



## This is a guide to International call charges and data usage for Outsourcery Customers

This document is meant as a guide and is not an exhausted list of tariffs and charges All prices exclude VAT unless otherwise stated  
Prices are correct at time of issue. We will inform you of any changes to your price plan in line with your airtime agreement

**Making Calls Abroad** - Please note that roaming charges may vary depending on the foreign network, exchange rates and may include minimum charges. Sometimes we may not receive calls made from foreign networks for processing until several weeks after the call is made.

**Receiving Calls Abroad** - if you are travelling outside of the UK and receive a call you will be charged for the diverted leg of the call to your mobile phone number In European countries its easier to detail the applicable charges.

If you are unsure as to the call charges or which tariff you are currently on please consult a Outsourcery advisor prior to travel to confirm what your international /roaming call rates are. Accessing data in international countries can be costly so it is essential that you are aware of the costs. European legislation ensures you have clear pricing in terms of call charges and data usage.

### O2 Roaming Update - 1st July 2010

To meet new EU Regulation and to give you increased control of your mobile charges when you travel abroad, the networks have made some changes to their roaming charges.

#### The following are effective from 1st July 2010:

- **New Data Roaming Cap**- From 1st July 2010 in line with new EU Legislation all O2 customers will have their data roaming capped at 50 Euros (approx £43) ex VAT this means **unless you opt out of this cap** and you exceed the limit, you wont be able to use data whilst abroad for the rest of the month. To opt out in advance please contact an Outsourcery advisor.
- **New Capped SMS Charge in Europe** - From 1st July 2010 O2 has reduced their price for customers texting in Europe from 9.7p (ex VAT) to 9.0p (ex VAT).

#### The below have been in place since 1st July 2009:

- **Minimum call duration** - Previously when roaming a one minute call charge applied, after which calls were charged in 30 second increments. From 1st July 2009 this will changed to a minimum 30 second call charge, after which per second increments will apply.
- **Text Message Notification** - The networks are required to tell people how much they will pay for data abroad in the EU. You will receive a SMS notification detailing data charges for the EU country you have entered.



## O2 Customers Making Calls from the UK to other countries

### International Traveller Service (ITS)

International Traveller Service (ITS) is included on all current business tariffs for free, customers can make massive savings of up to 84% whenever they call abroad from the UK.

The table below shows ITS rates and standard rates

**Customers connecting to the current Best for Business tariffs post March 2008 with inclusive minutes can call selected EU countries\* for 8p per minute**

Zone	Countries	ITS Rates	Standard Rates	ITS
		Making a Call	Making a Call	Sending a Text
1	Ireland	11.9p	72.34p	10.2p
2	Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Faeroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, San Marino, Vatican, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland	14.5p	76.59p	
3	Albania, Bosnia & Herzegovina, Croatia, Iceland, Libya, Macedonia, Montenegro, Morocco, North Cyprus, Serbia, Tunisia, Turkey.	34p	80p	
4	USA & Canada	14.5p	84.25p	
5	Australia, Hong Kong, Japan, Malaysia, New Zealand, Singapore, South Africa	25.5p	84.26p	
6	Rest of the World	76.6p	127.65p	

All prices are per Minute and exclude VAT

NB: For calls made from the UK, Jersey, Guernsey and Isle of Man are treated as National calls

ITS - International calls made from the UK are charged in one second increments, rounded up to the nearest second and then rounded up to the nearest penny. Minimum call charge is 1.7p excluding VAT

Calls made to landlines in Kosovo from any destination will be priced as a World Zone 3 call

#### \* Europe includes:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Faroe Islands, Gibraltar, Liechtenstein, Monaco, Norway, San Marino and Switzerland.



## O2 customers making calls when travelling abroad

Zone	Countries	Receiving a call		Making a call								Text
		While Abroad		Back to the UK		In Country		In-Zone		Out of Zone		
		ITS	Standard	ITS	Standard	ITS	Standard	ITS	Standard	ITS	Standard	
1	Guernsey, Jersey, Ireland, Isle of Man	15.32p		29.79p		29.79p		29.79p		79p	149p	9p
2 EU (VAT Area)	Austria, Belgium, Bulgaria, Canary Islands, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Ghiana, Germany, Greece, Guadeloupe, Hungary, Italy & Vatican, La Reunion, Latvia, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden.	15.32p		29.79p		29.79p		29.79p		79p	149p	9p
2 (non-EU)	Andorra, Faeroe Islands, Gibraltar, Iceland, Kosovo, Leichtenstein, Norway, Switzerland.	15.32p		29.79p		29.79p		29.79p		79p	149p	9p
3	Albania, Algeria, Bosnia & Herzegovina, Croatia, Macedonia, Montenegro, Morocco, North Cyprus, Serbia, Tunisia, Turkey.	51.06p	84.26p	80.85p	136.17p	80.85p	136.17p	80.85p	136.17p	179p	199p	30p
4	Canada, USA	38.30p	102.13p	90p	136.17p	90p	136.17p	90p	136.17p	179p	199p	25p
5	Australia, Hong Kong, Malaysia, New Zealand, Singapore, South Africa.	42.55p	110.64p	59.57p	84.26p	59.57p	84.26p	59.57p	84.26p	179p	199p	30p
6	Rest of the World	84.26p	140.43p	119.15p	169.36p	119.15p	169.36p	179p	199p	179p	199p	40p

Prices shown in red exclude VAT but will attract it

Prices shown in blue are exempt from VAT charges

### Terms and conditions:

1. All prices shown to 2 decimal places
2. Prices are quoted as pence per minute
3. Roamed calls to UK, In Country, In Zone and Out of Zone have a minimum one minute charge and are then charged in 15 second increments
4. Charges are in one second increments for receiving calls while abroad with no minimum
5. Calls received while abroad & all calls or text from any Zone 1 or Zone 2 (EU) country will attract UK' VAT
6. VAT does not apply to calls made in Guernsey and Jersey
7. Calls made between Zone 1 and Zone 2 are priced as In Zone, not Out of Zone
8. Calls made to landlines in Kosovo from any destination will be priced as a Zone 3 call

### Receiving calls whilst abroad

When a customer receives a call whilst abroad, they will be charged for the incoming part of the call. The person calling will pay their standard call charge to a mobile, regardless of where they are. If a customer receives a call whilst abroad they will be charged in one second increments with a minimum call charge of 5p



## O2 My Europe Extra

Designed for frequent travellers to Europe who want to use their phones as if at home. My Europe Extra gives you a flat rate to make calls in Europe and no charge to receive them.

### If making a one off trip to Europe you can add:

**My Europe Extra £8.51** (ex VAT) per handset per month (can be added on an individual basis - does not need to be added to every handset on the account)  
Available as a one month subscription or an ongoing subscription and is ideal as it can be added or removed from the handset at your request- 30 days notice required.

### If you travel to Europe regularly throughout the year you can add:

**My Europe Extra £4.26** (ex VAT) per handset per month (can be added on an individual basis - does not need to be added to every handset on the account)  
Minimum 12 month subscription at a reduced cost per month meaning you save money when travelling to Europe all year round.  
Existing customers note you must have a minimum of 12 months on your contract to add My Europe Extra £4.26 (ex VAT).

### Features of O2 My Europe Extra

- My Europe Extra covers 31 European countries
- Charges a flat rate of 21p (ex VAT) per minute when calling back to the UK or within Europe\*.
- Bolts On to an existing voice tariff#.
- Text, MMS and data calls are not included
- There is a minimum call charge of 21p (ex VAT) per call

#### *\*Applicable countries:*

*Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Faeroe Islands, France, Gibraltar, Germany, Greece, Guernsey, Hungary, Ireland, Italy, Isle of Man, Jersey, Kosovo, Liechtenstein, Malta, Monaco, Netherlands, Norway, Romania, Poland, Portugal, San Marino, Slovakia, Slovak Republic, Slovenia, Spain, Sweden and Switzerland*

*#Tariff dependent – Available on Outsourcery for Business and Outsourcery O2 Best for Business tariffs*



## Using Data Abroad

### Outsourcery O2 Business customers travelling abroad

#### Using Data Abroad

From 1st July 09 roaming customers now receive an automatic message detailing the data roaming charges for the country they have entered. A message will be sent when you enter another EU and selected other European countries, advising them on the cost of data roaming. At present O2 are currently not able to provide roaming customers with tariff information for data roaming services every time they initiate a data roaming service.

From 1 April 2008 the cost of data roaming in Europe (zones 1 & 2) was reduced from £6 per MB to £2.55 per MB. This represents great value for all O2 customers. The charge for data roaming outside Zones 1 and 2 remains at £6 per MB. The £2.55 rate covers GPRS, EDGE, 3G and HSPDA networks and applies to mobile/PDA, Xda, BlackBerry and Data Card customers.

It's also network independent meaning that whatever network you roam on, you will benefit from this flat rate. These rates are automatically available to all our O2 customers.

These flat rates are great news for the occasional business traveller, however regular travellers to Europe will find it more cost effective to add one of our O2 Data Abroad Bolt Ons/BlackBerry roaming options.

#### Which countries are included?

Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, French West Indies, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Ireland, Iceland, Italy, Isle of Man, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Romania, Poland, Portugal, San Marino, Serbia and Montenegro, Slovakia, Slovenia, Spain, Sweden and Switzerland.

#### Data Abroad Bolt Ons for customers visiting Europe

Customers who are going to regularly use email and/or the Internet when they're overseas should consider our roaming data tariffs.

The price you pay abroad depends on where you are and how much you download; you're paying by the megabyte (MB). That's £2.55 for every MB you get through if you're in Europe and £6 per MB if you're anywhere else in the world.

If you can keep your MBs down, then the standard costs will be OK, but if you've got to pick up email with attachments, then the MBs can soon ramp up and you may end up with a big bill. In which case, choose a money-saving Data Abroad Bolt On, there are two to choose from:

Tariff	Monthly Tariff	Inc Data for use Abroad	Charge per Additional MB
Data Abroad 10	£10	10MB	£2.55*/£6.00
Data Abroad 50	£35	50MB	£2.55*/£6.00



It's easy to see how you can save each month. 50 MBs on any network in Europe, at standard costs abroad, would be £127 ex VAT - with Data Abroad 50 it's now only £35. And if you're outside Europe you'll save even more.

**We recommend:**

Customers using between 4 and 19MB per month should choose Data Abroad 10

Customers using over 19 MB should choose Data Abroad 50.

Terms and conditions apply. These Data Abroad tariffs can only be sold in conjunction with the O2 Web Bolt On at £6.38 a month ex VAT for use within the UK. \*2.55 for every MB you get through if you're in Europe and £6 per MB if you're anywhere else in the world.

*Note: Data Abroad 10 or 50 can only be added to the following data tariffs: O2 Web Bolt On, O2 Web Max, O2 Mobile Broadband and O2 Web Professional. Please call us if you are unsure of the tariff you are currently on or would like further options for older voice tariffs. Standard costs abroad apply once inclusive MBs are used. Unused inclusive MB's do not rollover to the following month. Charges apply at all times of day. All prices shown exclude VAT.*



## Using Data Abroad

### BlackBerry for customers going abroad

From 1st July 09 roaming customers should receive an automatic message detailing the data roaming charges for the country they have entered. A message will be sent when you enter another EU and selected other European countries, advising them on the cost of data roaming. At present O2 are currently not able to provide roaming customers with tariff information for data roaming services every time they initiate a data roaming service. This service is expected early 2010.

As an O2 BlackBerry customer you will pay £2.55 per MB in Europe and £6 per MB outside Europe when using your BlackBerry overseas. To save money there are various options available- see below.

*Note: These O2 BlackBerry tariffs can only be added to Outsourcery For Business and O2 Outsourcery Best For Business tariffs. These tariffs can also be used as Data only (Apart from O2 BIS Pay As You Use) Please call us if you are unsure of the tariff you are currently on or would like further options for older voice tariffs.*

#### **BlackBerry Enterprise Solution (BES)**

**BlackBerry EM Daily**- Ideal if you use your BlackBerry abroad for less than four days each month.

- At £28 a month BlackBerry EM Daily is ideal if you go abroad for less than 4 days. It charges £5 a day for international usage as follows:
- As soon as you send or receive an email abroad you get charged the £5
- This is a daily charge and includes email usage only
- Browsing the internet will be a charged per MB depending on country – e.g. £2.55 per MB in Europe and £6.00 per MB out of Europe

**BlackBerry EM Roaming** – Ideal if you go abroad and want access to email on your BlackBerry for more than 4 days in a month.

- The £48 a month BlackBerry EM Roaming tariff includes the following:
- BlackBerry email usage whilst roaming (note this is email not internet usage)
- Browsing the internet will be a charged per MB depending on country – e.g. £2.55 per MB in Europe and £6.00 per MB out of Europe
- Compared to the BlackBerry EM Daily tariff @ £28 a month + 4 days @ £5 – that £20 for 4 days would equate to £48, anything beyond that would be better off on Option 2 the BlackBerry EM Roaming tariff.

#### **BlackBerry Internet Solution (BIS)**

As an O2 BlackBerry customer you will pay £6.00 (£7.05) per MB when using your BlackBerry overseas. To save money there are 2 options available.

**Option 1** - To cover all BlackBerry email usage while abroad you can pay a monthly subscription of £32.77 per user per month (ex VAT) to go on our O2 BIS Unlimited\* Roaming tariff. This does not cover Internet usage. This charge applies whether you roam abroad or not within the month.

**Option 2** – To cover all email and internet usage while abroad you can pay a monthly subscription of £62.77 per user per month (ex VAT) to go on our O2 BIS Unlimited\* Web Roaming\*\* tariff. This charge applies whether you roam abroad or not within the month.



**Option 2 - BIS Pay as You Use.** Designed for lighter BlackBerry users, especially those who won't use their BlackBerry every day or who rarely open attachments/browse the Internet. This is only available with a connection to a voice tariff. Pay £7.20 (£8.46) per MB to use your BlackBerry overseas.

*\*Fair usage policy of 75MB applies on all UNLIMITED tariffs.*

*\*\*Fair usage policy of 1GB applies on the Web Unlimited tariffs for web usage (use BlackBerry bookmarks - if O2*

*Active is used charges will apply - £2.30 per MB in UK) This is in addition to the 75MB included as standard*

*Prices in brackets and in grey include VAT and in blue exclude VAT. For full terms see [www.o2.co.uk](http://www.o2.co.uk)*

*O2 BIS Unlimited Roaming and O2 BIS Unlimited Web Roaming will ONLY pay for the line rental as stated above - they will not incur additional GPRS roaming charges provided you go to the web using BlackBerry bookmarks. If O2 Active is used to go to the web, then additional charges will apply of £2.55 per MB in Europe/£6.00 per MB outside Europe.*

Europe includes:

Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, French Guyana, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Ireland, Iceland, Italy, Isle of Man, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Romania, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden and Switzerland.

### **WAP roaming charges**

From 1 May 2008 customers using WAP roaming overseas will be charged at £2.55 in Europe, £6 per MB outside of Europe.

Terms and conditions apply, see [www.o2.co.uk/terms](http://www.o2.co.uk/terms)

### **Mobile Broadband for customers going abroad**

The inclusive allowance is for use in the UK. If you go abroad, don't forget that it's expensive to use your Mobile Broadband. It costs £2.55/MB ex vat for use within the EU and £6/MB (non vatable) for the rest of the world. So to avoid any surprises when you get your bill, it's best to take one of our Mobile Broadband Roaming tariffs.

*Terms and Conditions*

*Data Abroad Bolt Ons are available to customers connecting or upgrading to a Genesis O2 voice tariff from 1st February 2008.*

*Data Abroad 10 gives you 10MB per billing month and Data Abroad 50 gives you 50MB per billing month of data abroad in any country.*

*Data used above the monthly allowances will be charged at either £3/MB (inc. VAT) in the EU or £6/MB outside the EU. (Included EU countries are: Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, French Guyana, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Ireland, Iceland, Italy, Isle of Man, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Romania, Poland, Portugal, San Marino, Slovakia, Slovenia, Spain, Sweden and Switzerland.)*

*Unused allowances cannot be carried over into subsequent months.*

*Only one Data Abroad tariff can be taken at any one time per device.*

*Genesis reserves the right to remove or vary any elements of the Data Abroad Bolt On, including pricing. 30 days notice will be given by text message if we increase prices for the Data Abroad tariffs you are using.*

*Use of data is subject to network coverage.*

*Data usage is charged in 1KB increments. 1MB is 1,024KB Charges are made only for data received and sent.*



**Tariff details are below:**

<b>Tariff</b>	<b>Monthly Tariff</b>	<b>Inc Data for Data Abroad</b>	<b>Charge per additional MB</b>
O2 Mobile Broadband 3GB with 10MB Roaming	£22.77	10MB	£2.55 per MB within EU/£6.00 per MB for the rest of the world
O2 Mobile Broadband 3GB with 50MB Roaming	£47.77	50MB	£2.55 per MB within EU/£6.00 per MB for the rest of the world

*All prices exclude VAT*