

## Plan Summary

Our Platinum Mobile Calling Plan from O2 provides unlimited calls, SMS texts and data within the UK \*

This plan also includes straightforward charges when travelling.

- Plan available as either a SIM card or as an eSIM
- O2 network (<https://www.o2.co.uk/coveragechecker>)
- Available as SIM or eSIM costing **£18.00** per month (minimum 12 month contract)
- Unlimited Calls, SMS & Data within the home zone (UK) \*
- For costs relating to calls, data, SMS texts and other service while outside the UK, please see the sections below
- All prices exclude VAT

\*excluding international calls and other services listed within the sections below

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# NCS O2 Platinum Mobile Calling Plan

## EU Roam Like at Home (RLAH)

Use your UK allowance in the below countries free of charge.

| Countries Included  |
|---|
| Austria, Azores, Belgium, Bulgaria, Canary Islands, Channel Islands, Croatia, Cyprus, Czechia (formerly Czech Republic), Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Isle of Man, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Rep. Ireland, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland |

### What's Included

- Making and receiving calls and sending texts within the RLAH Zone when in the RLAH Zone (e.g. a call from France to France, France to Spain, France to Germany etc) it will just decrement from your allowance as within the UK.
- Calls and texts to the United Kingdom from any country within our Europe Zone (e.g. a call from France to UK) it will just decrement from your allowance as within the UK.
- Calls to your voicemail and receiving voicemails
- When you use data in our RLAH Zone it is subject to 35GB cap per month. If you exceed the 35GB cap within a month, it costs £0.01 per MB thereafter until the month renews.

### What's Not Included

- Making calls or sending texts when you are in the United Kingdom to countries outside of the RLAH Zone
- Making calls or sending texts to premium rate numbers and other non-geographic numbers (which can vary over time)
- Making calls or sending texts from within our Europe Zone to a country outside the Europe Zone

## O2 Rest of World (ROW) – The Rest Of World Day Pass

### What is a Rest of the World (ROW) Day Pass?

Designed for brief trips outside Europe, the ROW Day Pass enables you to benefit from flat-rate data pricing when roaming in any of the 'zones' where O2 has data coverage. It also provides you with flat-rate pricing for in Country and back to the UK calls and texts when in Zone 1 locations.

### How much does it cost?

Each ROW Day Pass costs **£4.50** with data, voice and SMS allowances dependent on the zone for that country.

### What does that give me?

| ROW Pass Zone | Data Allowance | Voice & SMS Allowance                           |
|---------------|----------------|---|
| ROW Zone 1    | 500MB          | 300 Mins in Country and back to the UK, 300 SMS |
| ROW Zone 2    | 50MB           | Out of Bundle charges apply                     |
| ROW Zone 3    | 5MB            | Out of Bundle charges apply                     |

### How does it work?

The ROW Day Pass charge will apply from the moment you use any roaming mobile data or if you are in Zone 1 make or receive a phone call or SMS. A ROW Day Pass covers a period based on a UK Day, starting from 00:00:00 and ending at 23:59:59 hours GMT, or when your allowance is used up, whichever happens first.

When your allowance is used up, if you continue to use roaming mobile data or if you are in Zone 1 make or receive a phone call or SMS, another ROW Day Pass will be charged. Any unused data allowance will not carry over to the following day.

### 'Rest of World' (ROW) Day Pass Zones

|   |
|---|
| <b>ROW Zone 1</b><br>Canada, USA, Albania, Afghanistan, Anguilla, Antigua and Barbuda, Argentina, Aruba, Australia, Bahamas, Bangladesh, Barbados, Belarus, Benin, Bermuda, Botswana, Brazil, Burkina Faso, Cameroon, Cape Verde, Cayman Islands, Chile, China, Christmas Island, Cocos Islands, Colombia, Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Gabon, Ghana, Greenland, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Hong Kong, India, Indonesia, Israel, Ivory Coast, Jamaica, Japan, Kazakhstan, Kenya, Korea (South), Kuwait, Macedonia, Madagascar, Malaysia, Myanmar, Mexico, Moldova, Montenegro, Montserrat, Netherlands Antilles, New Zealand, Nicaragua, Nigeria, Panama, Paraguay, Peru, Philippines, Qatar, Russia, Rwanda, Saint Kitts and Nevis, St Lucia, St. Vincent and the Grenadines, Saudi Arabia, Serbia, Seychelles, Singapore, South Africa, Sri Lanka, Suriname, Taiwan, Thailand, Togo, Trinidad and Tobago, Turkey, Turks and Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, Venezuela, Virgin Islands (GBR), Western Samoa, Yemen, Zambia |
| <b>ROW Zone 2</b><br>Algeria, Azerbaijan, Bahrain, Bora Bora, Burundi, Chad, Congo, Democratic Republic of Congo, Equatorial Guinea, Falkland Islands, Fiji, French Polynesia, Gambia, Georgia, Iraq, Kosovo, Macau, Malawi, Moorea, Morocco, Niger, Oman, Pakistan, Papua New Guinea, Sierra Leone, Swaziland, Tahiti, Tanzania, Tokelau, Tonga, Uzbekistan, Vanuatu   |
| <b>ROW Zone 3</b><br>Andorra, Angola, Armenia, Belize, Bolivia, Brunei, Cambodia, Cuba, Jordan, Lao People's Democratic Republic, Lebanon, Liberia, Maldives, Mali, Mauritania, Mauritius, Mongolia, Mozambique, Namibia, Nepal, Palestinian Authority, Senegal, St Helena, Sudan, Tajikistan, Tunisia, Turkmenistan, Vietnam, Zimbabwe   |

## Roaming out of Bundle

| Voice Zone               | Mobile to UK (outbound) | Mobile in country (outbound) | Mobile in zone (outbound) | Out of zone (outbound) | Incoming call | Outbound SMS | Inbound SMS |
|--------------------------|-------------------------|------------------------------|---------------------------|------------------------|---------------|--------------|-------------|
| Zone 1 & 2 (Europe zone) | £0.00                   | £0.00                        | £0.00                     | £1.07                  | £0.00         | £0.00        | £0.00       |
| Zone 3                   | £1.10                   | £1.10                        | £1.10                     | £2.41                  | £0.71         | £0.41        | £0.00       |
| Zone 4                   | £1.21                   | £1.21                        | £1.21                     | £2.41                  | £0.54         | £0.35        | £0.00       |
| Zone 5                   | £0.82                   | £0.82                        | £0.82                     | £2.41                  | £0.58         | £0.41        | £0.00       |
| Zone 6                   | £1.63                   | £2.41                        | £2.41                     | £2.41                  | £1.15         | £0.55        | £0.00       |

Out of bundle charges for Refresh tariffs 300 and 500 will be charged standard Out of Bundle rates if out of allowance in Zone 1 and 2. Data not covered by the ROW Pass is charged at **£6.13** per MB

## Roaming out of Bundle Zones

|  |
|--|
| <b>Out of Bundle Europe Zone</b>   |
| Europe (+VAT) – Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden.<br>Europe (VAT free) – French Guiana, Gibraltar, Guadeloupe, Guernsey, Iceland, Isle of Man, Jersey, Liechtenstein, Martinique, Mayotte, Monaco, Norway, Reunion, Saint Barthelemy, Saint Martin, Switzerland   |
| <b>Out of Bundle Zone 3</b>  |
| Albania, Bosnia and Herzegovina, Macedonia, Montenegro, Morocco, North Cyprus, Serbia, Tunisia, Turkey   |
| <b>Out of Bundle Zone 4</b>  |
| USA, Canada  |
| <b>Out of Bundle Zone 5</b>  |
| Australia, Christmas Island, Cocos Islands, Hong Kong, Malaysia, New Zealand, Singapore, South Africa  |
| <b>Out of Bundle Zone 6</b>  |
| AeroMobile AS, Afghanistan, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bora Bora, Botswana, Brazil, British Virgin Islands, Brunei Darussalam, Burkina Faso, Burma, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Cote d'Ivoire, Cuba, Curacao, Democratic Republic of Congo, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India, Indonesia, Iran, Iraq, Israel, Jamaica, Jamaica Digicel, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Korea (South), Kosovo, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Madagascar, Malawi, Maldives, Mali, Maritime Communications Partner AS, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Moldova, Mongolia, Montserrat, Moorea, Mozambique, Namibia, Nauru, Nepal, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Norfolk Island, North Korea, Northern Mariana Islands, Northern Mariana Islands, Oman, OnAir Switzerland Sarl, OnWaves, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saint Kitts and Nevis, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Sint Maarten, Solomon Islands, Somalia, South Sudan, Sri Lanka, St Helena, St Lucia, St Vincent and the Grenadines, Sudan, Suriname, Swaziland, Syria, Tahiti, Taiwan, Tajikistan, Tanzania, Thailand, Thuraya Telecommunications Company, Togo, Tokelau, Tonga, Trinidad and Tobago, Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis & Futuna, Western Samoa, Yemen, Zambia, Zimbabwe |

## International Call Rates (inc ROW Voice Calls not covered by ROW Pass)

2,000 minutes are included on this tariff for calls from the UK to Zones 1 & 2 to any EU Landline or EU Mobile.

| Zone | Region                        | per minute | per text |
|------|-------------------------------|------------|----------|
| 0    | Channel Islands & Isle of Man | 0.39       | £0.25    |
| 1    | Ireland                       | 0.45       | £0.25    |
| 2    | Western Europe EU & non-EU    | 0.99       | £0.25    |
| 3    | Rest of Europe & Turkey       | 0.99       | £0.25    |
| 4    | USA & Canada                  | 0.99       | £0.25    |
| 5    | Asia Pacific                  | 0.99       | £0.25    |
| 6    | Rest of World                 | 1.25       | £0.25    |

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| <b>International Call &amp; ROW Voice Zone 0</b>   |
| Channel Islands & Isle of Man  |
| <b>International Call &amp; ROW Voice Zone 1</b>   |
| Ireland  |
| <b>International Call &amp; ROW Voice Zone 2</b>   |
| Andorra, Austria, Belgium, Bulgaria, Canary Islands, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovak Rep, Slovenia, Spain, Sweden, Switzerland, Vatican City   |
| <b>International Call &amp; ROW Voice Zone 3</b>   |
| Albania, Algeria, Bosnia, Croatia, Cyprus, Iceland, Kosovo, Libya, Macedonia, Montenegro, Morocco, Serbia, Tunisia, Turkey   |
| <b>International Call &amp; ROW Voice Zone 4</b>   |
| Alaska, Canada, Cocos Islands, Hawaii, Northern Marianna Islands, United States of America (USA)   |
| <b>International Call &amp; ROW Voice Zone 5</b>   |
| Australia, Christmas Island, Hong Kong, Japan, Malaysia, New Zealand, Singapore, South Africa  |
| <b>International Call &amp; ROW Voice Zone 6</b>   |
| Abkhazia, Afghanistan, American Samoa, Angola, Anguilla, Antarctica, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bora Bora, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Rep, Chad, Chile, China, Colombia, Comoros, Congo, Congo (DRO), Cook Islands, Costa Rica, Cuba, Curacao, Diego Garcia, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Guiana, French Polynesia, French West Indies, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Jordan, Kazakhstan, Kenya, Kiribati, North Korea, South Korea, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Macau, Madagascar, Malawi, Maldives, Mali, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Moldova, Mongolia, Montserrat, Moorea, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, NLD Antilles, Norfolk Island, Oman, Pakistan, Palau, Palestine, Panama, Papua, New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Reunion, Russia, Rwanda, Sao Tome & Principe, Saudi Arabia, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, Sri Lanka, St Helena, St Kitts, St Lucia, Saint Maarten, St Pierre & Miquel., St Vincent, Sudan, South Sudan, Suriname, Swaziland, Syria, Tahiti, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad and Tobago, Turkmenistan, Turks and Caicos, Tuvalu, Uganda, Ukraine, United Arab Emirates (UAE), Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis & Futuna, Western Samoa, Yemen, Zambia, Zimbabwe, Ships/ferries/Airplane networks |

# NCS O2 Platinum Mobile Calling Plan

## Other Charges

Users are responsible for any other charges incurred not listed above. These include:

- Premium Voice (e.g. 091\*, 092\*, 098\*)
- Calls to non-geographic numbers (e.g. 0844, 0845, 0870, please check ofcom.org.uk for a full list)
- Premium SMS (as advertised)
- Roamed data not covered by the above plans (e.g. data at Sea, Ethiopia)
- Satellite calls (this can happen if you're out of range and the phone finds a satellite to connect to, e.g. out on the high seas or on an aeroplane)

| Out of Bundle - Other                       | Rate (£) | Unit    |
|---|----------|---------|
| UK data usage                               | 0.03     | Per MB  |
| Roamed Data                                 | 6.13     | Per MB  |
| MMS (multimedia message)                    | 0.65     | Per MMS |
| Satellite calls – 60 second increments      | 6.89     | Per Min |
| On network directory enquiries (118)        | 1.21     | Per Min |
| Other directory enquiries                   | Various  | Per Min |
| Calls to 05 & 07 non-mobile call forwarding | 0.43     | Per Min |
| 0808, 0800 and 116 numbers                  | Free     | Per Min |
| Premium (09) numbers call access charge     | *        | Per Min |
| Non-geographic numbers access charge        | *        | Per Min |

\* Access charge of 65p a minute plus a service charge

## NCS Recommendations

- Set a monthly spend limit per SIM/number
- When travelling use a data app to manage/cap your data usage and use WiFi wherever possible
- Only use your phone through WiFi on a ferry on an aeroplane (avoiding satellite calls or roaming)
- Block any services you're not planning on using (e.g. Premium Voice, Premium SMS, MMS)

### Can I block services to limit additional charges?

Yes! You can set the following permissions on a 'per SIM' basis, to limit additional charges. Here is an example setup that we recommend:

|                               |               |                             |       |
|-------------------------------|---------------|-----------------------------|-------|
| Outgoing Calls                | Allow         | International Calls         | Deny  |
| Roaming                       | Allow         | Premium Voice               | Deny  |
| Data                          | Allow         | MMS                         | Deny  |
| Mobile Barring - SMS Outgoing | Allow         | SMS Incoming                | Allow |
| Mobile Barring - IMEI         | Allow         | Mobile Barring -Premium SMS | Deny  |
| Monthly Spend Limit           | <b>£50.00</b> |                             |       |