



KCOM HEY Business Mobile

Business single user mobile tariffs

Valid from 19th October 2020

Every business is different. With this in mind we have designed our tariffs to allow you to choose the plan that is right for your business with a focus on simple predictable billing.

All our business plans include:

- Free calls to colleagues' mobiles
- Free calls to any O2 mobile
- Free calls to voicemail
- Free text messages
- Mobile data allowance
- Option to add hardware allowance

Service	O2 Small Biz 2GB	O2 Small Biz 6GB	O2 Small Biz 20GB	O2 Small Biz 50GB	O2 Small Biz Unlimited
	Ex VAT	Ex VAT	Ex VAT	Ex VAT	Ex VAT
Monthly rental 24 months	£11.00	£14.00	£18.00	£21.00	£25.00
Monthly rental 12 months	£13.00	£17.00	£21.00	£25.00	£30.00
Calls to ALL O2 Mobiles	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Calls to voicemail	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Mins to Standard UK mobile & landlines	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK SMS Messages	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK Mobile Data	2GB	6GB	20GB	50GB	Unlimited
Inclusive EU Roaming Minutes	As like at home	As like at home	As like at home	As like at home	As like at home
Inclusive EU Roaming Texts	As like at home	As like at home	As like at home	As like at home	As like at home
Inclusive EU Roaming Data	As like at home	As like at home	As like at home	As like at home	As like at home

Fair usage policy applies on unlimited tariffs

Other call charges

Type of call	Joined before 15 th June 2017	Joined after 15 th June 2017
Out of bundle calls to UK landlines and non O2 mobiles (incl. Jersey, Guernsey and Isle of Man)	33p per minute	45p per minute
Calls to Europe	8p per minute	£1.25p per minute
Out of bundle data	2.5p per MB	3p per MB
Service numbers operator access charge (08*, 09 & 118)	37p per minute	45p per minute

Type of call	As of April 1 st , 2019
UK & EU roam Minutes – out of bundle	45p per minute
UK & EU Roam Texts – out of bundle	45p per SMS
UK & EU Data - Out of bundle data	3p per MB

*0800 numbers are free

03 Numbers - Ofcom has introduced 03 numbers as an alternative to chargeable 08 numbers e.g. 0870. Calls to 03 numbers will cost the same as other standard fixed line numbers (starting 01 or 02) and are included as part of the bundled minute allowance.

International

Worldwide 24-hour data bolt on – Up to 500MB of data for just £7.50 a day

For occasional trips abroad, our Worldwide 24-hour data Bolt On gives customers up to 500MB of data (dependant on country) to use outside of Europe on their phone over a 24 hours period. Not until the clock strikes midnight, but a full 24 hours. And it costs just £7.50. Some key facts to note are:

- Your data travels with you between countries pro rating itself if you enter a different zone
- You're only charged when you start using data, in fact only after 50kbs have been used
- Data expires 24 consecutive hours after a customer starts using data while abroad, or if the customer uses all the allowance (whichever is first)
- Customers receive data usage notifications at 80%, 95% and 100% so they're always in control.
- If a customer continues using data after 100% of their current data bolt-on is used, then they will be charged another £7.50 for a further consecutive 24 hours of data usage
- No tethering to laptops or tablets is allowed.
- Compatible with O2 Travel (Europe) bolt on

Worldwide data bolt on (30 day) – Up to 5GB of data for just £99 a month

For regular travellers our Worldwide data Bolt On gives customers up to 5GB of data (dependant on country) to use in any country with a data network over 30 consecutive days. It's a truly worldwide proposition, giving complete flexibility. Use a little data today in Canada and a lot next week in India. It's the customer's choice. And it costs just £99.

Some key facts to note are:

- Your data travels with you between countries pro rating itself if you enter a different zone
- You're only charged when you start using data, in fact only after 50kbs have been used
- Data expires 30 consecutive days after a customer starts using data while abroad, or if the customer uses all the allowance (whichever is first)
- Customers receive data usage notifications at 80%, 95% and 100% so they're always in control.
- If a customer continues using data after 100% of their current data bolt-on is used, then they will be charged another £99 for another Worldwide data Bolt On
- Tethering to laptops or tablets is included
- Not compatible with O2 Travel (Europe) bolt on

For full information on travel zones visit www.o2.co.uk/business/worldwide where all the zones are updated on a regular basis.

All pricing quoted is Ex VAT.



Fair Usage Policy

Inclusive roaming services in Europe Zone are intended for use during periodic travel and not for customers roaming across foreign networks on a semi-permanent or permanent basis.

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 services.

Unlimited tariffs will be monitored for fair usage policy, 650GB will apply to domestic data traffic and 25GB per month on EU data roaming.

Excess usage will be charged at 3p per MB for all data used.

Customers will be notified before we do this.

NB: Customers usage is per CLI not by billing group

For full information on inclusive roaming services in our Europe zones visit: <https://www.o2.co.uk/business/solutions/mobile/travelling-abroad/europe>

Unlimited clause - unlimited minutes and text messages

Unlimited allowances in tariff, are truly unlimited however our general terms and conditions allow for:

The network, O2 reserves the right to suspend or terminate connections where it identifies usage which it believes is:

- (1) Outside normal commercial practice
- (2) Made via automated means
- (3) Damages or impairs our network
- (4) Fraudulent, abusive, illegal or a nuisance

For more detail on what the network (O2) considers non-compliant usage please visit: <https://www.o2.co.uk/termsandconditions/business/business-fair-usage-policy-2017>