



MOBILE PRICING GUIDE
Q4 JAN - MARCH 2020 V1



BLACK FRIDAY

~~LIMITED TIME ONLY~~

EVERY DAY IS BLACK FRIDAY

O₂ One and Only
UNLIMITED
NOW FROM ONLY
£30.00*

*Pricing excludes VAT, IC available at an additional cost.

NEW O2 Unlimited - Every day is Black Friday

Black Friday is over, but our One and Only O2 unlimited data tariff is still available from just £30.00 (excluding VAT) per month so you can save on mobile every day! At Orbex Solutions, we provide a market-leading tariff with a range of additional features, including:

UNLIMITED
minutes,
SMS & data

from
30 DAY
minimum
term

**WORLD
TRAVEL
SELECT**

COMPATIBLE
with all One and
Only value-adding
bundles and
bolt-ons

UNMATCHED
end user benefits
including **O2
Priority** and over
**15,000 WiFi
hotspots** across
the UK

See page 3 for more information.

BLACK FRIDAY

EVERY DAY IS BLACK FRIDAY

Description	O&O Special Unlimited
O2 Tariff Code	O2SOU
O2 Tariff Code with IC	O2SOUIC
Inclusive Standard Minutes*	Unlimited**
Inclusive Standard SMS*	Unlimited**
Inclusive Data*	Unlimited**
WTS - World Travel Select @ £3.75 per day	Yes
Cost exc VAT	£30.00
Cost with (IC) exc VAT	£35.00

Description	O&O Special 5GB	O&O Special 15GB	O&O Special 25GB	O&O Special 50GB	O&O Special 100GB
O2 Tariff Code	O2SO5	O2SO15	O2SO25	O2SO50	O2SO100
O2 Tariff Code/IC	O2SO5IC	O2SO15IC	O2SO25IC	O2SO50IC	O2SO100IC
Inclusive Standard Minutes*	Unlimited**	Unlimited**	Unlimited**	Unlimited**	Unlimited**
Inclusive Standard SMS*	Unlimited**	Unlimited**	Unlimited**	Unlimited**	Unlimited**
Inclusive Data*	5GB	15GB	25GB	50GB	100GB
Inclusive UK to EU Minutes	0	0	500	500	500
Roam Like At Home	Yes	Yes	Yes	Yes	Yes
WTS - World Travel Select @ £3.75 per day	Yes	Yes	No	No	No
TravelFree (EU Zones + selected destinations)	No	No	Yes	Yes	Yes
TravelPlus @ £4.00 per day	No	No	Yes	Yes	Yes
International Caller	Optional	Optional	Optional	Optional	Optional
Cost exc VAT	£17.00	£20.00	£22.00	£25.00	£30.00
Cost with (IC) exc VAT	£22.00	£25.00	£27.00	£30.00	£35.00

* Inclusive standard allowances are available for use in UK, EU and in selected worldwide destinations in line with WTS
 *** Excludes re-signs and migrations.

See [page 19](#) for details on TravelFree and TravelPlus.



ORBEX O2 ONE AND ONLY BASE TARIFFS



Unlimited standard minutes & SMS | WTS @ £5.00 per day- data allowances purchased separately

Description	O2 Code	Price*
O2 O&O Standard	O2SOS	£10.00
O2 O&O Standard/IC	O2SOSIC	£15.00

500 Minutes | Unlimited standard SMS | 500MB Inclusive Data | Now with WTS @ £5.00 per day- no bolt-ons or bundles are compatible with this tariff

Description	O2 Code	Price*
O2 O&O Low User	O2SOLU	£9.00
O2 O&O Low User/IC	O2SOLUIC	£14.00

* This tariff is a our low user option, it is not to be used in conjunction with other O&O services and bolt-ons.

MBB/Data Only Tariffs | Now with WTS @ £5.00per day

Description	O2 Code	Price*
O2 MBB Sharer**	O2OMBS	£3.50
O2 O&O MBB 1GB	O2OMBOLU	£7.00
O2 O&O MBB 3GB	O2OMBO3	£11.00
O2 O&O MBB 10GB	O2OMBO10	£14.00
O2 O&O MBB 30GB	O2OMBO30	£20.00
O2 O&O MBB 50GB	O2OMBO50	£27.00
O2 O&O MBB 100GB	O2OMBO100	£55.00

* All prices are exc. VAT

** No inclusive allowance, individual base tariff to be used in conjunction with shared bundles

For more information on WTS (World Travel Select) [please visit page 20](#)



ORBEX O2 ONE AND ONLY REBATE SCHEME & SHARED DATA



Shared Data - How they work

Bundles are simply applied at account level and then, once active, qualifying MPNs are manually assigned to each bundle at your discretion. Numbers can be added to more than one bolt-on at a time and any MPNs not associated with an account level bundle will not get access to any of the inclusive allowances, ensuring your customers who aren't paying for shared data don't end up utilising someone else's allowance...

Description	O2 Code	Price*
O&O O2 25GB Shared Data	O2OSD25	£55.00
O&O O2 50GB Shared Data	O2OSD50	£110.00
O&O O2 75GB Shared Data	O2OSD75	£150.00
O&O O2 100GB Shared Data	O2OSD100	£210.00
O&O O2 250GB Shared Data	O2OSD250	£470.00
O&O O2 500GB Shared Data	O2OSD500	£940.00
O&O O2 1TB Shared Data	O2OSD1T	£1,800.00

*Pricing excludes VAT



ORBEX O2 ONE AND ONLY UK BOLT-ONS



Data Bolt-ons

Description	O2 Code	Price*
O&O 3GB UK/EU Data	OWD3	£5.00
O&O 5GB UK/EU Data	OWD5N	£7.00
O&O 10GB UK/EU Data	OWD10N	£9.00
O&O 20GB UK/EU Data	OWD20N	£14.00

The above tariffs are compatible with both special and standard voice tariffs excluding our low user tariff (DW500LU).

Non Geo Bolt-ons

Description	O2 Code	Price*
O&O 100 Non Geo Mins	O1NGN	£5.00
O&O 300 Non Geo Mins	O3NGN	£7.50

Compatible with 084/087/0500 prefixes only, minutes cover both the access and service charges of each call.

International Minute Bolt-ons

Description	O2 Code	Price*
O&O O2 100 Int. Mins - EU Zones Only	O2OIME100	£5.00
O&O O2 500 Int. Mins - EU Zones Only	O2OIME500	£7.50
O&O O2 1000 Int. Mins - EU Zones Only	O2OIME1000	£12.00
O&O O2 100 Int. Mins - Worldwide	O2OIMW100	£20.00
O&O O2 500 Int. Mins - Worldwide	O2OIMW500	£70.00
O&O O2 1000 Int. Mins - Worldwide	O2OIMW1000	£130.00

The above tariffs are compatible with both special and standard voice tariffs excluding our low user tariff (DW500LU).

International SMS

Description	O2 Code	Price*
O&O 100 Int. SMS	OWSISMS100	£5.00
O&O 250 Int. SMS	OWSISMS250	£7.50
O&O 500 Int. SMS	OWSISMS500	£15.00
O&O 1000 Int. SMS	OWSISMS1000	£27.00

Compatible for use when in the UK calling abroad



ORBEX O2 ONE AND ONLY ROAMING BOLT-ONS BY SUBSCRIPTION



Roaming Minute - Worldwide

Description	O2 Code	Price*
O&O O2 100 Roaming Minutes - Worldwide	O2ORM100	£32.00
O&O O2 250 Roaming Minutes - Worldwide	O2ORM250	£100.00
O&O O2 500 Roaming Minutes - Worldwide	O2ORM500	£180.00

Compatible for use when roaming in ROW Zones 1, 2 & 3 (excludes ROW Zone 4)

Roaming Data - Worldwide

Description	O2 Code	Price*
O&O Roam WW 250MB	O2WRD250	£75.00
O&O Roam WW 500MB	O2WRD500	£140.00
O&O Roam WW 1GB	O2WRD1	£250.00

Compatible for use when roaming in ROW Zones 1, 2 & 3 (excludes ROW Zone 4)

* All prices are exc. VAT

IMPORTANT: All roaming bolt-ons will apply secondary to any daily roaming services such as WTS & TravelPlus.



ORBEX O2 ONE AND ONLY INTERNATIONAL CALLER



Our optional International Caller (IC) on O2, offers end users hugely reduced international call rates when dialling abroad from the UK without bundles. For only £5.00 exc. VAT extra per month on all of our wholesale base tariffs, you will benefit from these massive savings on international calls.

International Caller Tariff	Price*
UK to Europe / USA / Canada	4p per minute (usually 125p to Europe and 250p to USA/Canada)
UK to Rest of World	22p per minute (usually 250p)
UK International SMS	4p per message (usually 80p)

* All prices are exc. VAT



ORBEX O2 ONE AND ONLY OUT OF BUNDLE COSTS



Call Type Description	Price (pence per unit)	Minimum first period charge	Billing increments
On Net	64.18p per minute	1 second	1 second
Cross Net	64.18p per minute	1 second	1 second
Landlines	64.18p per minute	1 second	1 second
Voicemail	64.18p per minute	1 second	1 second
Channel Islands & Isle of Man (excluded from bundles)	64.18p per minute	1 second	1 second
SMS	64.18p per message	N/A	per unit
Channel Islands & Isle of Man SMS (excluded from bundles)	64.18p per message	N/A	per unit
MMS	64.18p per message	N/A	per unit
Video Call	64.18p per minute	1 second	1 second
Video Call - International	64.18p per minute	1 second	1 second
Call Return	64.18p per minute	60 seconds	60 seconds
International Call - EU	125p per minute	60 seconds	60 seconds
International Call - RoW	250p per minute	60 seconds	60 seconds
International SMS	80p per message	N/A	per unit
Non-Geo Access Charge (084 & 087)*	64.18p per minute	60 seconds	1 second
Premium Call Access Charge (09)*	64.18p per minute	60 seconds	60 seconds
Directory Enquiries Access Charge (118)*	64.18p per minute	60 seconds	1 second
Freephone (0800)***	Free of charge	1 second	1 second
Radio Paging Services (i.e. 076)	64.18p per minute	N/A	per call
Personal Numbering Services (i.e. 070)	64.18p per minute	60 seconds	1 second
Call Forwarding Services (i.e. 07744/07755)	64.18p per minute	60 seconds	1 second
Data	4p per MB	per KB*	per KB**

* Please note: price displayed is only a part cost of the call known as an Access Charge, there is also a provider's Service Charge which is variable dependent on the service. All pricing in orange has either been adjusted in line with our pricing review, changed in line with RLAH or corrected

** Cost is rounded per event to the nearest pence

*** Freephone numbers may still be charged when dialling from outside of Europe

[Click here](#) for a full list of the Roaming out of bundle costs for New Business tariffs

[Click here](#) for details of countries in each of the worldwide zones



ORBEX VODAFONE ONE AND ONLY SPECIAL TARIFFS



Description	O&O Unlimited Special
Tariff Code	VFSOU
Tariff Code w/ IC	VFSOUIC
Inclusive Standard Minutes*	Unlimited**
Inclusive Standard SMS*	Unlimited**
Inclusive Data*	Unlimited**
Roam Like At Home (EU Zones Only)	Yes
TravelFree (EU Zones + selected destinations)	Yes
TravelPlus @ £4.00 per day	Yes
Cost exc VAT	£40.00
Cost with IC exc VAT	£45.00

UNLIMITED
minutes,
SMS & data

**FREE
ROAMING**
in the EU and
selected worldwide
destinations

Starting from
ONLY £40
excluding VAT

* Inclusive standard allowances are available for use in UK, EU and in selected worldwide destinations in line with qualifying daily roaming services.

** See the Fair Usage Policy on [page 23](#).



ORBEX VODAFONE ONE AND ONLY VOICE TARIFFS



Unlimited standard minutes & SMS | 50 NonGeo minutes | 50 International Minutes to EU, USA & Canada - data allowances purchased separately

Description	Vodafone Code	Price*
O&O WTS	WSSN	£10.00
O&O WTS/IC	WSSICN	£15.00

Special: Unlimited standard minutes & SMS | 50 NonGeo minutes | 50 International Minutes to EU, USA & Canada | 20GB UK Data

Description	Vodafone Code	Price*
O&O 20GB Special + WTS	WS20GBBS	£20.00
O&O 20GB Special + WTS/IC	WS20GBIC	£25.00

* Non-geographical bundle minutes will only apply when dialling within the UK

Special: Unlimited standard minutes & SMS | 50 NonGeo minutes | 50 International Minutes to EU, USA & Canada | 40GB UK Data

Description	Vodafone Code	Price*
O&O 40GB Special + WTS	WS40GBBS	£24.00
O&O 40GB Special + WTS/IC	WS40GBIC	£29.00

* Non-geographical bundle minutes will only apply when dialling within the UK

500 Minutes | 500 SMS | 500MB Inclusive Data - no bolt-ons or bundles are compatible with this tariff

Description	Vodafone Code	Price*
Low User 500	DW500LU	£9.00

* This tariff is a legacy low user option, it is not to be used in conjunction with other O&O services and bolt-ons. In addition, users of this tariff will not benefit from the newly introduced roaming rates from April 18.

For more information on WTS (World Travel Select) [please visit page 20](#)



ORBEX VODAFONE ONE AND ONLY DATA ONLY TARIFFS



MBB/Data Only Tariffs

Description	Vodafone Code	Price*
MBB (Data Sharer)**	WSMBN	£3.50
2GB MBB	VWMB2N	£7.50
5GB MBB	VWMB5N	£13.00
10GB MBB	VWMB10N	£16.00
20GB MBB	VWMB20N	£22.00
40GB MBB	VWMB40N	£26.00
50GB MBB	VWMB50N	£32.00
100GB MBB	WSMB100N	£55.00
250MB Worldwide + 5GB UK MBB	VWMBW250N	£50.00
1GB Worldwide + 5GB UK MBB	VWMBW1N	£75.00

* All prices are exc. VAT

** No inclusive allowance, individual base tariff to be used in conjunction with shared bundles



ORBEX VODAFONE ONE AND ONLY SHARED DATA



What is it?

Bundles are simply applied at account level and then, once active, qualifying MPNs are manually assigned to each bundle at your discretion. Numbers can be added to more than one bolt-on at a time and any MPNs not associated with an account level bundle will not get access to any of the inclusive allowances, ensuring your customers who aren't paying for shared data don't end up utilising someone else's allowance...

Description	Vodafone Code	Price*
O&O 25GB Shared Data	VWSHRD25N	£60.00
O&O 50GB Shared Data	VWSHRD50N	£120.00
O&O 75GB Shared Data	VWSHRD75N	£170.00
O&O 100GB Shared Data	VWSHRD100N	£230.00
O&O 250GB Shared Data	VWSHRD250N	£520.00
O&O 500GB Shared Data	VWSHRD500N	£1000.00
O&O 1TB Shared Data	VWSHRD1TN	£1900.00

*Pricing excludes VAT



ORBEX VODAFONE ONE AND ONLY UK BOLT-ONS



Data Bolt-ons

Description	Vodafone Code	Price*
O&O 3GB UK/EU Data	VWD3	£5.00
O&O 5GB UK/EU Data	VWD5N	£7.00
O&O 10GB UK/EU Data	VWD10N	£9.00
O&O 20GB UK/EU Data	VWD20N	£14.00

The above tariffs are compatible with both special and standard voice tariffs excluding our low user tariff (DW500LU).

BlackBerry

Description	Vodafone Code	Price*
O&O BIS 1GB (Voda Only)	DWBIS1GB	£5.00
O&O BES 1GB (Voda Only)	DWBES1GB	£14.00

Non Geo Bolt-ons

Description	Vodafone Code	Price*
O&O 100 Non Geo Mins	V1NGN	£5.00
O&O 300 Non Geo Mins	V3NGN	£7.50

Compatible with 084/087/0500 prefixes only, minutes cover both the access and service charges of each call.



ORBEX VODAFONE ONE AND ONLY UK BOLT-ONS



International Minute Bolt-ons

Description	Vodafone Code	Price*
O&O 100 Int. Euro Mins	VO100IE	£5.00
O&O 500 Int. Euro Mins	VOAO5IE	£10.00
O&O 1000 Int. Euro Mins	VOAO1IE	£17.00
O&O 100 Int. World Mins	VO100IWN	£25.00
O&O 500 Int World Mins	VOAO5IWN	£95.00
O&O 1000 Int World Mins	VOAO1IWN	£190.00

The above tariffs are compatible with both special and standard voice tariffs excluding our low user tariff (DW500LU).

International SMS

Description	Vodafone Code	Price*
O&O 100 Int. SMS	WSISMS100	£5.00
O&O 250 Int. SMS	WSISMS250	£7.50
O&O 500 Int. SMS	WSISMS500	£15.00
O&O 1000 Int. SMS	WSISMS1000	£27.00

Compatible for use when in the UK calling abroad



ORBEX VODAFONE ONE AND ONLY ROAMING BOLT-ONS BY SUBSCRIPTION



Roaming Minute - Worldwide

Description	Vodafone Code	Price*
O&O 100 Roam WW	VWRM100	£36.00
O&O 250 Roam WW	VWRM250	£110.00
O&O 500 Roam WW	VWRM500	£200.00

Compatible for use when roaming in ROW Zones 1, 2 & 3 (excludes ROW Zone 4)

Roaming Data - Worldwide

Description	Vodafone Code	Price*
O&O Roam WW 250MB	VWRD250	£75.00
O&O Roam WW 500MB	VWRD500	£140.00
O&O Roam WW 1GB	VWRD1	£250.00

Compatible for use when roaming in ROW Zones 1, 2 & 3 (excludes ROW Zone 4)

* All prices are exc. VAT

IMPORTANT: All bolt-ons will apply secondary to any daily roaming services such as WTS.



ORBEX VODAFONE ONE AND ONLY INTERNATIONAL CALLER



Our optional International Caller (IC) offers end users hugely reduced international call rates when dialling abroad from the UK without bundles. **For only £5.00 exc. VAT** extra per month on all of our wholesale base tariffs, you will benefit from these massive savings on international calls.

International Caller Tariff	Price*
UK to Europe / USA / Canada	4p per minute (usually 125p to Europe and 250p to USA/Canada)
UK to United Arab Emirates	8p per minute (usually 250p)
UK to Rest of World	22p per minute (usually 250p)
UK International SMS	4p per message (usually 80p)

* All prices are exc. VAT

Call Type Description	Price (pence per unit)	Minimum first period charge	Billing increments
On Net	64.18p per minute	1 second	1 second
Cross Net	64.18p per minute	1 second	1 second
Landlines	64.18p per minute	1 second	1 second
Voicemail	64.18p per minute	1 second	1 second
Channel Islands & Isle of Man (excluded from bundles)	64.18p per minute	1 second	1 second
SMS	64.18p per message	N/A	per unit
Channel Islands & Isle of Man SMS (excluded from bundles)	64.18p per message	N/A	per unit
MMS	64.18p per message	N/A	per unit
Video Call	64.18p per minute	1 second	1 second
Video Call - International	64.18p per minute	1 second	1 second
Call Return (up to 3600 seconds)	Free of charge	1 second	1 second
Call Return (over 3600 seconds)	64.18p per minute	60 seconds	60 seconds
Call Return - Landline	64.18p per minute	60 seconds	60 seconds
Call Return - Cross Net	64.18p per minute	60 seconds	60 seconds
Call Return - Personal Numbering Service	64.18p per minute	60 seconds	60 seconds
International Call - EU	64.18p per minute	60 seconds	60 seconds
International Call - RoW	250p per minute	60 seconds	60 seconds
International SMS	80p per message	N/A	per unit
Non-Geo Access Charge (084 & 087)*	64.18p per minute	60 seconds	1 second
Premium Call Access Charge (09)*	64.18p per minute	60 seconds	60 seconds
Directory Enquiries Access Charge (118)*	64.18p per minute	60 seconds	1 second
Freephone (0800)***	Free of charge	1 second	1 second
Radio Paging Services (i.e. 076)	64.18p per minute	N/A	per call
Personal Numbering Services (i.e. 070)	64.18p per minute	60 seconds	1 second
Call Forwarding Services (i.e. 07744/07755)	64.18p per minute	60 seconds	1 second
Data	4p per MB	per KB*	per KB**

* Please note: price displayed is only a part cost of the call known as an Access Charge, there is also a provider's Service Charge which is variable dependent on the service. All pricing in orange has either been adjusted in line with our pricing review, changed in line with RLAH or corrected

** Cost is rounded per event to the nearest pence

*** Freephone numbers may still be charged when dialling from outside of Europe

[Click here](#) for a full list of the Roaming out of bundle costs for New Business tariffs

[Click here](#) for details of countries in each of the worldwide zones



TravelFree

In June 2017, the mobile industry implemented a new EU roaming charging structure, creating huge savings to end users visiting destinations within the EU. The legislation outlined by Ofcom, known as "Roam like at Home," detailed that bill providers must give users access to their standard UK allowances, bundles and rates outside of their home network, at no additional cost, whilst visiting qualifying EU destinations.

TravelFree is our enhanced version of this standard legislation, not only giving you access to UK bundles and rates within the listed EU Zone 1 destinations, but also covering destinations further afield. This allows end users to utilise their home tariff package in a number of destinations worldwide with no daily fees or monthly cost uplifts.

Destinations covered by TravelFree are split into two bands:

- > Band A offers access to standard UK allowances plus UK rates apply when out of bundle.
- > Band B gives users the same access to bundles as Band A does, but roaming rates apply when out of bundle

TravelFree Destinations - Band A

EU Zone 1 – Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Territories, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden

TravelFree Destinations - Band B

EU Zone 2 - Channel Islands (inc. Guernsey, Jersey) and Isle of Man, Faroe Islands, San Marino, Turkey, Switzerland

Plus the following NEW worldwide destinations...

Albania, Anguilla, Antigua, Aruba, Australia, Barbados, Bermuda, Bosnia & Herzegovina, Canada, Cayman Islands, Dominica, Ghana, Grenada, Jamaica, Kenya, Lesotho, Mexico, Montserrat, Mozambique, Netherland Antilles, New Zealand, South Africa, St Kitts and Nevis, St Vincent, St Lucia, Trinidad & Tobago, Turks and Caicos, US Virgin Islands, USA.

Please Note: TravelFree is only available on selected tariffs, and in line with TravelPlus. It is not compatible with World Travel Select (WTS).

TravelPlus

TravelPlus is an alternative to World Travel Select (WTS), only available on selected tariffs and is aligned directly with TravelFree. Like WTS, it offers an alternative to pence per minute rates in the form of an opt-in daily roaming rate of £5 exc VAT per day and will allow users full access to their UK bundles and allowances whilst roaming in a selection of worldwide destinations.

This must be opted into at point of sale and it specifically covers data usage, SMS and calls in country and/or back to the UK within the below listed countries:

TravelPlus Destinations:

Afghanistan, Andorra, Argentina, Armenia, Bahrain, Bangladesh, Bonaire, Brazil, British Virgin Islands, Cambodia, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jordan, Kazakhstan, Kuwait, Laos, Macau, Macedonia, Malaysia, Moldova, Mongolia, Montenegro, Morocco, Myanmar, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vietnam, Western Samoa.



World Travel Select

World Travel Select allows users full access to their UK bundles and allowances whilst roaming worldwide for just £5.00 (exc. VAT) per day.

World Travel Select is available in the following countries:

Afghanistan, Albania, Andorra, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Bahrain, Barbados, Bangladesh, Bermuda, Bosnia and Herzegovina, Bonaire, Brazil, British Virgin Islands, Cambodia, Canada, Cayman Islands, Chile, China, Columbia, Costa Rica, Curacao, Democratic Republic of Congo, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Israel, Japan, Jamaica, Jordan, Kazakhstan, Kenya, Kuwait, Laos, Lesotho, Macau, Macedonia, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Oman, Pakistan, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Saba, St. Kitts and Nevis, St. Lucia, St. Vincent, Saudi Arabia, Serbia, Singapore, Sint Eustatius, Sint Maarten, South Africa, South Korea, South Sudan, Sri Lanka, Suriname, Swaziland, Taiwan, Tanzania, Thailand, Tonga, Trinidad and Tobago, Turks and Caicos Islands, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam, Western Samoa.

- > Our daily roaming rate is currently applicable against ALL noted event types including received SMS
- > Any usage will be debited from the user's UK bundled allowance
- > If a user makes a call out of country, this will be chargeable at standard roaming rates
- > If a user exceeds their UK allowances, they will be liable to roaming pence per minute rates

IMPORTANT: Travel Plus and World Travel Select roaming products will invoice the daily roaming fee for any liable utilisation of service, for example, in some instances, CDRs may display events listed as "OMb", this simply means data was used but as the amount was under a single Mb, the Kb value is not displayed within CDR's.

AVAILABLE ACROSS O2 AND VODAFONE

Data top-ups are a way for partners to manage mid-month data allowance increases. Like our traditional data bolt-ons, these can be added at any point during a billable month, however these also offer the full bundle allowance, for the full price, until the end of that particular billing period.

Description	Vodafone Code	O2 Code	WS Cost exc VAT
1GB Data Top-Up (WS)	WVDDTU1	WODDTU1	£5.00
5GB Data Top-Up (WS)	WVDDTU5	WODDTU5	£13.00
10GB Data Top-Up (WS)	WVDDTU10	WODDTU10	£20.00
20GB Data Top-Up (WS)	WVDDTU20	WODDTU20	£30.00

Points of note:

- > Data top-ups offer the full bundle allowance, for the full price, regardless of the date of application, until the end of that particular billing cycle and onwards, with no complicated pro-rata billing adjustments
- > Data top-ups offer MPN level data only - they are not shared
- > Only a single data top-up per MPN per month should be applied, but this can be applied at any point
- > Data top up must be active for minimum of 2 months
- > Data top-ups cannot be back dated, and in addition they will not re-rate legitimate out-of-bundle spend if partners' end users have used up their inclusive allowance and incurred charges

What is 'pro rata' billing?

Your mobile subscriptions are paid for in advance and invoices are based on a set monthly bill date - usually 1st of every month. On a connection's first invoice, or first invoice after a tariff change, there will often be some pro rata billing.

Example - First invoice since connection

This is when the additional line rental cost that hadn't been charged in advance is added to the first full month's line rental cost. For example, if your monthly line rental is £10.00pcm and your subscription is connected on the 15th of the month, you will receive a bill on the 1st of the following month covering all of that month, plus the unpaid 15 days' line rental from the previous month. Making that bill total £15.00.

Example - First invoice after tariff/bolt-on amend

This is when the system has to balance the total cost of line rental after a mid-month change in monthly invoice value. For example, if the monthly line rental is £10.00pcm and you amend a tariff to £15.00pcm on the 15th of the month, the system initially recognises that it has overcharged you for the £10.00 tariff, so it will credit £5.00 back. It will then invoice the new cost for the remainder of that month (£7.50), plus the following month in advance as standard. The bill on the 1st of the following month, after the amend, will show in the summary a line rental cost of £22.50 with a credit for the £5.00 owed, meaning that month's total line rental cost was £17.50.

What is 'pro rata' bundle allowance?

Like pro rata billing, pro rata bundle allowance also occurs in the first month after initial connection and/or during the month of any amendment.

Example - Data bolt-on applied

When we quote a price for any bolt-on, that package is based on the bolt-on being applied during the whole billing period of any given month. However, if you apply a bolt-on part way through a month, you will only receive part of the allowance (as you will only be billed part of the cost). If you apply a standard 5GB bolt-on against a subscription on the 15th of the month, and your bill date falls on the 1st, you will only receive half the allowance for the remainder of that month. In addition, if you replace an existing bundle, i.e. swap a 5GB bolt-on for a 10GB bolt-on under the same circumstances, both bundle allowances will be prorated, meaning in this instance the user would only be entitled to approximately 2.5GB for the first 15 days and then 5GB for the rest of the month. Any usage prior to the 15th would be re-rated and additional costs may occur. To avoid this, please use data top-ups as these do not pro-rate if applied mid-month.

Why must I put tariff/bolt-on amend requests in writing?

We like to ensure all of our processes remain simple, yet safe and in line with industry best practice. The main purpose of this is to avoid unnecessary billing errors, credits or disputes. We ask that all of our partners request any cost changing amendments in writing, which also helps provide security for the partner.

What is a 'buyout' and why must I pay this?

All active subscriptions will have a set minimum connection term, whether it is 30 days or 24 months, which is based on the terms of your agreement. As such you would be liable to cover the cost of the line for the whole of that term. In the event you wish to disconnect or change supplier mid-way through an agreement, or without serving the agreed notice period once outside of minimum term, you would be liable to pay a 'buyout' fee. A buyout fee would be generated based on the remaining cost of line rental to full contractual term and may also include set termination fees.

FAIR USAGE POLICY

Unlimited Allowances

Orbex Solutions unlimited bundles are truly unlimited where usage is appropriate to subscription type. Inappropriate usage would be considered as the following:

- > Any usage outside normal commercial practice
- > Any usage made via automated means (also see Gateway/AIT FUP)
- > Any usage that damages or impairs the hosting network
- > Any usage considered fraudulent, abusive, illegal or a nuisance
- > Data usage where users regularly tether to 12 or more devices or have used 650GB of data twice within a 6 month period
- > Data usage where roaming outside of the UK and exceeding more than 25GB within a single billing period

We may investigate usage in order to ascertain whether your unlimited usage is in line with these guidelines. In the event inappropriate usage is determined then we reserve the right to restrict services, adjust the plan or terminate the agreement based on the severity of the misuse.

Gateways/Artificially Inflated Traffic (AIT)

Orbex does not allow SIMs to be used in any equipment which enables the routing of calls or data (including, without limitation, text or picture messages) from fixed apparatus or standard devices to mobile equipment, by establishing a mobile to mobile call or transmission. Nor does it allow the use of any equipment which enables the sending of bulk SMS, voice or data services. Orbex reserves the right to suspend without notice should we believe that such equipment is being used. During suspension, the liability for any access charges or calls will rest with the partner.

Roaming

In line with Roam Like At Home legislation, we have introduced a Fair Usage Policy to ensure end user allowances are being used for purpose whilst roaming.

Policy Terms...

Inclusive roaming services on our mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis.

If a customer uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Travel Select and/or legislation such as Roam Like At Home), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a customer's usage continues to exceed 50%, as described above, over the two-week period following the first notification, Orbex reserves the right to either charge customers for this excessive usage or bar roaming services. Customers will be notified before any action is taken.

Subject to change

Our tariffs are subject to change. Our tariffs are subject to change. Orbex Solutions will ensure that a new pricing is published and take effect.

New Business Only

The tariffs within this guide (including mobile broadband tariffs and shared data bundles) are aimed at new business only. Migrations and standard re-signs may be exempt, or not qualify for incentives.