

# The plan.com pricing guide



## What are these prices?

As a plan.com customer, you pay a fixed, monthly contractual amount every month that will change depending on which tariff you're on and which allowances you're enjoying.

However, there are exceptions. Not everything is included in your monthly allowances and you may occasionally need to pay a bit extra. This will probably be down to additional charges (sometimes called 'out of bundle' charges).

Yes they suck, and no we don't like them either, but we're all about transparency, so better you know now than get a nasty surprise later down the line.

There are five types of additional charges:

- **Out of bundle** charges occur if you exceed your monthly allowances i.e. you go beyond your data, voice or SMS allowances
- **Special and Premium numbers**, which are 'non-geographic' or operated by third-parties (quiz lines, help lines, directory enquiries etc.) do not form part of your inclusive minute's allowance
- **International calls and SMS** from the UK to a foreign country
- **Roaming calls, texts and data** – using your phone while abroad
- **MMS** (Multimedia Messaging Service – e.g. sending pictures as part of a text message) are not included in your standard tariff



# Mobile additional charges (domestic)

Out of bundle price	All tariffs
UK/EU Xnet and landline calls	33p per minute
Other O2 numbers	Free in the UK, elsewhere 33p per minute
Voicemail	Free in the UK, elsewhere 33p per minute
SMS	10p each
Data (inc. Mobile Broadband)	4p per MB
MMS (not included in your standard tariff)	40p each

The prices above apply **from** 1 July 2018

**Busy month?**

**Running low on data?**


**No problem!**

**Give yourself a boost**

Your domestic call, text and data allowances cover you while roaming within the plan.com Europe Zone\*.

Introducing Data Boosts. Now you can boost your data allowance any time you want. Data Boosts temporarily increase your monthly data allowance, helping you avoid additional charges.

\*Restrictions apply, see terms and conditions for more information.



# Mobile calls to special numbers

This section tells you about the charges for calls from the UK to special numbers, which do not form part of your inclusive minute’s allowance.

Calls to non-geographic numbers	access charge per minute <sup>3</sup>
05	37p
070	55p
076	33p
Jersey, Guernsey, Isle of Man - landline or mobile	33p
07 non-mobile and call forwarding services	21p
080	Free
0820	37p
0843	37p
0844	37p
0845	37p
0870	37p
0871	33p
0872	37p
0873	37p
101 non-emergency	12p
111 NHS	Free
116	Free

<sup>3</sup> Access charge – this is the amount that is charged per minute by plan.com

# Premium numbers

Premium rate numbers are used by TV shows, quiz companies, chat providers and some websites. They will appear on your monthly bill at a higher rate than a standard text or call. For a full list of current prices for Premium Rate numbers operated by third parties please visit [www.o2.co.uk/help/account-and-billing/other-numbers-and-charges](http://www.o2.co.uk/help/account-and-billing/other-numbers-and-charges).

Calls to VoIP numbers	access charge per minute <sup>3</sup>
080	Free
0820	1.2p
0843	1.2p
0844	1.2p
0845	1.2p
0870	1.2p
0871	1.2p
0872	1.2p
0873	1.2p
101 non-emergency	1.2p
111 NHS	Free
116	Free
0873	1.2p

Calls to fixed-line numbers	access charge per minute <sup>3</sup>
080	Free
0820	3.4p
0843	3.4p
0844	3.4p
0845	3.4p
0870	3.4p
0871	3.4p
0872	3.4p
0873	3.4p
101 non-emergency	3.4p
111 NHS	Free
116	Free
09	3.4p



# Additional charges while roaming outside the Europe Zone

During the last six months, we’ve radically improved and simplified our roaming voice proposition thanks to Global Traveller, which makes it possible to make and receive calls from anywhere in the world with confidence.

Now, we’re making things even simpler by consolidating all our out-of-bundle charges for roaming voice and SMS usage when outside of the Europe Zone.

Customers on all standard tariffs will now pay the same fixed rates no matter where they are in the world. Whether they’re just making calls back to the UK or calls to other faraway places, customer will know exactly where they stand.


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

Prices exclude VAT  
The prices above apply **from** 1 July 2018

## Globe hopper. Frequent flyer. Rolling stone.

Stay in control of your bill and travel with confidence thanks to Global Traveller, six new monthly roaming bolt-ons that work in ALL countries outside the UK and EU.

Everything outside the plan.com Europe Zone is covered – no matter where you visit and no matter where they’re answered or originate.



# Additional charges while roaming in the Europe Zone

Additional charges	All tariffs
Receiving a call	FREE
Out-of-zone calls e.g. France to Australia	79p per minute
3G & 4G data	4p per MB

All other additional usage charges within the plan.com Europe Zone are based on UK allowances  
The prices above apply **from** 1 July 2018



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# International calls originating in the UK

Call destinations	one.plan, plus.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan	more.plan, exec.plan shareplus.plan
Isle of Man & Channel Islands	33p per minute	45p per minute
Ireland (Republic of)	8p per minute	54p per minute
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	125p per minute
Rest of the World (any destination not listed above)	77p per minute	167p per minute

The prices above apply **from** 1 July 2018

## Is your business without borders?

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.

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



# International SMS

Destinations	one.plan, plus.plan, pure.plan, SIMO.plan, PAYU.plan, sharer.plan, mbb.plan	more.plan, exec.plan, shareplus.plan
Any destination	20p	30p

The prices above apply **from** 1 July 2018

## Need to stay connected with people around the world?

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.





# Non-mobile & call forwarding

Some telephone numbers are operated by third-parties who connect or forward calls to another number. There are lots of these 3rd party services and they charge O2 a different, higher rate to connect calls. Calls to these non-mobile and call forwarding services are not included in your inclusive minutes.

This list of 07 non-mobile and call forwarding services which are not included in your inclusive minutes is correct as of October 2013:

Non-mobile & call forwarding numbers							
074060	074061	074062	074063	074064	074065	074066	074067
074068	074069	074171	074172	074176	074177	074179	074181
074182	074185	074186	074188	074390	074391	074410	074411
074411	074412	074414	074415	074417	074418	074419	074515
074516	074517	074572	074574	074577	074578	074579	074580
074581	074582	074583	074584	074588	074653	074655	075200
075201	075203	075204	075205	075207	075208	075209	075370
075373	075375	075376	075377	075378	075379	075590	075591
075592	075593	075595	075597	075598	075599	075710	075718
075890	075891	075892	075893	075898	075899	077000	077001
077442	077443	077444	077445	077446	077447	077448	077449
077530	077552	077553	077554	077555	078220	078221	078222
078224	078225	078226	078227	078229	078644	078722	078727
078730	078744	078745	078922	078925	078930	078931	078933
078938	078939	079110	079112	079118	079245	079780	079781
079782	079783	079784	079785	079786	079787	079789	

# Mobile and landline calls to Isle of Man, Guernsey and Jersey

The following numbers are associated with networks in the Isle of Man, Guernsey and Jersey and are not part of the UK telecomms network.

Jersey, Guernsey and Isle of Man numbers							
07624	074576	077003	077816	078299	079242	079372	074184
075090	077007	077817	078391	079243	079373	074520	075091
077008	077818	078392	079244	079374	074521	075092	077810
077819	078397	079246	079375	074522	075093	077811	077977
079248	079377	074524	075095	077813	077979	079117	079249
079378	074525	075096	077814	078297	079240	079370	079379
074526	075097	077815	078298	079241	079371		

# Fixed line out of bundle costs

<sup>1</sup> Numbers beginning 01, 02, 03, 0800 and 0808 and excluding any premium rate or non-geographic numbers

<sup>2</sup> These rates apply 24/7/365. All calls are charged per second and there are no connection or setup charges for UK calls.

For international calls from Fixed-line phones, please visit [www.plan.com/fixed-line](http://www.plan.com/fixed-line)

Fixed line out of bundle costs	rate per minute <sup>2</sup>
Calls to landlines (01, 02, 03) <sup>1</sup>	1p
Calls to plan.com/O2 mobiles	6p
Calls to other mobiles	8p
Calls to Three mobiles	13p

# IoT package out of bundle charges

The following out of bundle charges are applicable to all of our IoT tariffs. Yes they suck and no we don't like them either, but we're all about transparency, so better you know now than get a nasty surprise later down the line. Agreed?

Bundle	UK-SIM <sup>4</sup>	UK-SIM	All-Net <sup>5</sup>
Data (per MB)	33p	33p	42p
Voice (per minute)	20p	20p	33p
Text (per text)	18p	18p	27p

<sup>4</sup> O2 network    <sup>5</sup> All UK networks

# Terms & Conditions

## 1. Calls

If you exceed your monthly call allowance during a billing cycle, you will pay our standard out of bundle UK/EU call rates. Call minutes only include UK to UK and EU to EU calls to standard numbers.

Call minutes exclude premium-rate numbers, which are often used by TV shows, quiz companies, chat providers and some websites. Prices are set by the premium operator.

Call minutes exclude non-geographic numbers, which are often used by call centres and not associated with areas of the country e.g. 0161 for Manchester. They often start with 05, 07 or 08. Prices are set by the NGN operator

Some telephone numbers are operated by third-parties who connect or forward calls to another number. There are lots of these third-party services and prices are charged by the third-party at a higher rate to connect calls. Calls to these non-mobile and call forwarding services are not included in your inclusive minutes.

## 2. Texts

Text messages (SMS) only include UK to UK text messages. They exclude premium-rate numbers, which are often used by TV shows, quiz companies, chat providers and some websites. Customers may also be charged for receiving text messages from premium-rate numbers. Prices are set by the premium operator.

## 3. MMS

MMS are not included in our tariff packages. MMS stands for multimedia message service and a message is typically generated when you send a photo or picture. However, an MMS message may also be sent if you add an emoticon to an SMS, exceed a certain character limit for an SMS or based on your device settings.

## 4. Unlimited calls

Unlimited calls are subject to our fair usage threshold of 3,000 minutes. We reserve the right to disable access to this tariff if the policy is breached.

For more information on our Fair Usage Policy visit [www.plan.com/policies/fair-use-policy.php](http://www.plan.com/policies/fair-use-policy.php).

Unlimited calls are subject to the same terms and conditions that are set out in 'Calls'.

## 5. Unlimited texts

Unlimited text messages (SMS) are subject to our fair usage policy of 3,000 text messages. We reserve the right to disable access to this tariff if the policy is breached.

For more information on our Fair Usage Policy visit [www.plan.com/policies/fair-use-policy.php](http://www.plan.com/policies/fair-use-policy.php).

Unlimited texts are subject to the same terms and conditions that are set out in 'Texts'

## 6. Data

If you exceed your daily or monthly bolt-on allowance, you will pay our standard out of bundle domestic or roaming data rates.

The reporting of data usage can be subject to delay. Data reporting is controlled by the network on which data is being used.

Data boosts can be requested at any time in the month and are compatible with any device that already has access to data. Neither the price nor the allowances of data boosts are pro-rateable. If a customer exceeds their data allowance, standard out-of-bundle charges apply. Adding a data top-up will not absorb data overage that has already been incurred. The customer will be charged for the additional data they have already used, plus the price of the data boost, which will include data usage from the point at which the bundle is added until the end of the month. Data Boosts are not compatible with exec.plan 60GB.

A data boost will end with effect from the end of the calendar month in which the request was made unless explicitly agreed with the customer, either in writing or verbally. When explicitly agreed with the customer, they can be left open when added until such a time that the customer requests the boost to be removed, either verbally or in writing.

## 7. plan.com Europe Zone

Customers with tariffs and bolt-ons that include UK allowances will now be able to use their UK allowances when roaming in the plan.com Europe Zone

Usage in these destinations will be deducted from your UK allowances. For example, our plus.plan 3GB tariff customers will enjoy unlimited calls and texts as well as 3GB of data to use in the UK and Europe Zone from 15th June 2017. If you use 500MB in France, 500MB will be deducted from your UK 3GB data bundle.

Usage that exceeds tariff allowances will be charged at the same out of bundle rates that apply to the UK.

The following usage is included with the UK tariff allowance:

- All data usage in the plan.com Europe Zone.
- Calls and texts back to the UK from a Europe Zone destination (including voicemail retrieval).
- Calls and texts within a Europe Zone destination, e.g. Spain to Spain.
- Calls and texts from one country to another where both are in our Europe Zone, 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 our Europe Zone will not be included in UK Tariffs – these are classified as International calls/texts.
- Calls and texts from our Europe Zone to a non-Europe destination, e.g. Spain to the USA are classified as Out of Zone Calls/Texts and subject to additional charges.
- All calls and texts to Premium/Non-Geographic numbers are not included, neither are texts received from premium rate numbers.

While roaming in European countries that border with non European countries (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 these cases, voice, text and data charges are set at the higher, non-European rates. When it comes to data usage, this can be up to €6 per MB. plan.com is not able to control which network your device connects to, and does not set the pricing for the network, which is controlled by the foreign network provider. For this reason, we are not liable for any additional charges that are incurred. This is also true of maritime, satellite and airborne networks.

## 8. International calls and texts

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