

LEGACY



SIM.plan

Legacy

TARIFF GUIDE

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LEGACY TARIFF

This tariff is only available if renewing an existing, equivalent SIM.plan tariff. Please contact your Account Manager for more information.

SIM.plan is our streamlined SIM-only package for lighter business users who wish to use their existing hardware.

SIM.plan comes with unlimited minutes¹ and texts² to standard numbers, and two data options⁴. There's also free O2 to O2 calls and access to voicemail in the UK.



^{1,2,4} Terms & conditions on page 5

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What's included

- ✓ 4G UK and Europe Zone data allowance⁴ every month
- ✓ Unlimited UK and Europe Zone⁵ minutes¹ and texts²
- ✓ O2 to O2 calls, receiving a call and voicemail are FREE in the UK

Standard additional charges

Type	Cost
Calls to premium & non-geographic numbers	Set by premium & NGN operator
Sending an MMS message ³	21p per message
3G & 4G data after exceeding your data limit ⁴	3.25p per MB

Prices exclude VAT

^{1,2,3,4,5} Terms & conditions on page 5



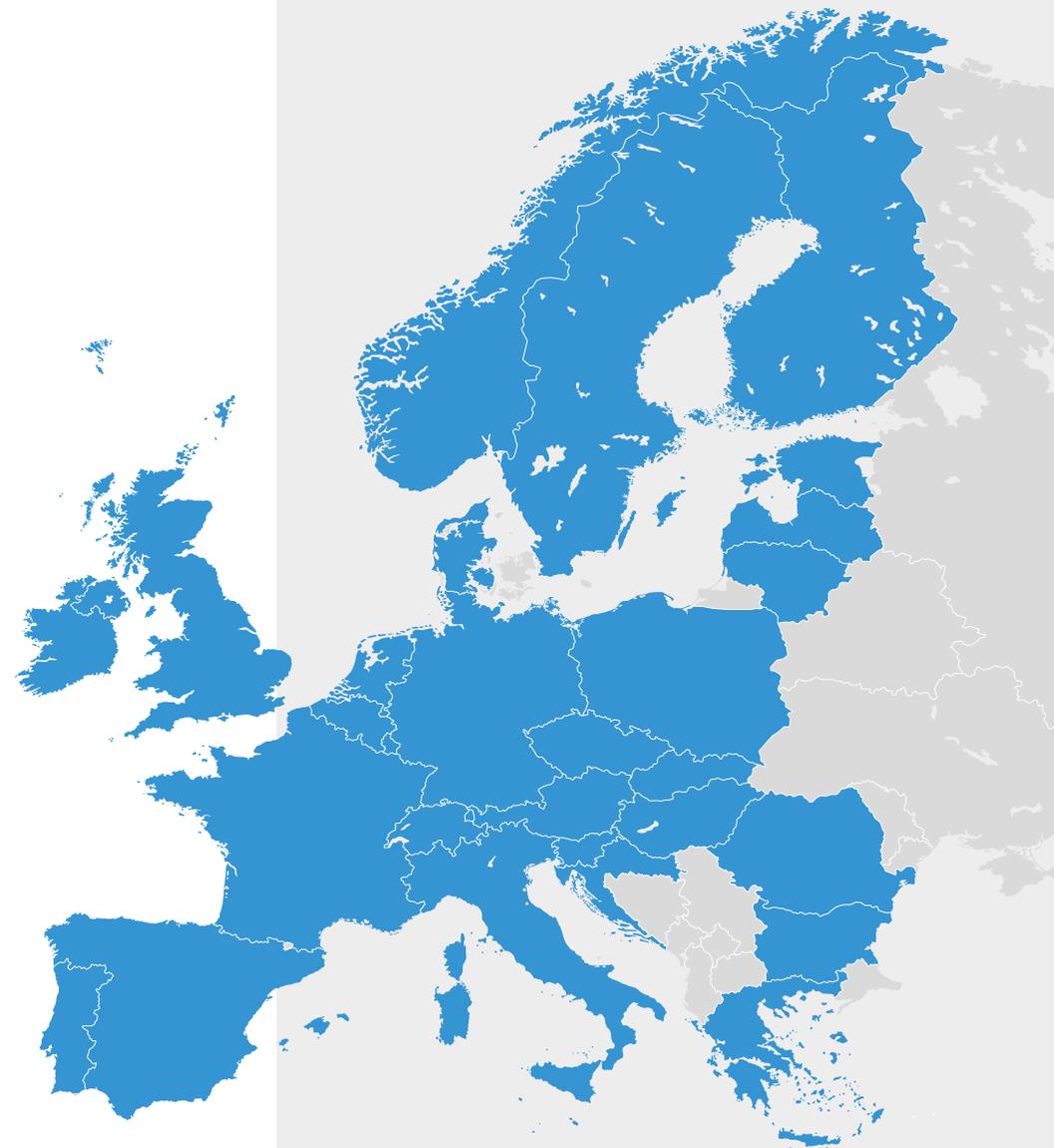
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plan.com Europe Zone

Roaming in Europe is easier than ever. You can now use your UK allowances when travelling in the plan.com Europe Zone, at no additional cost*. 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
- ✓ 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
- ✓ Vatican City

*Note that some maritime, satellite and airborne networks are not included, even though they may be based in Europe. Please see T&Cs on page 5 for full details about call, text and data usage within the plan.com Europe Zone.



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.

Terms & Conditions

1. 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. Click here for more information on our Fair Usage Policy: www.plan.com/policies/fair-use-policy.php

Unlimited minutes only include UK to UK, and Europe Zone to Europe Zone (which includes Europe Zone to UK) calls to standard numbers. They do not include UK to Europe Zone minutes, which are classed as international minutes and subject to international rates, nor do they include calls made from the Europe Zone to Non-Europe Zone destinations (e.g. EU to Canada).

Unlimited 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.

Unlimited minutes exclude non-geographic UK 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. 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. Click here for more information on our Fair Usage Policy: www.plan.com/policies/fair-use-policy.php

Unlimited text messages only include UK to UK, and Europe Zone to Europe Zone (which includes Europe Zone to UK) text

messages. They do not include UK to Europe Zone text messages, which are classed as international text messages and are subject to international rates.

Unlimited text messages 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. 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.

5. 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.