

plan.com

CUSTOMER BOLT-ON GUIDE

APRIL 2018

BUSY MONTH?  
RUNNING OUT OF DATA?

NO PROBLEM – GIVE YOURSELF  
A BOOST!

# Data Boosts





**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.





A hiker with a large orange backpack is sitting on the edge of a dark, rocky cliff. They are wearing a blue long-sleeved shirt, green cargo pants, and brown hiking boots. They are looking out over a vast, hazy landscape of rolling hills and mountains under a bright blue sky with scattered white clouds. The sun is visible on the left side of the frame, creating a warm glow.

# Busy month? Running out of data? No problem – give yourself a Boost!

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We're sure your monthly data allowance covers you most months but every now and again, you may be caught short.

Introducing Data Boosts. Now you can boost your data allowance any time you want.

Data Boosts temporarily increase your monthly data allowance, helping you avoid additional charges.

## Data Boosts



# Choose the size of your Boost

You can now boost your data any time you want with 1GB, 2GB and 5GB Data Boost options.

What's more, if you're caught short near the end of the month and have already boosted your data, you can add another one (or two) Boosts – you just can't add the same Boost amount twice in one month!

So, if a 5GB Boost has already been added, you can request a 2GB or 1GB Boost (you can't have another 5GB). You could even add them together to get a 3GB Boost!

## Data Boosts

Please refer to the Terms & Conditions for more details

1 GB

2 GB

5 GB

All information valid as of 1 April 2018 | 4

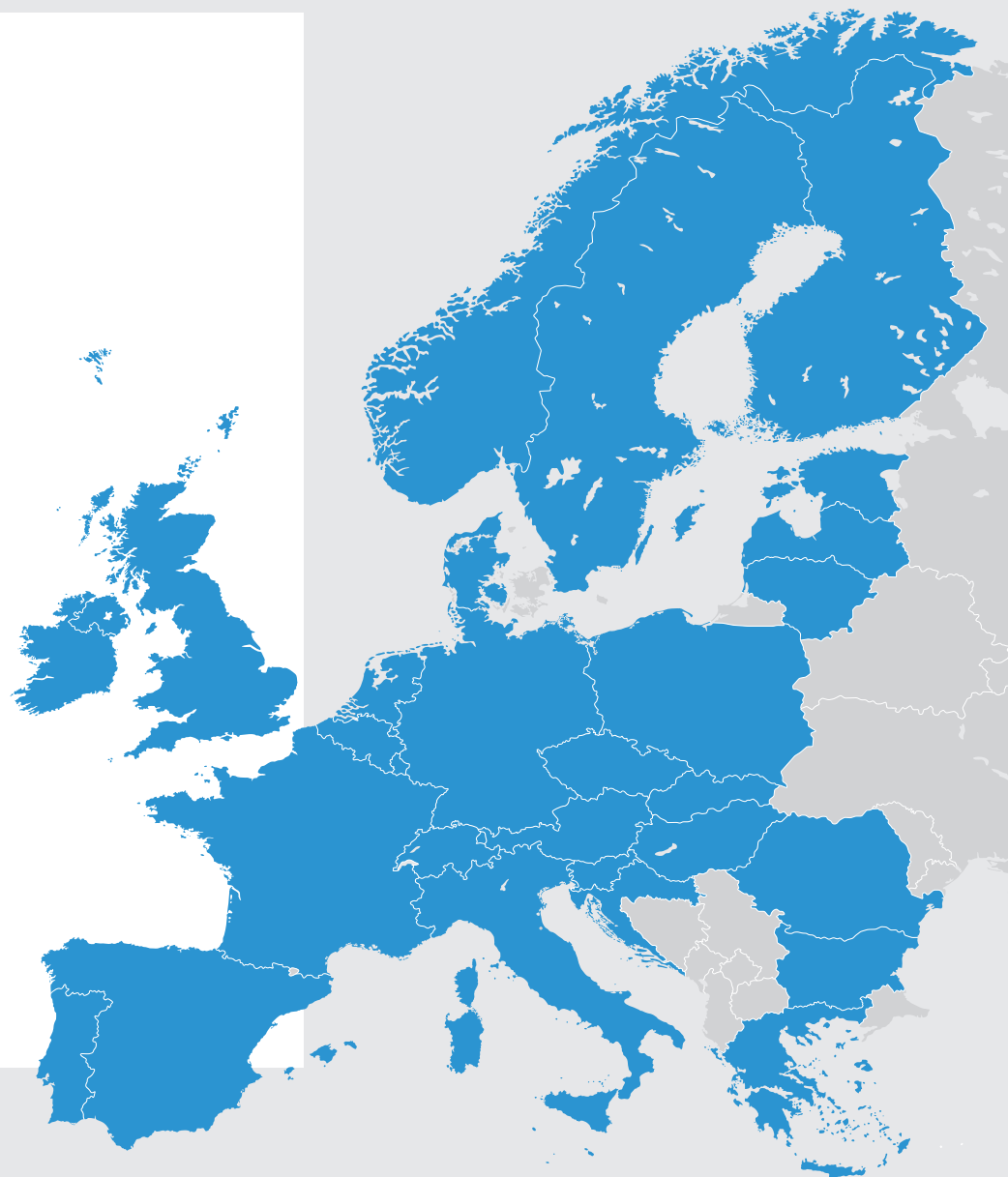
# Europe Zone

Roaming in Europe is easier than ever. You can now use your UK allowances when travelling in the plan.com Europe Zone, at no additional cost\*. This means that **Data Boosts can be used while roaming** in the plan.com Euro Zone as they form part of your standard data allowance. The plan.com Europe Zone includes:

- Austria
- Azores
- Belgium
- Bulgaria
- Canary Islands
- Croatia
- Cyprus (Republic of)
- Czech Republic
- Denmark
- Estonia
- Finland
- France
- French Guiana
- Germany
- Gibraltar
- Greece
- Guadeloupe
- Guernsey
- Hungary
- Iceland
- Isle of Man
- Jersey
- Ireland (Republic of)
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Madeira
- Malta
- Martinique
- Monaco
- Netherlands (The)
- Norway
- Poland
- Portugal
- Reunion Islands
- Romania
- Saint Barthélemy
- Saint Martin
- San Marino
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- Vatican City

\*Note that maritime, satellite and airborne networks are not included, even though they may be based in Europe. Please see roaming T&Cs for full details about call, text and data usage within the plan.com Europe Zone.

Countries in blue indicate the plan.com Europe Zone. Map is for illustrative purposes only. Please refer to the written list for the destinations included in this package.



# Data Boosts Terms & Conditions

## Requesting Data Boosts

Data boosts can be requested at any time in the month and are compatible with any device that already has access to data. Neither the price nor the allowances of data boosts are pro-rateable. If a customer exceeds their data allowance, standard out-of-bundle charges apply. Adding a data top-up will not absorb data overage that has already been incurred. The customer will be charged for the additional data they have already used, plus the price of the data boost, which will include data usage from the point at which the bundle is added until the end of the month. Data Boosts are not compatible with exec.plan 60GB.

## Removing Data Boosts

A data boost will end with effect from the end of the calendar month in which the request was made unless explicitly agreed with the customer, either in writing or verbally. When explicitly agreed with the customer, they can be left open when added until such a time that the customer requests the boost to be removed, either verbally or in writing.

## Using your phone as a personal hotspot (tethering)

We do not recommend using your phone or connected device as a personal hotspot. SIMs on standard mobile tariffs are designed for calls, texts and general use such as daily browsing. They're not designed for being used as (or in) a mobile broadband device, as this usually consumes a great deal of data.

When you use your phone as a hotspot, all devices will be using data from your phone. Depending on the number of devices connected and what they're being used for, your data allowance could be used up (and exceeded) very quickly.

In addition to this, the reporting of the amount of data used while tethering is subject to increased delays, sometimes of several days. This means that we may not be able to react as quickly to tethered data use as standard data use. Therefore, any data alerts and/or bars set up on your account will also be delayed. This could lead to additional charges on your account.

The reporting of data while roaming outside the UK can further increase the delay in data reporting. Due to the increased cost of using data outside the UK/EU, we highly recommend that you avoid using your phone or connected device as a personal hotspot while roaming.

## Data

If you exceed your monthly data allowance, you will pay our standard out of bundle domestic or roaming data rates.

The reporting of data usage can be subject to delay. Data reporting is controlled by the network on which data is being used.