



plan.com

CUSTOMER TARIFF ADD-ON GUIDE

MARCH 2019

KEEPING YOU IN CONTROL  
OF YOUR COSTS

# PRO TRAVELLER

ROAMING DATA, CALLS AND TEXTS

# PRO TRAVELLER

Pro Traveller is an exclusive daily Tariff add-on that includes roaming in the United Arab Emirates. It has no activation limits\* and is only available with the pro.plan tariff range.

**You can enjoy 100 voice minutes, 50 texts and 500MB of data while roaming.\***

Travel with confidence and without borders:

- £5 daily activation charge (you're only charged while roaming in our Pro World Zone, which covers an impressive 113 destinations.)
- 100 voice minutes, 50 text messages and 500MB of data each day\*
- Includes the United Arab Emirates (plus Kenya and Tanzania)
- No activation limit – use it as often as you like\*

Please note that Pro Traveller is only available for pro.plan customers with specific data options and can only be added to **new connections and renewals** and cannot be added or removed after a service has connected.

Data option	Pro Traveller
pro.plan 1GB	✗
pro.plan 3GB	✗
pro.plan 6GB	✗
pro.plan 12GB	✗
pro.plan 25GB	✓
pro.plan 50GB	✓
pro.plan 100GB	✓
pro-plan Switch	✗

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



# Pro World Zone Regions

## Eastern Europe

- Albania
- Bosnia & Herzegovina
- Macedonia
- Montenegro
- Serbia
- Turkey

## Asia Pacific

- Australia
- Hong Kong
- Malaysia
- New Zealand
- Singapore
- South Africa

## USA & Canada

- USA
- Canada

## Rest of the World

- Afghanistan
- Anguilla
- Antigua & Barbuda
- Argentina
- Azerbaijan
- Bahrain
- Bangladesh
- Barbados
- Belarus
- Belize
- Benin
- Botswana
- Brazil
- British Virgin Islands
- Burkina Faso
- Cambodia
- Cameroon
- Cape Verde
- Cayman Islands
- Chad
- Chile
- China
- Colombia
- Congo
- Congo (Democratic Republic of)
- Costa Rica
- Dominica
- Dominican Republic
- Ecuador
- Egypt
- El Salvador
- Equatorial Guinea
- Fiji
- Gabon
- Ghana
- Grenada
- Guatemala
- Guinea
- India
- Indonesia
- Iraq
- Israel
- Ivory Coast
- Jamaica
- Japan
- Jordan
- Kazakhstan
- Kenya
- Kosovo
- Kuwait
- Macau
- Madagascar
- Malawi
- Mauritania
- Mexico
- Moldova
- Mongolia
- Montserrat
- Nepal
- Netherlands Antilles (The)
- Nicaragua
- Niger
- Nigeria
- Oman
- Pakistan
- Panama
- Papua New Guinea
- Paraguay
- Peru
- Philippines
- Qatar
- Russia
- Rwanda
- Saint Kitts & Nevis
- Saint Lucia
- Saudi Arabia
- Senegal
- Seychelles
- Sierra Leone
- South Korea
- Sri Lanka
- St. Vincent & the Grenadines
- Swaziland
- Taiwan
- Tanzania
- Thailand
- Togo
- Trinidad & Tobago
- Turks & Caicos
- Uganda
- Ukraine
- United Arab Emirates
- Uruguay
- Uzbekistan
- Vanuatu
- Venezuela
- Yemen
- Zambia

## PRO TRAVELLER



### Pro Traveller covers

- In-country calls e.g. USA to USA
- Calls back to the UK e.g. USA to UK
- Roaming terminated calls e.g. calls received in the USA from the UK
- In-region calls e.g. USA to Canada
- United Arab Emirates (plus Kenya and Tanzania)



### Pro Traveller does not cover

- UK to World Zone destinations – you must be roaming to activate the bolt-on
- Out-of-region calls e.g. USA to China
- Out of World Zone e.g. USA to Germany (see next page for details)

# PRO TRAVELLER Terms & Conditions

Terms and Conditions continued on next page

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").

## Daily activation

Pro Traveller has a daily activation fee of £5 when triggered while roaming in our World Zone (defined above). It includes a daily roaming allowance of up to 500MB of data, 100 minutes of voice and 50 texts.

You are charged the daily activation fee when you call, text or use data. You'll only be charged the daily amount on the days you use your phone in our Pro World Zone.

If Customer usage exceeds the applicable allowance(s), usage may not automatically be capped and the Customer will be charged at the standard roaming rates.

Note that data usage in our Pro World Zone is charged at up to £6 per MB and we strongly recommend disabling data to avoid bill shock.

There is no activation limit in a monthly billing cycle but please see domestic usage limitations for more details (below).

## Daily charges

Customers will be charged and usage will begin to be measured from the point in time that the Customer first starts using data, sends an SMS/text or makes a call in the Pro World Zone (as applicable).

For charging purposes, a day begins at 12:01am GMT/UK time and ends at 12:00am GMT/UK time.

The above cost applies per connection/SIM. Customers will need to add the chosen Pro Traveller Roaming Tariff add-on to each connection/SIM that requires the Tariff add-on.

## Opting out of Roaming Data Caps

Customers accept that by adding a Pro Traveller Tariff add-on they will be opting out of any EU regulations, which apply a cap on mobile data usage in our World Zone.

Currently the EU default financial limit is €50 per month.

If Customer usage exceeds the applicable limit, usage will not automatically be capped and Customer will be charged at the standard roaming rates.

Note that data usage in our Pro World Zone is charged at up to £6 per MB and we strongly recommend disabling data to avoid bill shock.

Customers can choose to cap usage in line with their chosen Tariff add-on by calling plan.com on +44 (0)3300 88 18 18.

Customers can monitor usage by accessing their account portal at my.plan.com

All prices stated are exclusive of VAT.

## Exceeding daily data allowances

If you exceed your daily Tariff add-on allowance, you will pay our standard out of bundle roaming data rates. Note that data usage in our World Zone is charged at up to £6 per MB and we strongly recommend disabling data if the Tariff add-on is removed to avoid bill shock. See our pricing page for more information.

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

## Using your phone as a personal hotspot (tethering)

We do not recommend using your phone or connected device as a personal hotspot. SIMs on standard mobile tariffs are designed for calls, texts and general use such as daily browsing. They're not designed for being used as (or in) a mobile broadband device, as this usually consumes a great deal of data.

When you use your phone as a hotspot, all devices will be using data from your phone. Depending on the number of devices connected and what they're being used for, your data allowance could be used up (and exceeded) very quickly.

In addition to this, the reporting of the amount of data used while tethering is subject to increased delays, sometimes of several days. This means that we may not be able to react as quickly to tethered data use as standard data use. Therefore, any data alerts and/or bars set up on your account will also be delayed. This could lead to additional charges on your account.

The reporting of data while roaming outside the UK can further increase the delay in data reporting. Due to the increased cost of using data outside the UK/EU, we highly recommend that you avoid using your phone or connected device as a personal hotspot while roaming.

## 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 Tariff add-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 Tariff add-on.

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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 Tariff add-on. Multimedia Messages (MMS) are not covered by roaming Tariff add-ons and are priced accordingly.

## 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 Tariff add-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 Tariff add-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 Tariff add-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 are set by the third-party provider.

## Roaming data

If you do not have a roaming Tariff add-on or you exceed your daily Tariff add-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 Tariff add-on or your Tariff add-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 Tariff and tariff add-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 their 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 they 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 and Pro World Zone 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 Tariff add-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.

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.

