



**plan.com**

CUSTOMER MOBILE AND MBB  
MONTHLY BOLT-ON GUIDE

MARCH 2019

STAY CONNECTED AND IN  
CONTROL, NO MATTER HOW FAR  
YOUR BUSINESS TAKES YOU

OUR GLOBAL MONTHLY  
ROAMING BOLT-ON

# Global Traveller



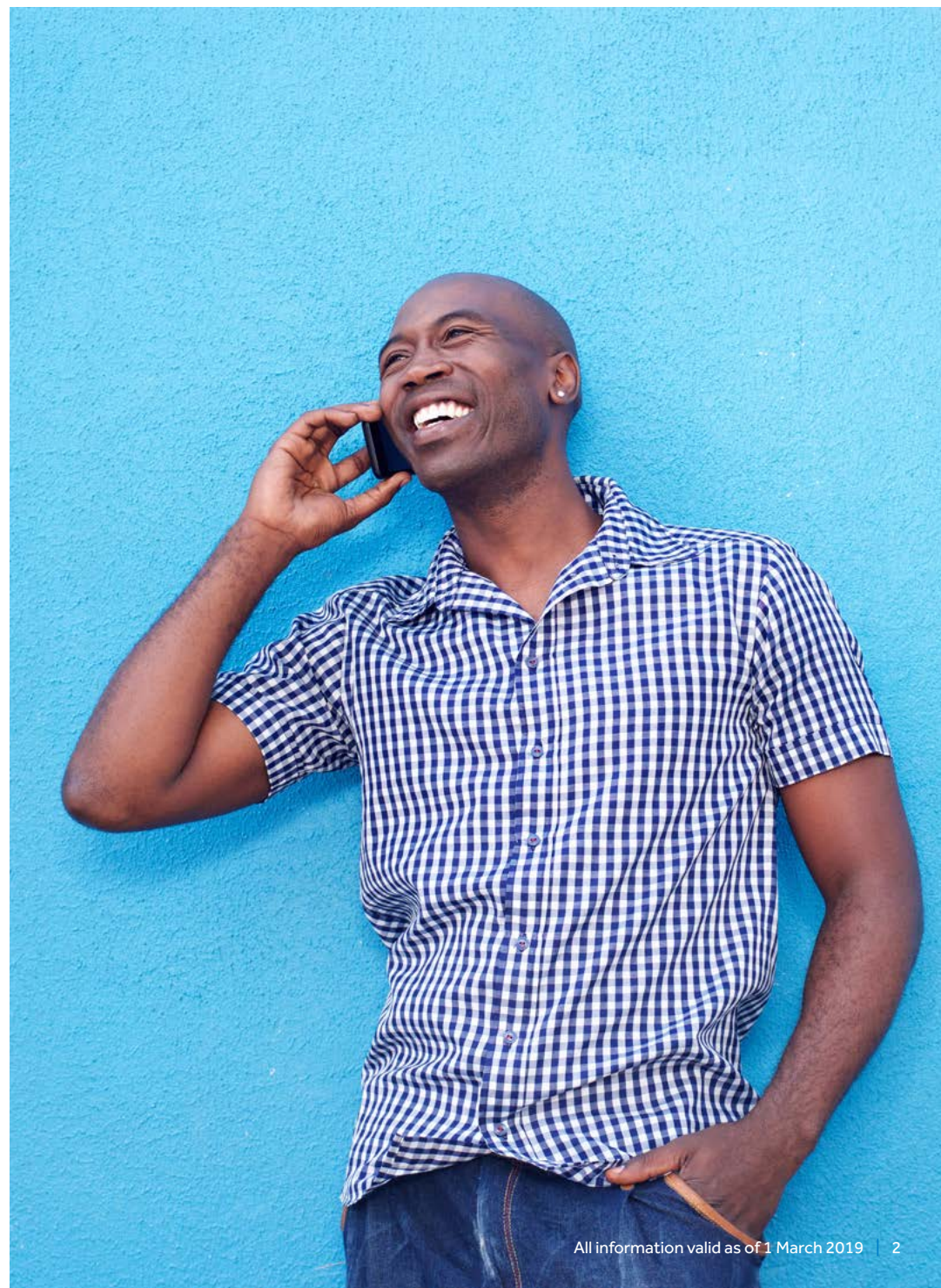
**plan.com**

## **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.





# Globe hopper Frequent flyer Rolling stone

Stay connected when you step off the plane. Global Traveller is our monthly roaming bolt-on that works in ALL countries outside the UK and plan.com Europe Zone.

## **Roam without borders**

Everywhere outside the UK and Europe Zone is covered, no matter where you visit.

## **Worldwide data bolt-on prices slashed**

1GB to use anywhere in the world previously cost £159 – now just £50 with Global Data 1GB

## **Range of minutes and data allowances expanded**

You can now get 300 global minutes or 2GB global data (previously 250 minutes or 1GB)

**Global Traveller**





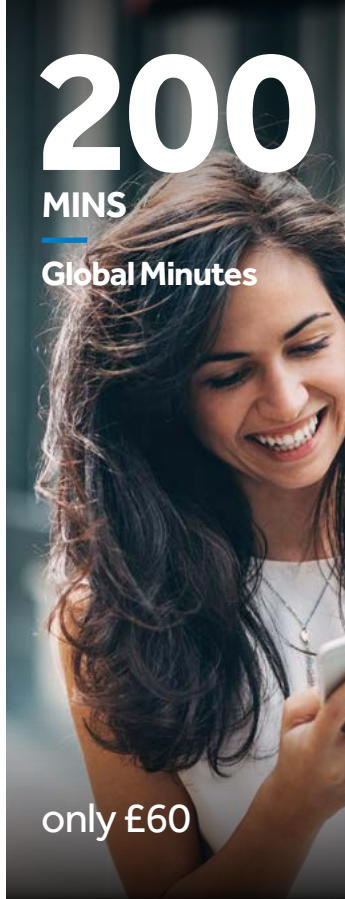
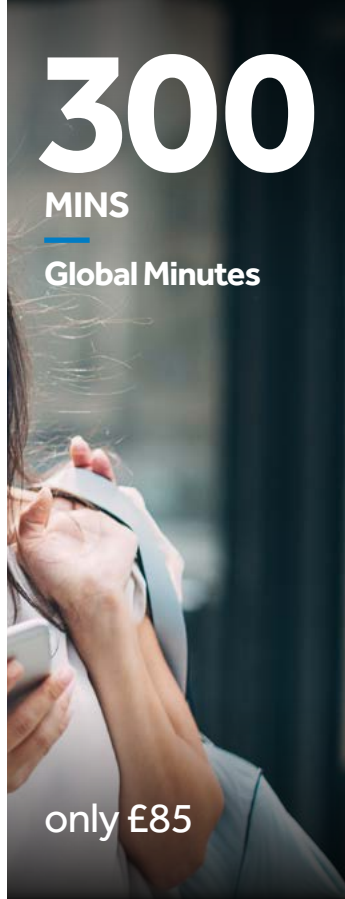


## Global Data

Any data that you use in a Global Traveller destination (anywhere outside the UK and plan.com Europe Zone) is included in the bolt-on allowance, no matter where in the world you travel while roaming.

## Global Minutes

Global Minutes bundles cover any call made or received, including out of region calls (e.g. USA to China) not previously covered

 <p><b>500</b> MB Global Data only £30</p>	 <p><b>1</b> GB Global Data only £50</p>	 <p><b>2</b> GB Global Data only £90</p>	 <p><b>100</b> MINS Global Minutes only £35</p>	 <p><b>200</b> MINS Global Minutes only £60</p>	 <p><b>300</b> MINS Global Minutes only £85</p>
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# Global Traveller excluded destinations

Global Traveller destinations include most countries in the world but **exclude** the following destinations. Please note that these destinations are in the plan.com Europe Zone, where you will use your domestic UK allowances and do not require a roaming bolt-on.

Excluded (domestic and plan.com Europe Zone) destinations:

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

# Additional charges while roaming

The following additional charges will occur if you go beyond your daily allowance(s).

Usage – anywhere outside the Europe Zone	Cost
Any call received or made (per minute)	140p
SMS (per message)	40p
Data usage (per MB)	600p

For more information and to view our online pricing guide, visit [www.plan.com/pricing](http://www.plan.com/pricing)  
All prices in this table are VAT exempt. Please refer to the Terms & Conditions.





# Global Traveller Terms & Conditions

## Global Traveller Destinations

Global Minutes and Global Data bolt-ons cover voice or data usage for any country not found domestically or in the plan.com Europe Zone. Specifically, the countries not covered by these monthly roaming bolt-ons are as follows:

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, United Kingdom (inc. Northern Ireland), Vatican City

## Activation, allowances and charges

These are monthly bolt-ons, meaning you are charged a fixed monthly fee, regardless of whether or not the bolt-on is used (bundles any usage). A new charge and allowance applies for each calendar month in which the bolt-on is active. They are not pro-rated, which means that if they are active for only 1 day, a full monthly charge is applied, and the service will get access to the full bundle allowance. E.g. if a Global Data 500MB bolt-on is opened on 31st March and closed on 2nd June, then two charges of £30 will be applied to the customer's account and the service will have access to two separate 500MB bundle allowances in both March and June for the period in which the bolt-on is active.

## Global Minutes: Compatibility with other bolt-ons

Global Minutes bolt-ons are compatible with Daily Explorer, Exec Traveller and Data Boosts, and International Minutes & Texts (Data Boosts and International bolt-ons are not applicable while roaming).

Global Minutes bolt-ons are compatible with Global Data bolt-ons.

Only one Global Minutes bolt-on can be activated at a time (on the same calendar day). To apply a different Global Minutes bolt-on, the existing bolt-on must first be removed. This can take up to 24 hours. The allowance associated with the existing bolt-on will remain in effect during that day and for the rest of the month. For example, a Global Minutes 100 bolt-on is already applied to a service. It is removed and a Global Minutes 200 bolt-on is applied. On the day of the removal, the service can still use 100 minutes of global calling (if none has been used to-date). The following day, 300 minutes of global minutes is available for the rest of the month (if none has been used): 100 minutes + 200 minutes.

Global Minutes bolt-ons are incompatible with all other monthly roaming bolt-ons.

These include, but are not limited to:

Roaming voice & international direct dial:  
*EU, USA & Canada (100mins, 200mins, 300mins)*

Roaming voice & international direct dial:  
*Rest of World (50mins, 150mins, 250mins)*

## Global Data: Compatibility with other bolt-ons

Global Data bolt-ons are compatible with Daily Explorer, Exec Traveller and Data Boosts, and International Minutes & Texts (Data Boosts and International bolt-ons are not applicable while roaming).

Global Data bolt-ons are compatible with Global Minutes bolt-ons.

Only one Global Data bolt-on can be activated at a time (on the same calendar day). To apply a different Global Data bolt-on, the existing bolt-on must first be removed. This can take up to 24 hours. The allowance associated with the existing bolt-on will remain in effect during that day and for the rest of the month. For example, a Global Data 1GB bolt-on is already applied to a service. It is removed and a Global Data 2GB bolt-on is applied. On the day of the removal, the service can still use 1GB of global data (if none has been used to-date). The following day, 3GB of global data is available for the rest of the month (if none has been used): 1GB + 2GB.

Global Data bolt-ons are incompatible with all other monthly roaming bolt-ons.

These include, but are not limited to:

Monthly roaming data:  
*USA & Canada (500MB, 1GB, 2GB)*

Monthly roaming data:  
*Business Zone (250MB, 500MB, 1GB)*

Monthly roaming data:  
*Worldwide (50MB, 200MB, 500MB, 1GB) + BES variants*

Daily roaming data: *USA & Canada (150MB)*

Daily roaming data: *Business Zone (100MB)*

## Global Minutes: calling while roaming

While roaming, any calls made from a Global Traveller destination (anywhere outside the UK and plan.com Europe Zone) to any destination is included in the bolt-on allowance. For example, while in Canada, a call to someone in Canada, the UK, China, or the USA will be bundled as part of the monthly allowance. Calls to premium rate numbers such as game shows, adult chat lines or premium services may not be included.

Roaming terminated calls are also included, which means receiving a call while roaming. Once the monthly Global Minutes allowance has been exceeded, the standard roaming rates associated with the region in which you are travelling will apply. Please see our price guide for a full breakdown of additional charges.

## Global Data: usage while roaming

While roaming, any data used in a Global Traveller destination (anywhere outside the UK and plan.com Europe Zone) is included in the bolt-on allowance. Once the monthly Global Data allowance has been exceeded, the standard roaming rates associated with the region in which you are travelling will apply. Please see our price guide for a full breakdown of additional charges.

# General roaming Terms & Conditions

These Terms & Conditions form part of the Customer Guide and are incorporated into the Business Customer Contract between each Customer and Plan Communications Limited ("plan.com").

## What is roaming?

'Roaming' is when a Service is used outside of the UK, for example, when you travel to a foreign country with your mobile phone. Your plan.com tariff does not include use of your service(s) outside of the plan.com Europe Zone ("EZ"). Therefore, using Equipment (e.g. a phone or device such as a connected tablet or laptop) outside of the UK or EZ means that you may incur additional charges, other than those described as part of your tariff, while using your device.

## Roaming usage

Equipment is 'being used' while abroad when one or more of the following events take place:

**Data** is accessed by your device. This may happen as soon as a device ("Equipment") connects with a foreign network provider. plan.com will charge you a fixed standard per MB rate for this data usage without an applicable roaming data bolt-on. To prevent this, either mobile data must be turned off, roaming data must be turned off, the Equipment must be in Flight Mode and/or the Equipment must be turned off. PLEASE NOTE: Data can be accessed by your Equipment as soon as it is turned on, or Data access is enabled having been previously disabled. Data is not limited to specific apps being opened e.g., Facebook, an internet browser or Spotify. Background tasks often access data on your Equipment without your specific interaction. Therefore, your Equipment may be sending or receiving data simply by being turned on.

A **call** is made or received. In order to make or receive a call, your Equipment will automatically attempt to connect to a foreign network provider. The third-party will fulfil this call request. You can prevent calls from being received while abroad by keeping your Equipment in Flight Mode, or asking for an incoming call bar to be applied. plan.com will charge you a fixed standard per minute rate for this usage (see pricing) unless the usage is bundled with a roaming voice bolt-on.

A **text** message is sent. As above, this Service will be fulfilled by a foreign network provider and plan.com will charge you a fixed rate per text (see our [pricing guide](#)) unless the usage is bundled with a roaming SMS bolt-on. Multimedia Messages (MMS) are not covered by roaming bolt-ons and are priced accordingly.

## Roaming bolt-ons

To help control costs while roaming, roaming bolt-ons can be applied to a service. There are a variety of daily and monthly bolt-ons available. Bolt-ons provide additional allowances for data, calls and/or texts while roaming for a fixed price, and cover a variety of different roaming destinations. To find out which bolt-on is best for you, please visit our [roaming bolt-ons guide](#).

## Roaming calls

Roaming calls are calls that are made from a Service while roaming, or received by a Service while roaming.

Calls made to the UK while roaming are classed as roaming calls.

Please note that calls made from the UK to non-UK destinations are never classed as roaming calls. These are classed as international calls and charged at separate fixed rates, specific to your tariff. They are not covered by the majority of roaming bolt-ons.

You may be charged for receiving a call while not in the UK/EZ. The amount charged is related to the destination in which the call is received, and the duration of the call. Please see our [pricing guide](#) for more information.

Calls made and received while roaming will either be charged at a fixed per minute rate, which relates to the destination in which the call is made or received, or deducted from your bolt-on allowance(s). For example, if you receive a 30-minute call from the UK while roaming in Canada, you will be charged the appropriate amount for receiving a 30-minute call, or 30 minutes will be deducted from your daily or monthly roaming bolt-on allowance(s). Calls made to premium-rate numbers such as support lines or competition lines may be subject to additional charges, which are set by the third-party provider.

## Roaming texts

Texts sent while roaming are charged at a standard roaming rate (please see our [pricing guide](#) for more information). Texts made to or received from premium rate numbers such as a support line or competition line may be charged, with prices set by the third-party provider.

## Roaming data

If you do not have a roaming bolt-on or you exceed your daily bolt-on allowance(s), you will be charged our standard out of bundle roaming data rates. Note that data usage in or outside the EZ is charged at £6 per MB and we strongly recommend disabling data before

connecting to a foreign network if you do not have a roaming data bolt-on or your bolt-on allowance is exceeded. See our [pricing guide](#) for more information.

The reporting of data usage can be subject to delay. Data reporting is controlled by the network provider on which data is being used and it is beyond the control of plan.com with regards to when the foreign network provider releases this information.

## Roaming in the plan.com Europe Zone

Customers with tariffs and bolt-ons that include UK allowances may use their UK allowances when roaming in the plan.com Europe Zone (EZ).

Usage in these destinations will be deducted from your tariff allowances. For example, our more.plan 5GB tariff customers will enjoy unlimited calls and texts as well as 5GB of data to use in the UK and EZ. If you use 500MB in France, 500MB will be deducted from your more.plan 5GB data bundle.

EZ usage that exceeds standard tariff allowances will be charged at the same additional charge rates that apply to the UK.

The following usage is **included** with the UK tariff allowance:

- All data usage in the EZ
- Calls and texts back to the UK from an EZ destination (including voicemail retrieval)
- Calls and texts within an EZ destination, e.g. Spain to Spain
- Calls and texts from one country to another where both are in the EZ, e.g. Spain to Germany (except where calls or texts originate in the UK – these are still regarded as international calls/SMS)

The following usage is **excluded** from the UK tariff allowance:

- Calls and texts from the UK to destinations in the EZ will not be included in UK Tariffs – these are International calls/texts
- Calls and texts from in the EZ to a non-EZ destination, e.g. Spain to the USA are classified as Out of Zone Calls/Texts and subject to fixed per minute/SMS charges
- All calls and texts to Premium/Non-Geographic numbers are not included, neither are texts received from premium rate numbers

## Non-domestic use limitations

Roaming in the EZ is intended for people who occasionally travel outside the UK where they live or have stable links i.e. they work or study there. It's not meant to be used for permanent roaming. As long as you spend more time at home than abroad, or you use your Equipment more at home than abroad, you can roam freely at domestic prices when travelling anywhere in the EZ.

We reserve the right to check your usage patterns to determine if you might be abusively using your EZ roaming (regulated roaming services at domestic price).

If you spend more than two months abroad out of four months, and if you have consumed more data abroad than at home over this time, we may send you an alert. Once the alert is received, you will have two weeks to clarify the situation. If you continue to remain abroad, we reserve the right to apply surcharges (equivalent to wholesale roaming caps, agreed on 31 January 2017).

## Roaming near borders

While roaming in countries that border with other destinations that fall outside the region or zone (e.g. The Republic of Cyprus, which borders with the Turkish Republic of Northern Cyprus), it is possible for a roaming mobile phone to connect with a mobile mast in the neighbouring country. In the example of Cyprus and Turkey, voice, text and data charges are set at the higher, non-EZ rates. When it comes to data usage, this can be up to £6 per MB. This is also true of maritime, satellite and airborne networks.

plan.com is not able to control which network your Equipment connects to. For this reason, we are not liable for any additional charges that are incurred.

## Maritime, satellite and airborne networks

Maritime, satellite and airborne networks are not included in any plan.com tariff or bolt-on allowances, even though they may be based in one of our roaming zones.

plan.com cannot be held responsible for Equipment accessing these networks and is not liable for any additional charges that are incurred from Equipment using these networks, even if accidental. Please take extra care when travelling off-land or within areas not covered by mobile operators. We suggest putting your device into flight-safe mode in these situations or turning off roaming data on your device.