

plan.com

CUSTOMER MOBILE
BOLT-ON GUIDE

JANUARY 2020

International

MINUTES AND TEXTS

DIALING ABROAD WHILE
AWAY FROM YOUR DESK?

IF YOU'RE CALLING
INTERNATIONAL NUMBERS
FROM YOUR MOBILE, THIS
BOLT-ON WILL KEEP YOU IN
CONTROL OF YOUR COSTS.



International What's changed?

This is the latest international bolt-on guide. We've updated the following elements:

January 2020

- **Page 6:** Added "Pro Traveller" pricing information to pricing page



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.





Is your business without borders?

In this modern world, it's likely that your business needs to stay in contact with staff, customers or suppliers based outside the UK.

Our International Minutes and Texts bolt-ons are designed with you in mind. They enable you to call and text people outside of the UK while staying in control of your costs.

International minutes & texts

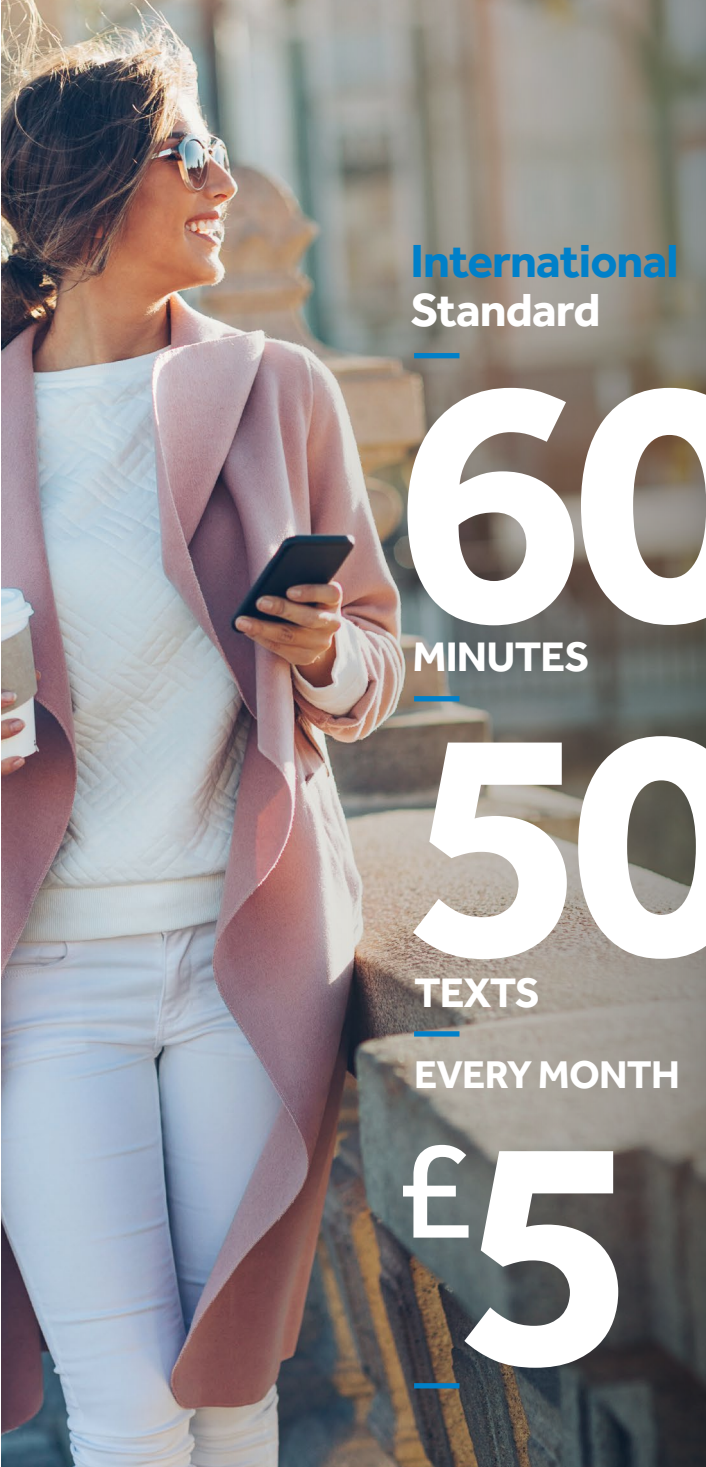
International

We've created two new monthly international bolt-ons for UK customers who make a lot of calls and send texts abroad; International Standard and International Plus.

International usage includes calls and SMS that originate in the UK and are received by services outside the UK.

International usage does not include making calls or sending SMS while abroad (these are classed as roaming usage, no matter where the call or SMS is received). International usage does not include calls back to the UK.

Please refer to the Terms & Conditions for more details

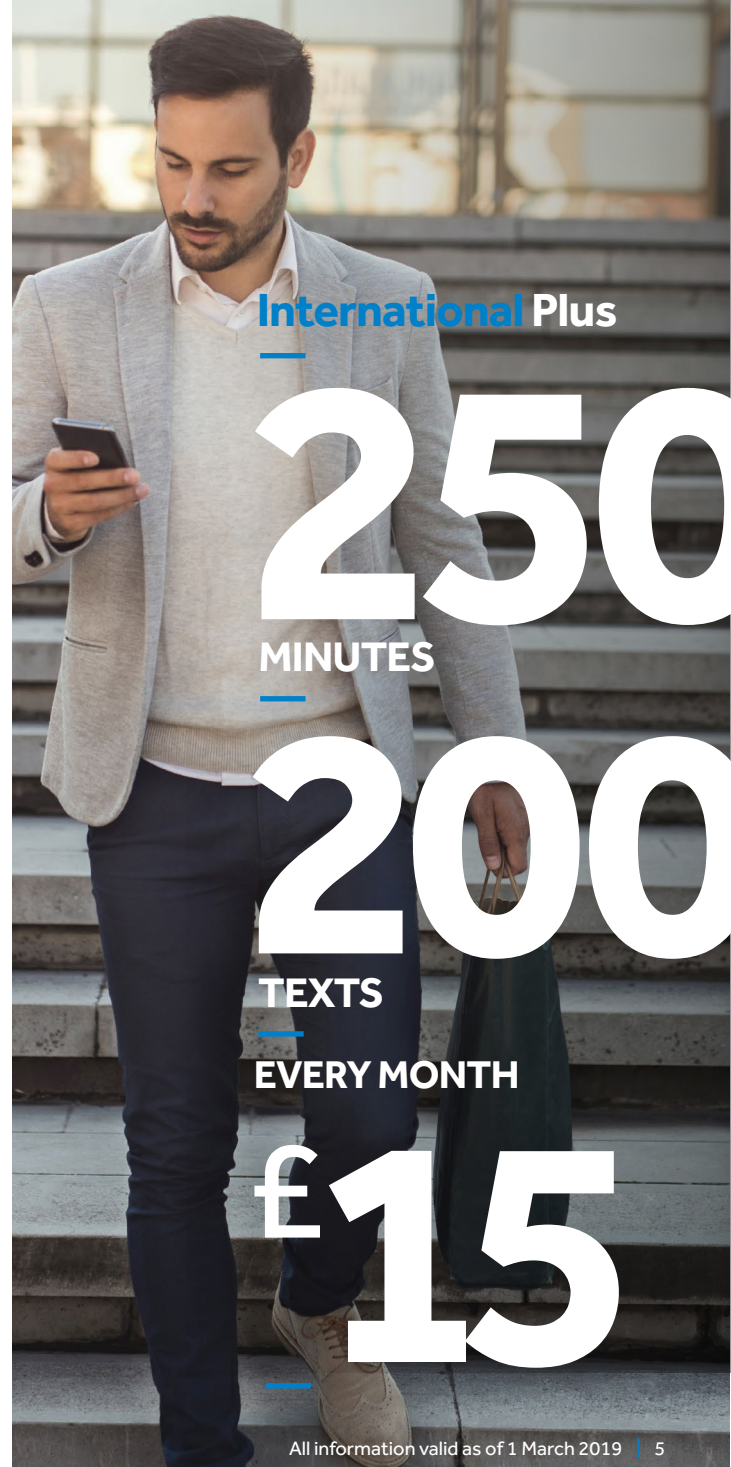


International Standard

60
MINUTES

50
TEXTS
EVERY MONTH

£5



International Plus

250
MINUTES

200
TEXTS
EVERY MONTH

£15

The following charges apply from 1 April 2019

We're making things even simpler by consolidating all our out-of-bundle charges for international voice and SMS.

Additional charges: international voice

International calls originating in the UK	one.plan, plus.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan*	more.plan, exec.plan, shareplus.plan*, pro.traveller
Isle of Man & Channel Islands	50p per minute / 50p minimum charge	45p per minute / 45p minimum charge
Ireland (Republic of)	8p per minute / 8p minimum charge	54p per minute / 54p minimum charge
Albania, Algeria, Australia, Austria, Belgium, Bosnia & Herzegovina, Bulgaria, Canada, Canary Islands, Croatia, Cyprus (Republic of), Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hong Kong, Hungary, Iceland, Italy & Vatican, Kosovo, La Reunion, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malaysia, Malta, Martinique, Monaco, Montenegro, Morocco, Netherlands, New Zealand, North Cyprus, Norway, Poland, Portugal, Romania, Serbia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sweden, Switzerland, Tunisia, Turkey, USA	50p per minute / 50p minimum charge	125p per minute / 125p minimum charge
Rest of the World (any destination not listed above)	50p per minute / 50p minimum charge	167p per minute / 167p minimum charge

*Prices exclude VAT. Minimum price effective from 1 April 2019

Additional charges: international SMS

Destination	one.plan, plus.plan, mbb.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan*	more.plan, exec.plan, shareplus.plan*, pro.traveller
Any destination	20p	30p

To view our full pricing guide please visit plan.com/pricing



International Terms & Conditions

International calls and texts

International usage is not part of the standard tariff and as such, is not included within unlimited call or unlimited text allowances.

International usage includes calls and SMS that originate in the UK and are received by services outside the UK. International calls are charged by the minute, with a one-minute minimum call charge.

Please see the [pricing guide](#) for more information.

International usage does not include making calls or sending SMS while abroad (these are classed as roaming usage, no matter where the call or SMS is received).

International usage does not include calls back to the UK.

If you have an International bolt-on or option and exceed your international minutes and text allowances, international call and text rates apply. Please check our pricing guide for a detailed breakdown of these additional charges, which relate to the destination in which the call or text is received.