

A smiling woman with long braids, wearing an orange shirt, is looking at her phone. The background is a blurred outdoor setting.

plan.com

CUSTOMER TARIFF ADD-ON GUIDE

APRIL 2019

KEEPING YOU CONNECTED AND
IN CONTROL OF YOUR COSTS

PRO EUROPE

UNLIMITED CALLS FROM THE UK TO OUR EUROPE ZONE

PRO EUROPE

Our exclusive Tariff add-on enables you to call people in the Europe Zone while staying in control of your costs.

Pro Europe gives you an unlimited allowance of calls from the UK to more than 40 destinations within our Europe Zone throughout your contract¹.

Pro Europe is available for pro.plan customers with specific data options and cannot be added or removed after a service has connected.

Data option	Pro Europe
pro.plan 1GB	✗
pro.plan 3GB	✗
pro.plan 6GB	✓
pro.plan 12GB	✓
pro.plan 25GB	✓
pro.plan 50GB	✓
pro.plan 100GB	✓
pro.plan Switch ²	✓
proshare.plan ³	✓

¹ Non domestic and daily allowance threshold applies. See Terms and Conditions for more details.

² Availability subject to pricing. Please refer to www.plan.com/updates for more details.

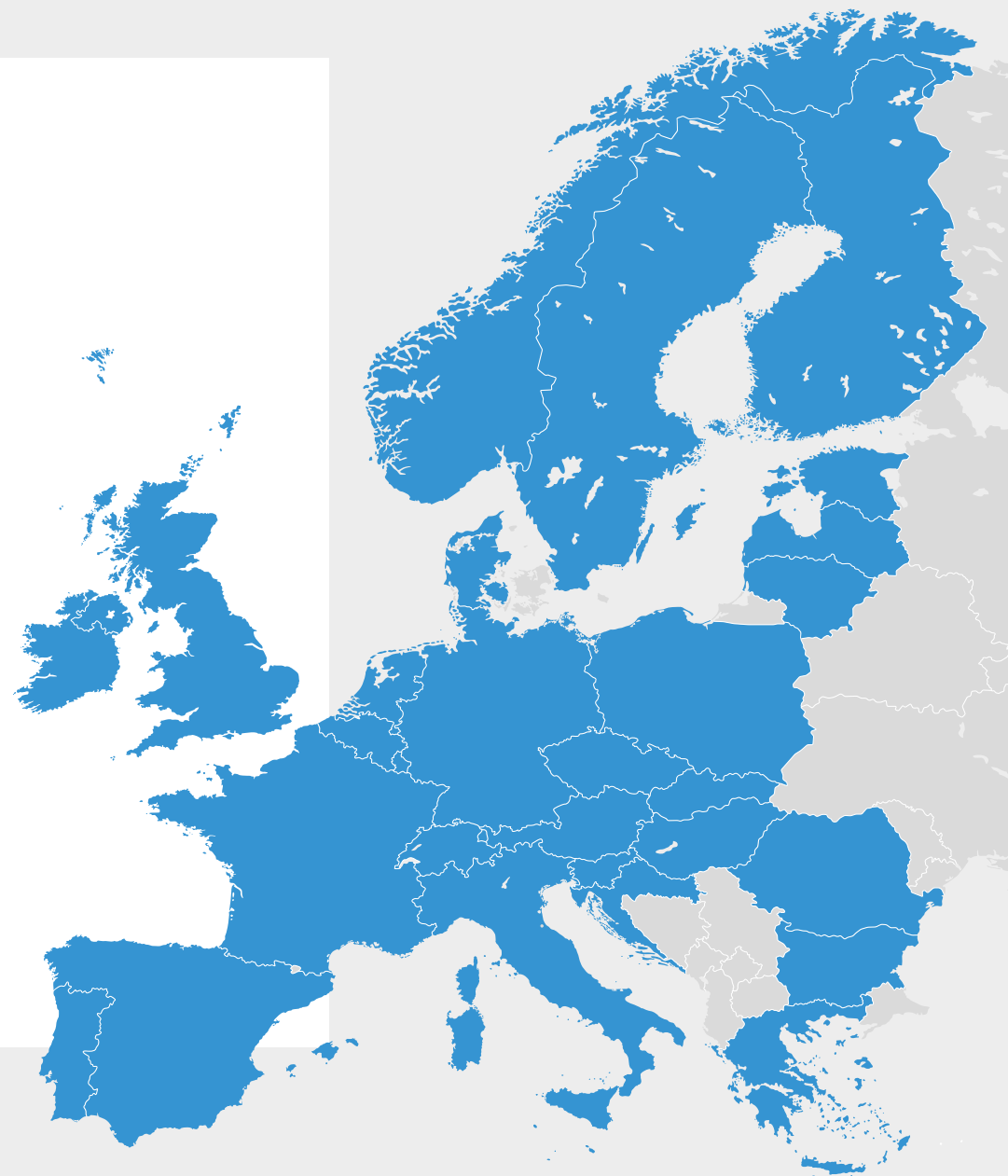
³ Availability subject to number of connections. Please refer to www.plan.com/updates for more details.



Europe Zone

The plan.com Europe Zone includes:

- 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
- Ireland (Republic of)
- Italy
- Jersey
- 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
- Vatican City



Countries in blue indicate the plan.com Europe Zone. Map is for illustrative purposes only.
Please refer to the written list for the destinations included in this package.

PRO EUROPE Terms & Conditions

Pro Europe calls

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

Pro Europe usage includes calls that originate in the UK and are received by services outside the UK.

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

Pro Europe usage does not include calls back to the UK from outside of the UK.

International calls to premium numbers (such as International Directory Enquiries or help desks) are not included in Pro Europe.

International calls are charged by the minute, with a one-minute minimum call charge.

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

Fair usage

Here at plan.com, we love to provide you with as many free texts and voice minutes as we can possibly fit into our tariffs. We strongly believe that 'unlimited' really should mean unlimited when it comes to call and text bundles.

What allows us to offer these 'unlimited' bundles is the result of detailed customer analysis.

This means that, as long as everyone plays 'fair' with their call and text usage, each individual customer can benefit from flexible and – more importantly – unrestricted tariffs.

However, there are inevitably customers who decide to abuse, or accidentally use, substantially more than their 'fair share' of calls and texts.

For this reason, we have to implement a Fair Use Policy in relation to 'unlimited' calls and texts. This policy applies where the level of usage, or projected usage, is unreasonable and/or significantly in excess of what we would expect from a typical plan.com customer.

Fair Use Threshold

The Fair Use Threshold is set per connection and is monitored/updated regularly through analysis of customer usage profiles and trends. We also monitor where the pro-rated usage is projected to exceed the Fair Use Threshold within a particular period or billing cycle. The current limits applicable to all customer accounts are as follows:

The Fair Use Threshold for Pro Europe is 3,000 minutes per service.

Assuming your call and text usage do not exceed our Fair Use Threshold, there's nothing to worry about.

However, if your usage or projected usage is above the monthly threshold that we set, from time to time, we may have no option but to take action in order to remedy the situation or prevent the problem from escalating further.

What happens if I breach the Fair Use Threshold?

If, at the absolute discretion of plan.com, it is our opinion that your call usage materially exceeds the Fair Usage Threshold as described above, we may contact you by email, text, or telephone to advise you accordingly, but we reserve the right to bar your service.

When we contact you, we will provide you with the opportunity to rectify the situation by ceasing, or substantially reducing, your call and/or text usage.

If excessive usage continues, or if for any reason we reasonably suspect that you are not acting in accordance with this policy, we reserve the right to take further action.

Such action may include, but is not limited to:

- Removing the Pro Europe Tariff add-on
- Transferring you to a tariff that does not include unlimited texts or calls
- At our absolute discretion, suspending, modifying or restricting the use of your services
- Withdrawing access to the service indefinitely
- Termination of contract, which may also include contractual termination fees

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.

