daily fee	Global Roamer activated as a default on all tariffs. For full list of countries see page 10

When utilising Global Roamer you can call back to the UK and call within the same country as you are currently in without incurring out of bundle charges. Specifically covers data usage, SMS and calls in-country and/or back to the UK.

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## Single Call Rates

For calls, texts and data outside of your monthly allowance

Description	Cost per minute
<b>Calls to 05</b>	55p
<b>Calls to 0500</b>	55p
<b>Calls to 0701, Channel Islands, Isle of Man</b>	55p
<b>Calls to 07 Non-mobile and call forward</b>	55p
<b>Calls to 070</b>	55p
<b>Calls to 076</b>	55p
<b>Calls to 0800</b>	Free
<b>Calls to 84, 087</b>	55p
<b>Calls to 09</b>	55p
<b>Calls to Voicemail</b>	FOC

Description	Cost per minute
<b>Calls to landlines 01, 02, 03 (included landlines in O2 Europe Zone)</b>	55p
<b>Calls to O2 Directory Enquiries (118402)</b>	45p (exc. VAT) Access charge + Service charge
<b>Calls to other Directory Enquiries (118)</b>	45p (exc. VAT) Access charge + Service charge
<b>Calls to O2 mobiles and other UK mobiles in the UK</b>	55p
<b>UK and O2 Europe Zone Data</b>	5p (per MB)
<b>Picture messages Home and Roaming</b>	50p (per message)
<b>Text messages</b>	25p (per message)
<b>Text messages to Channel Islands, Isle of Man and 0701</b>	25p (per message)

# International Call Rates

International Call Rates: International Voice Calls from the UK

Zone	Destination	Typs	RRP
O2 International Zone 1	Channel Islands and Ireland	Minutes	£0.55
O2 International Zone 2	Western Europe	Minutes	£0.65
O2 International Zone 3	Rest of Europe and Turkey	Minutes	£1.55
O2 International Zone 4	USA & Canada	Minutes	£1.55
O2 International Zone 5	Asia Pacific	Minutes	£1.55
O2 International Zone 6	Rest of World	Minutes	£2.05
All O2 International Zones	International SMS	SMS	£0.40

# Roaming Call Rates

**Standard Roaming Rates:** (to be used if the destination is not part of the Global Roamer)

Zone	Description	Daily Fee	Calling the UK	Calling in Country	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Incoming	SMS	GPRS
O2 World Zone 1	Ireland and the Channel Islands	N/A	UK rates	UK rates	UK rates	UK rates	£0.95	£0.95	£0.95	£0.95	FoC	40p	£0.05
O2 World Zone 2	Western Europe (EU & non-EU)	N/A	UK rates	UK rates	UK rates	UK rates	£0.95	£0.95	£0.95	£0.95	FoC	40p	£0.05p
O2 World Zone 3	Eastern Europe	N/A	1.05p	1.05p	£2.15	£2.15	£1.05	£2.15	£2.15	£2.15	65p	40p	£7.50
O2 World Zone 5	Asia Pacific	N/A	75p	75p	£2.15	£2.15	£2.15	£2.15	£0.75	£2.15	55p	40p	£7.50
O2 World Zone 6	Rest of the World 1	N/A	£1.45	£1.05	£2.15	£2.15	£2.15	£2.15	£2.15	£1.50	£1.05	40p	£7.50

No daily charges to access your UK allowance, for destinations please see O2 World Zones 1 & 2 on page 12

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Commented [DR5]: Zone 3 Zone 3 price not been increased same with zone 6 zone 6

# Single Roaming Call Rates contd.

## Standard Roaming Rates: Roaming Calls Whilst Outside of the UK

Zone	Description	Daily Fee	Calling the UK	Calling in Country	Zone 1	Zone 2	Zone 3	Zone 4	Zone 5	Zone 6	Incoming	SMS	GPRS
<b>O2 World Zone 3 GR</b>	Eastern Europe	£6.50	UK rates	UK rates	£0.55	£0.65	£1.55	£1.55	£1.55	£2.05	UK rates	UK rates	UK rates
<b>O2 World Zone 4 GR</b>	US & Canada	£6.50	UK rates	UK rates	£0.55	£0.65	£1.55	£1.55	£1.55	£2.05	UK rates	UK rates	UK rates
<b>O2 World Zone 5 GR</b>	Asia Pacific	£6.50	UK rates	UK rates	£0.55	£0.65	£1.55	£1.55	£1.55	£2.05	UK rates	UK rates	UK rates
<b>O2 World Zone 6 GR</b>	Rest of the World	£6.50	UK rates	UK rates	£0.55	£0.65	£1.55	£1.55	£1.55	£2.05	UK rates	UK rates	UK rates

# International Zones

## O2 International Zone 1 (Channel Islands and Ireland)

Guernsey	Ireland	Isle of Man	Jersey				
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## O2 International Zone 2 (Western Europe)

Austria	Belgium	Bulgaria	Croatia	Cyprus	Czechia	Denmark	Estonia
Finland	France	Germany	Gibraltar	Greece	Hungary	Italy	Latvia
Liechtenstein	Lithuania	Luxembourg	Malta	Martinique	Mayotte	Monaco	Netherlands
Norway	Poland	Portugal	Romania	San Marino	Slovakia	Slovenia	Spain
Sweden	Switzerland						

## O2 International Zone 3 (Rest of Europe and Turkey)

Albania	Bosnia and Herzegovina	Montenegro	Morocco	North Macedonia	Serbia	Tunisia	Turkey
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## O2 International Zone 4 (USA & Canada)

Canada	United States of America						
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## O2 International Zone 5 (Asia Pacific)

Australia	Hong Kong	Malaysia	New Zealand	Oman	Singapore	South Africa	
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### O2 International Zone 6 (Rest of World)

Afghanistan	Åland Islands	Algeria	American Samoa	Andorra	Angola	Anguilla	Antarctica
Antarctica Aus	AntarcticaGsmAq	Antigua and Barbuda	Argentina	Armenia	Aruba	Ascension	Azerbaijan
Bahamas	Bahrain	Bangladesh	Barbados	Belarus	Belize	Benin	Bermuda
Bhutan	Bolivia	Bonaire - Sint Eustatius and Saba	Botswana	Bouvet Island	Brazil	British Indian Ocean Territory	Brunei Darussalam
Burkina Faso	Burundi	Cabo Verde	Cambodia	Cameroon	Cayman Islands	Central African Republic	Chad
Chile	China	Colombia	Comoros	Congo	Congo (the Democratic Republic of the)	Cook Islands	Costa Rica
Côte d'Ivoire	Cuba	Curaçao	Diego Garcia	Djibouti	Dominica	Dominican Republic	
Ecuador	Egypt	El Salvador	Equatorial Guinea	Eritrea	Ethiopia	Falkland Islands	Faroe Islands
Fiji	French Polynesia	French Southern Territories	Gabon	Gambia	Georgia	Ghana	Greenland
Grenada	Guam	Guatemala	Guinea	Guinea-Bissau	Guyana	Haiti	Heard Island and McDonald Islands
Holy See	Honduras	India	Indonesia	Iran	Iraq	Israel	Jamaica
Japan	Jordan	Kazakhstan	Kenya	Kiribati	Korea (DPRK)	Korea (Republic of)	Kosovo
Kuwait	Kyrgyzstan	Laos	Lebanon	Lesotho	Liberia	Libya	Macao
Mexico	Micronesia	Moldova	Mongolia	Montserrat	Mozambique	Myanmar	Namibia
Nauru	Nepal	Netherlands Antilles	New Caledonia	Nicaragua	Niger	Nigeria	Niue
Norfolk Island	Northern Mariana Islands	Pakistan	Palau	Palestine	Panama	Papua New Guinea	Paraguay
Peru	Philippines	Pitcairn	Puerto Rico	Qatar	Réunion	Russia	Rwanda
Saint Barthélemy	Saint Helena	Saint Helena Ascension and Tristan da Cunha	Saint Kitts and Nevis	Saint Lucia	Saint Martin (French part)	Saint Pierre and Miquelon	Saint Vincent and the Grenadines
Samoa	SaoTomeandPrincipe	Saudi Arabia	Senegal	Seychelles	Sierra Leone	Sint Maarten (Dutch part)	Solomon Islands
Somalia	South Georgia and the South Sandwich Islands	South Sudan	Sri Lanka	Sudan	Suriname	Svalbard and Jan Mayen	Swaziland
Syrian Arab Republic	Taiwan	Tajikistan	Tanzania	Thailand	Timor-Leste	Togo	Tokelau
Tonga	Trinidad and Tobago	Turkmenistan	Turks and Caicos Islands	Tuvalu	Uganda	Ukraine	United Arab Emirates
United States Minor Outlying Islands	Uruguay	Uzbekistan	Vanuatu	Venezuela	Vietnam	Virgin Islands (British)	Virgin Islands (US)
Wallis and Futuna	Western Sahara	Yemen	Zambia	Zimbabwe			



## Global Roamer

The below tables show the countries available for the Global Roamer proposition

Global Roamer £6.50 PER DAY					
Aruba	Albania	Anguilla	Antigua and Barbuda	Australia	Barbados
Bermuda	Bonaire - Sint Eustatius and Saba	Bosnia and Herzegovina	Canada	Cayman Islands	Dominica
Ghana	Grenada	Jamaica	Kenya	Lesotho	Mexico
Montserrat	Mozambique	New Zealand	Saint Kitts and Nevis	Saint Lucia	Saint Vincent and the Grenadines
South Africa	Trinidad and Tobago	Turkey	Turks and Caicos Islands	United States of America	Virgin Islands (US)

**Global Roamer £6.50 PER DAY on ALL Tariffs**

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

## Roaming Zones - Voice Calls & Text Countries

Inclusive Roaming Destinations with no charge to your Daily Allowance

O2 World Zone 1							
Guernsey		Ireland		Isle of Man		Jersey	
O2 World Zone 2*							
Austria	Belgium	Bulgaria	Croatia	Cyprus	Czechia	Denmark	Estonia
Finland	France	French Guiana	French West Indies	Germany	Gibraltar	Greece	Guadeloupe
Hungary	Iceland	Italy	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta
Martinique	Mayotte	Monaco	Netherlands	Norway	Poland	Portugal	Réunion
Romania	Saint Martin (French part)	San Marino	Slovakia	Slovenia	Spain	Sweden	Switzerland
O2 World Zone 3							
Albania	Bosnia and Herzegovina	Montenegro	Morocco	North Macedonia	Serbia	Tunisia	Turkey
O2 World Zone 4							
Canada	United States of America						
O2 World Zone 5							
Australia	Christmas Island	Cocos (Keeling) Islands		Hong Kong		Malaysia	
New Zealand	Oman	Singapore		South Africa			

\*Anyone roaming in these destinations can use their UK Data Allowance.

## Roaming Zones - Voice Calls & Texts Countries Contd.

O2 World Zone 6							
Afghanistan	Åland Islands	Algeria	American Samoa	Andorra	Angola	Anguilla	Antarctica
Antarctica Aus	Antarctica Gsm Aq	Antigua and Barbuda	Argentina	Armenia	Aruba	Ascension	Azerbaijan
Bahamas	Bahrain	Bangladesh	Barbados	Belarus	Belize	Benin	Bermuda
Bhutan	Bolivia	Bonaire - Sint Eustatius and Saba	Botswana	Bouvet Island	Brazil	British Indian Ocean Territory	Brunei Darussalam
Burkina Faso	Burundi	Cabo Verde	Cambodia	Cameroon	Cayman Islands	Central African Republic	Chad
Chile	China	Colombia	Comoros	Congo	Congo (the Democratic Republic of the)	Cook Islands	Costa Rica
Côte d Ivoire	Cuba	Curaçao	Diego Garcia	Djibouti	Dominica	Dominican Republic	Dtag Satellite
Ecuador	Egypt	El Salvador	Emsat	Equatorial Guinea	Eritrea	Ethiopia	Falkland Islands
Faroe Islands	Fiji	French Polynesia	French Southern Territories	Gabon	Gambia	Georgia	Ghana
Greenland	Grenada	Guam	Guatemala	Guinea	Guinea-Bissau	Guyana	Haiti
Heard Island and McDonald Islands	Holy See	Honduras	India	Indonesia	Iran	Iraq	Israel
Jamaica	Japan	Jordan	Kazakhstan	Kenya	Kiribati	Korea (the Democratic People's Republic of)	Korea (the Republic of)
Kosovo	Kuwait	Kyrgyzstan	Lao Peoples Democratic Republic	Lebanon	Lesotho	Liberia	Libya
Macao	Madagascar	Malawi	Maldives	Mali	Malta (Turkey)	Marshall Islands	Mauritania

## Roaming Zones - Voice Calls & Texts Countries Contd.

O2 World Zone 6 Contd.							
Mauritius	Mexico	Micronesia	Moldova	Mongolia	Montserrat	Mozambique	Myanmar
Namibia	Nauru	Nepal	Netherlands Antilles	New Caledonia	Nicaragua	Niger	Nigeria
Niue	Norfolk Island	Northern Mariana Islands	On Air	On Waves	Pakistan	Palau	Palestine
Panama	Papua New Guinea	Paraguay	Peru	Philippines	Pitcairn	Puerto Rico	Qatar
Russia	Rwanda	Saint Barthélemy	Saint Helena	Saint Helena Ascension and Tristan da Cunha	Saint Kitts and Nevis	Saint Lucia	Saint Pierre and Miquelon
Saint Vincent and the Grenadines	Samoa	Sao Tome and Principe	Satellite	Satellite - Argentina	Satellite - Colombia	Satellite - Indo-nesia	Satellite - Mexico
Satellite - Norway	Satellite - Peru	Satellite - Switzerland	Satellite - United Arab Emirates	Satellite - Venezuela	Saudi Arabia	Seanet	Senegal
Seychelles	Sierra Leone	Sint Maarten (Dutch part)	Solomon Islands	Somalia	South Georgia and the South Sandwich Islands	South Sudan	Sri Lanka
Sudan	Suriname	Svalbard and Jan Mayen	Swaziland	Syrian Arab Republic	Taiwan	Tajikistan	Tanzania
Teleena	Thailand	Thuraya	Timor-Leste	Togo	Tokelau	Tonga	Trinidad and Tobago
Tristan Dacunha	Truphone	Turkmenistan	Turks and Caicos Islands	Tuvalu	Uganda	Ukraine	United Arab Emirates
United States Minor Outlying Islands	Uruguay	Uzbekistan	Vanuatu	Venezuela	Vietnam	Virgin Islands (British)	Virgin Islands (US)
Wallis and Futuna	Western Sahara	Yemen	Zambia	Zimbabwe			

# Single Tariff – Destinations included

Countries included in the 500 / 2000 UK to Europe Minutes						
Ireland	Andorra	Austria	Belgium	Bulgaria	Canary Islands	Croatia
Cyprus (Greek)	Croatia	Germany	Gibraltar	Greece	Guernsey	Hungary
Iceland	Italy	Ireland	Isle of Man	Jersey	Latvia	Liechtenstein
Lithuania	Luxembourg	Malta	Martinique	Mayotte	Monaco	Netherlands
Norway	Poland	Portugal	Romania	San Marino	Slovak Rep	Slovenia
Spain	Sweden	Switzerland	Vatican City			

Destinations are included in the 25GB, 50GB and Unlimited Tariffs

O2 Business Single + GR 25GB\*

O2 Business Single + GR 50GB\*

O2 Business Single + GR Unlimited\*

## Early Termination Fee (ETF)

An early termination fee may apply to you when you cancel your agreement with us during the 12, 18 or 24-month minimum term (whichever applicable). For more detail, please see our Terms & Conditions.

Your early termination fee is based on the services that make up your package and the number of months remaining until the end of your minimum term.

## How we calculate your Early Termination Fee

Calculating your early termination is simple, the monthly termination fee for your service is multiplied by the number of months remaining.

Service	Monthly Termination Fee
O2 Single 2GB	£11.00
O2 Single 5GB	£11.00
O2 Single 6GB	£11.00
O2 Single 7GB	£12.50
O2 Single 20GB	£15.00
O2 Single 50GB	£19.00
O2 Single Unlimited	£25.50

Any part month is rounded up to a full month. This means that if there are 3.5 months in between the date you leave and the end of your minimum term, the monthly termination fee is multiplied by 4 months.

## Example

You are a Onestream O2 Single Unlimited customer and you end your contract 4 months before the end of your minimum term. Your monthly termination fee would be **£25.50**, multiplied by 4 months remaining = **£102**

## Important Information

### General

- The O2 tariffs are available for any new and re-signing customers (includes ports and migrations)
- For customers who require a change of tariff within their existing contract period, please refer to the tariff guide at the time of connection for tariff options and pricing
- Inclusive minutes can be used to call UK landlines starting 01, 02 and 03, and UK mobiles starting 07, subject to fair usage of 10,000
- Calls within EU and to UK Landline 01,02,03 numbers as well as on network and cross network mobiles come out of the tariff minute allowance
- Texts with EU and to UK mobiles both on-net and cross network come out of the tariff text allowance
- We have the right to pass on any annual RPI or CPI related price increases imposed by the network

### Global Roamer

- All tariffs are opted into Global Roamer by default
- When utilising Global Roamer you can call back to the UK and call within the same country as you are currently in without incurring out of bundle charges. This covers data usage, SMS and calls in-country and / or back to the UK
- If customers use their mobile in the Europe Zone for more than 50% of the time in any 3-month rolling period, they will receive a notification requesting more moderate use of our roaming services
- If customers usage in the Europe Zone continues to exceed 50% as described above, over the 2-week period following the first notification, customers will either be charged for use or be barred from using our roaming service
- For unlimited tariffs with a monthly data allowance greater than 35GB, Global Roamer data usage is capped at 35GB per month. Data usage above the 35GB threshold is chargeable at £3.95 Ex VAT per 1GB until their monthly allowance renews



## Important information Cont'd

### Fair Usage Policy

#### Unlimited Data - UK usage

- If a number regularly uses 650GB of data per month or tethers 12 or more devices, we may consider this to be non-permitted use and have the right to move the number to a more suitable plan and/or charge for the excess data usage
- UK to EU Minutes and text policy of 2000 mins and 2000 texts and then standard charges apply, see page 4
- For plans with Unlimited data, EU Data Roaming will be capped at 25GB per month. Once customers reach

this, they can still use data in our Europe Zone and will be charged at £3.95 Ex VAT per 1GB until their monthly allowance renews

### Mobile Misuse

Onestream reserves the right to suspend or terminate connections where it identifies usage which it believes is:

- Outside normal commercial practice.
- Made via automated means e.g. SIM Gateway.
- Damages or impairs our network.
- Fraudulent, abusive, illegal or a nuisance.

All of these activities would fall outside of the Fair Usage policy, and such will not be supported by the Mobile Bill Limit Regulation (mobile spend cap).

For help visit <https://onestream.co.uk/support>