

plan.com

CUSTOMER MOBILE
BOLT-ON GUIDE

JUNE 2018

International

MINUTES AND TEXTS

DIALING ABROAD WHILE
AWAY FROM YOUR DESK?

IF YOU'RE CALLING
INTERNATIONAL NUMBERS
FROM YOUR MOBILE, THIS
BOLT-ON WILL KEEP YOU IN
CONTROL OF YOUR COSTS.





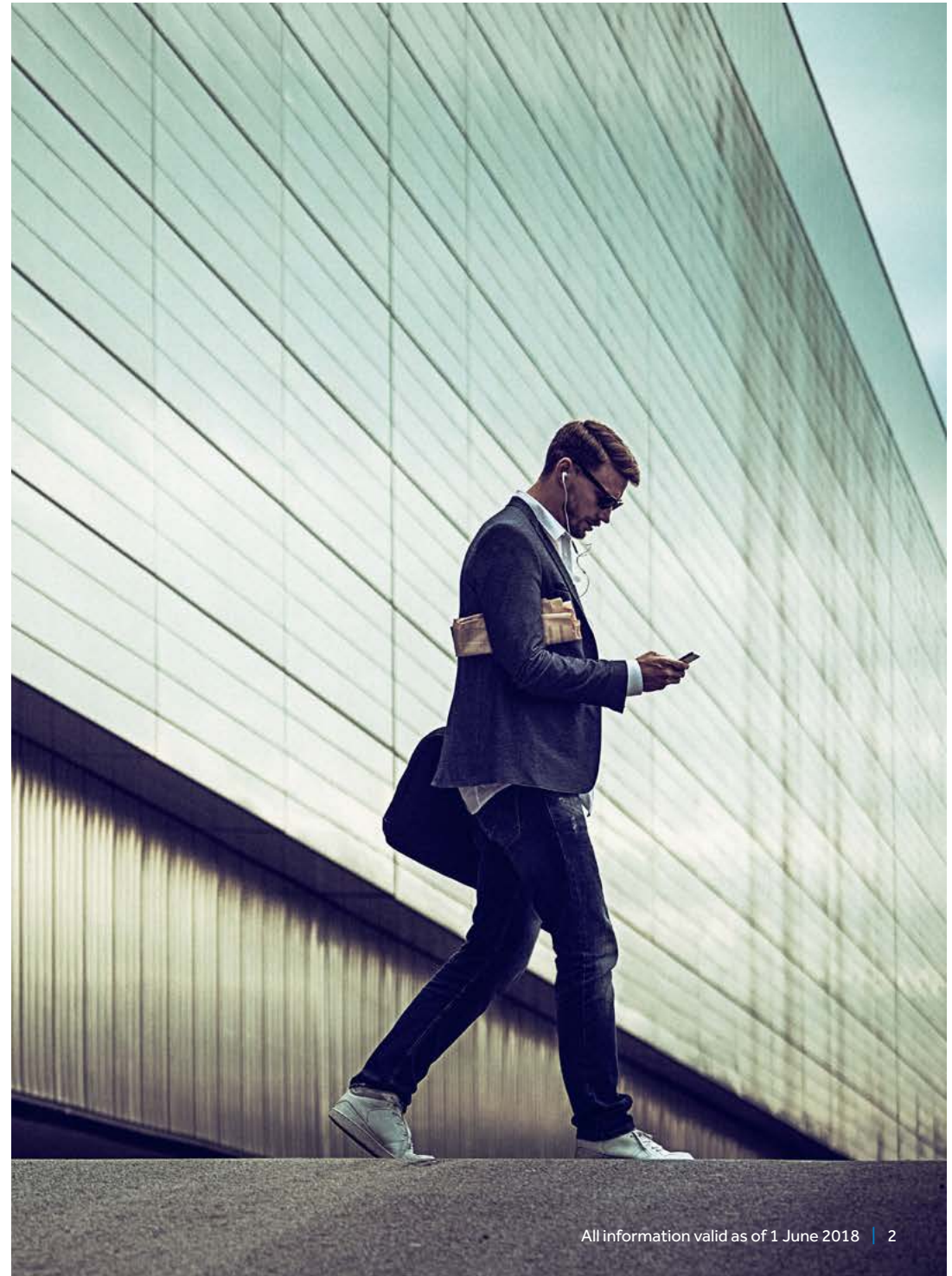
plan.com

When it comes to business mobile and telecoms, we set the standard

If you're a UK business, no matter how big or small, we can provide everything you need to keep your business connected and in control of its handsets.

If you're reading this, one of our business partners will already be working closely with you. Using our award-winning online portal, they will help shape the best tariffs, bolt-ons and services for your business, and provide day-to-day support if and when it's needed.

As a plan.com customer, you will enjoy all the benefits of the O2 network and its outstanding UK coverage. In addition, we'll give you my.plan – an online portal that provides live information about your account and handsets that is beyond anything that any network is able to deliver.





Is your business without borders?

In this modern world, it's likely that your business needs to stay in contact with staff, customers or suppliers based outside the UK.

Our International Minutes and Texts bolt-ons are designed with you in mind. They enable you to call and text people outside of the UK while staying in control of your costs.

International minutes & texts

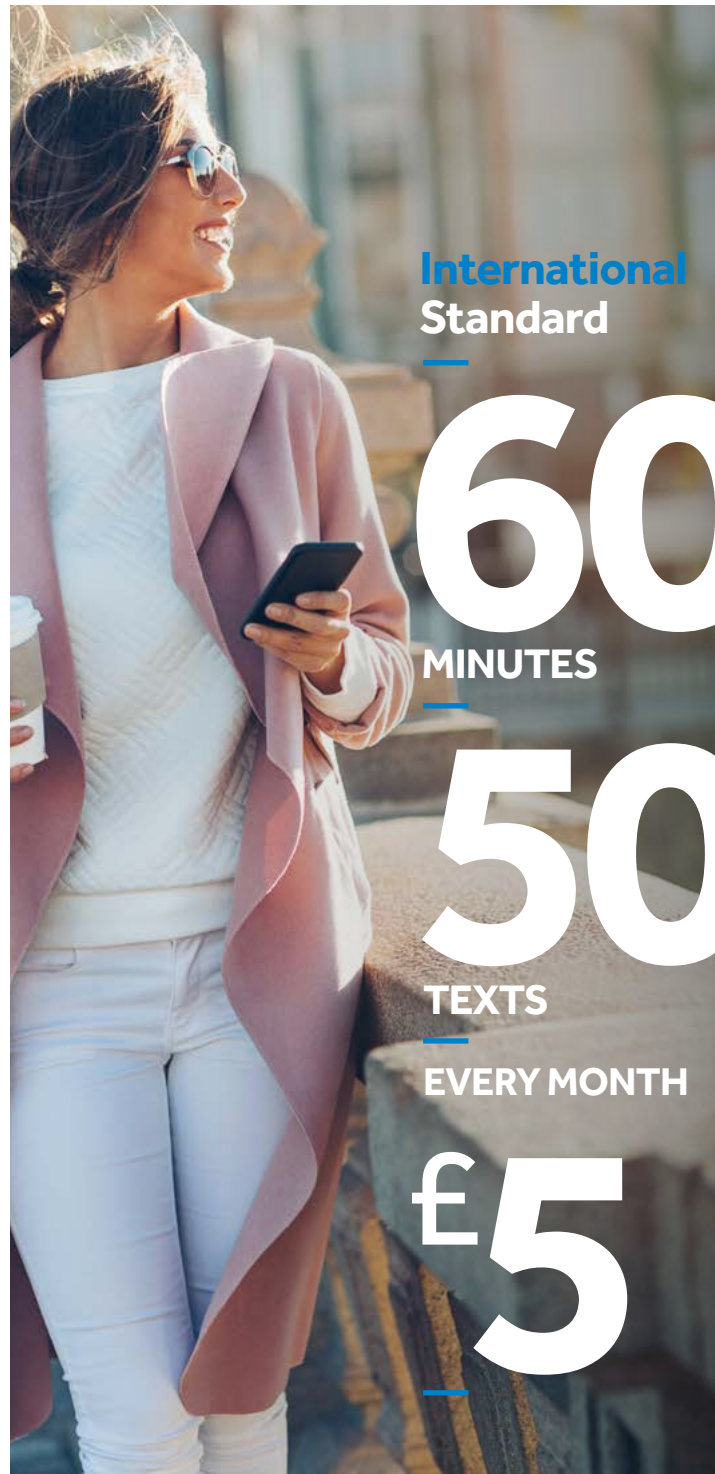
International

We've created two new monthly international bolt-ons for UK customers who make a lot of calls and send texts abroad; International Standard and International Plus.

International usage includes calls and SMS that originate in the UK and are received by services outside the UK.

International usage does not include making calls or sending SMS while abroad (these are classed as roaming usage, no matter where the call or SMS is received). International usage does not include calls back to the UK.

Please refer to the Terms & Conditions for more details

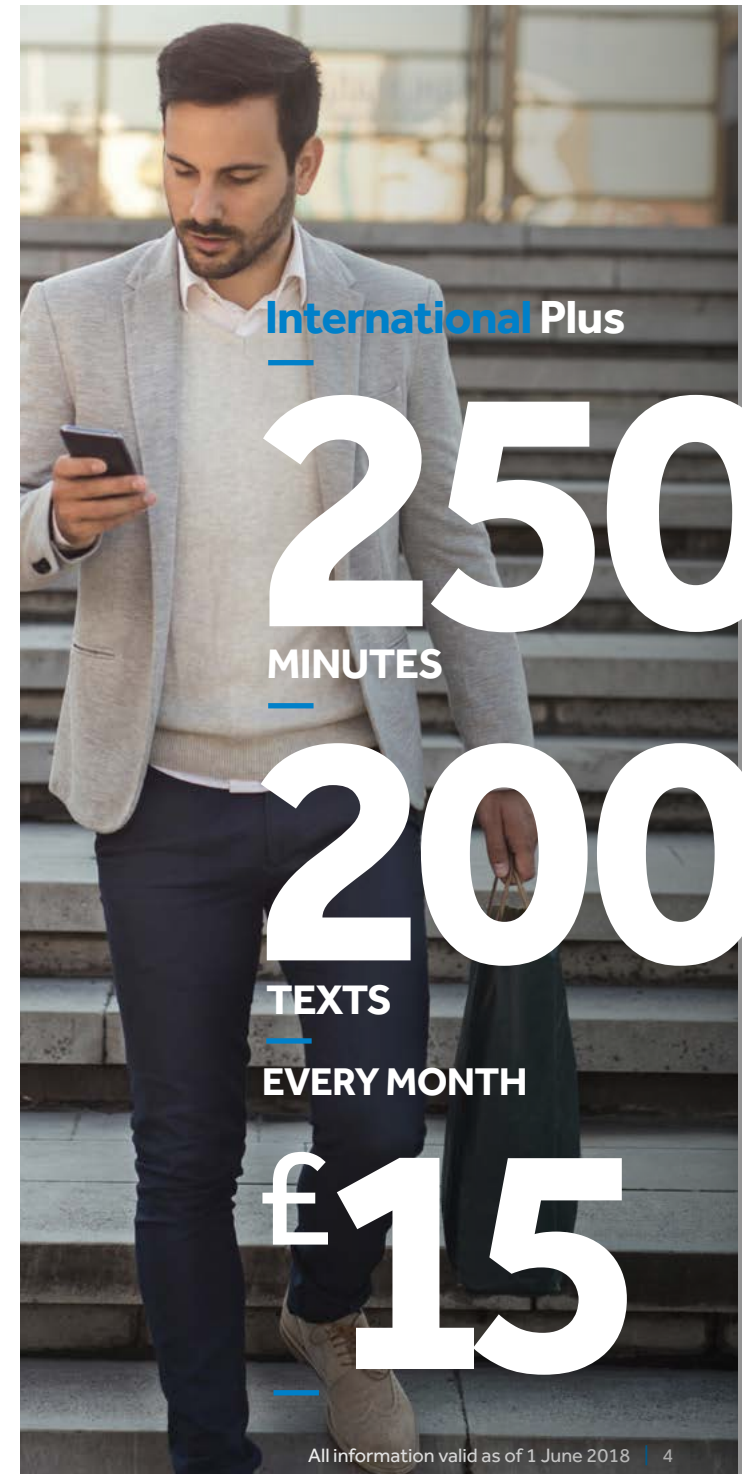


International Standard

60
MINUTES

50
TEXTS
EVERY MONTH

£5



International Plus

250
MINUTES

2000
TEXTS
EVERY MONTH

£15

The following charges apply *until 1 July 2018*

As a plan.com customer, you pay a fixed, monthly amount every month for our international bolt-on. If you step outside of your allowances, you will pay additional charges.

Additional charges: **international voice**

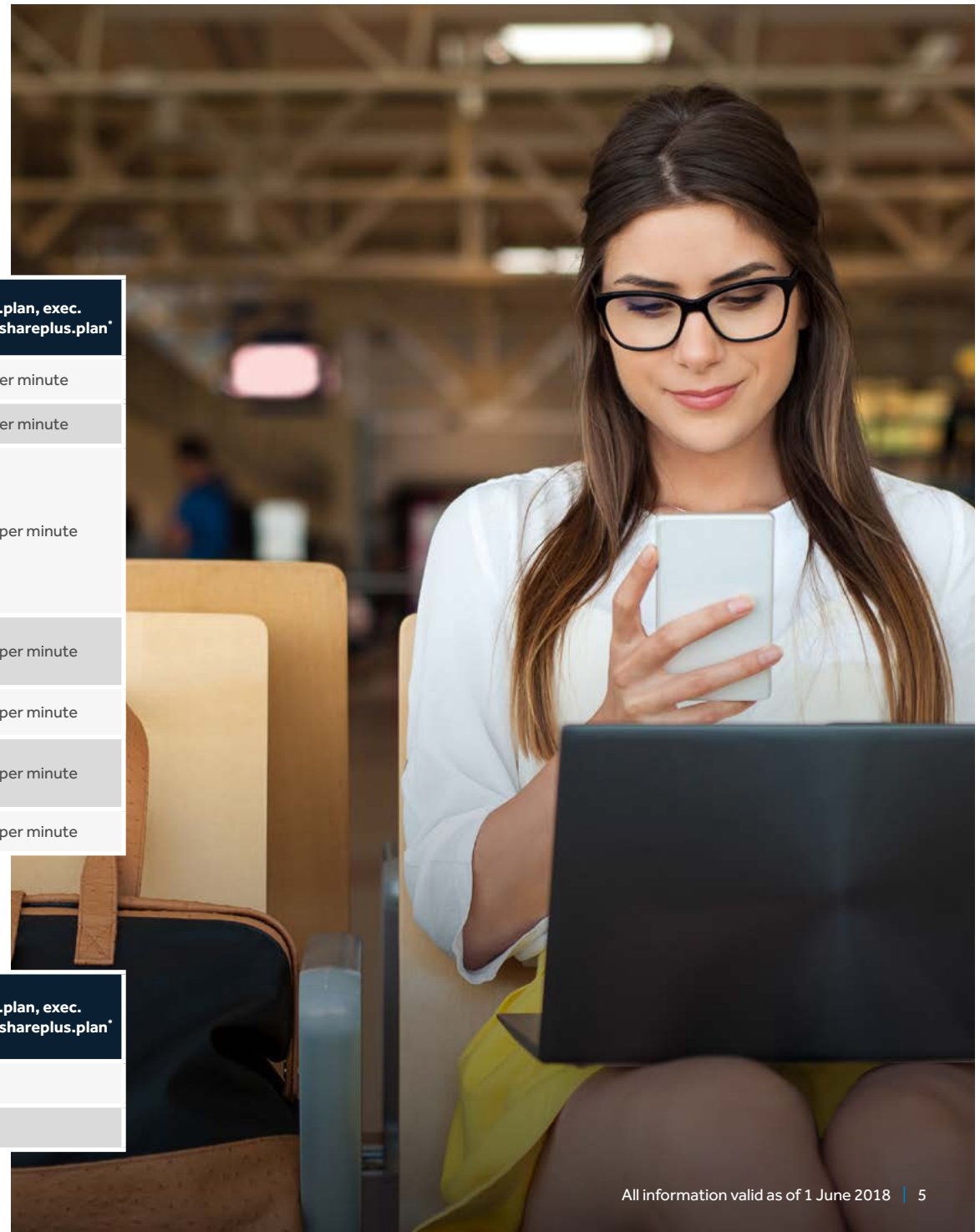
Destination	one.plan, plus.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan*	more.plan, exec.plan, shareplus.plan*
Isle of Man & Channel Islands	33p per minute	45p per minute
Ireland (Republic of)	8p per minute	54p per minute
Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (Republic of), Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy & Vatican, Kosovo, La Reunion, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland	8p per minute	125p per minute
Albania, Algeria, Bosnia & Herzegovina, Macedonia, Morocco, North Cyprus, Serbia, Tunisia, Turkey, Montenegro	35p per minute	125p per minute
Canada, USA	15p per minute	125p per minute
Australia, Hong Kong, Malaysia, New Zealand, South Africa, Singapor	26p per minute	125p per minute
Rest of the World (any destination not listed above)	77p per minute	167p per minute

*Prices exclude VAT

Additional charges: **international SMS**

Destination	one.plan, plus.plan, mbb.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan*	more.plan, exec.plan, shareplus.plan*
Isle of Man & Channel Islands	20p	20p
Rest of the World (any destination not listed above)	20p	30p

To view our full pricing guide please visit plan.com/pricing



The following charges apply *from 1 July 2018*

We're making things even simpler by consolidating all our out-of-bundle charges for international voice and SMS.

Additional charges: **international voice**

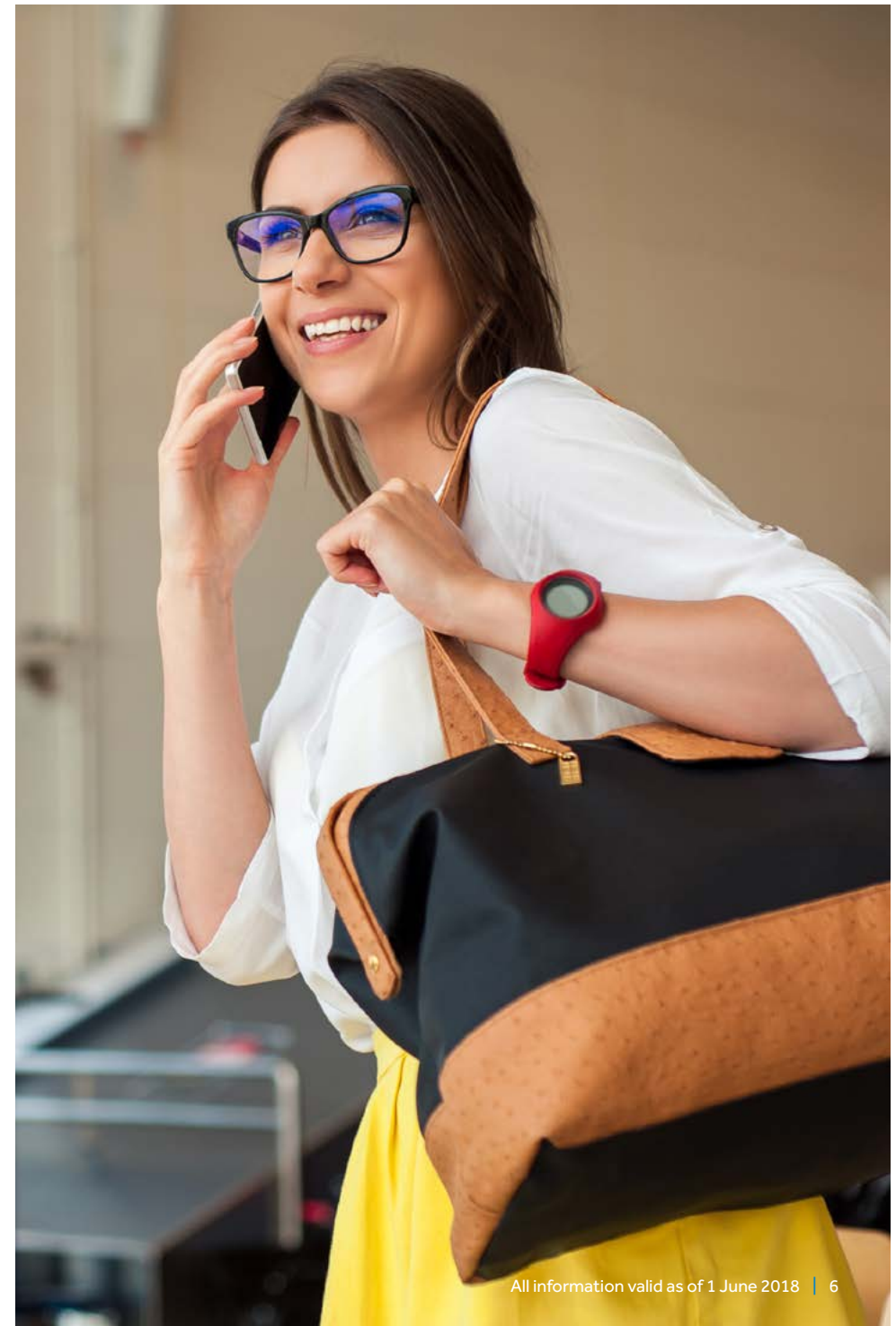
International calls originating in the UK	one.plan, plus.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan*	more.plan, exec.plan, shareplus.plan*
Isle of Man & Channel Islands	50p per minute	45p per minute
Ireland (Republic of)	8p per minute	54p per minute
Albania, Algeria, Australia, Austria, Belgium, Bosnia & Herzegovina, Bulgaria, Canada, Canary Islands, Croatia, Cyprus (Republic of), Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hong Kong, Hungary, Iceland, Italy & Vatican, Kosovo, La Reunion, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malaysia, Malta, Martinique, Monaco, Montenegro, Morocco, Netherlands, New Zealand, North Cyprus, Norway, Poland, Portugal, Romania, Serbia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sweden, Switzerland, Tunisia, Turkey, USA	50p per minute	125p per minute
Rest of the World (any destination not listed above)	50p per minute	167p per minute

*Prices exclude VAT

Additional charges: **international SMS**

Destination	one.plan, plus.plan, mbb.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan*	more.plan, exec.plan, shareplus.plan*
Any destination	20p	30p

To view our full pricing guide please visit plan.com/pricing



International Terms & Conditions

International calls and texts

International usage is not part of the standard tariff and as such, is not included within unlimited call or unlimited text allowances.

International usage includes calls and SMS that originate in the UK and are received by services outside the UK.

International usage does not include making calls or sending SMS while abroad (these are classed as roaming usage, no matter where the call or SMS is received).

International usage does not include calls back to the UK.

When you exceed your international minutes and texts bolt-on allowance, international call rates will apply. Please check our [pricing guide](#) for a detailed breakdown of these additional charges, which relate to the destination in which the call terminates.