



MOBILE PRICING GUIDE

Q3 OCTOBER - DECEMBER 2023 V1



# WHAT'S NEW





## WHAT'S NEW

### RECENT & UPCOMING CHANGES



#### Vodafone EU Roaming Changes

To align with the networks' own policies, we can clarify that as of 1st January 2022, we will introduce a daily roaming fee of £2.00 ex. VAT on all Vodafone tariff changes\*, resins and new connections.

This new daily fee will be known as ETS - European Travel Select and will be relevant across all current and legacy propositions, with sole exception of our current VodaShare Plus Unlimited Data tariffs that include TravelFree and TravelPlus. In addition, charges will not apply when roaming in Ireland or Isle of Man.

It's also worth noting that at this stage, we do not have any plans to introduce similar fees on our O2 One & Only proposition.

*\*Only base tariff changes will be considered a tariff change. Subscription level and account level bolt-ons/bundle adjustments are not considered tariff changes.*

#### Fair Usage Policy Update

In line with the recent Vodafone changes, we have made some changes to our Fair Usage Policy. In the instance of Vodafone unlimited data tariffs, charges of £6.68 per GB will apply as standard after the initial 25GB allowance is exceeded.

#### O2 e-SIM Availability

We can now offer e-SIM on O2 network for mobile phones. Please contact us for more information.

#### Retired O2 Legacy Products

With immediate effect the following bundles are being retired:

O2SO100- O2 O&O Special 100GB

O2SO100IC- O2 O&O Special 100GB + IC

#### Update on Vodafone 3G switch-off

We continue to work closely with Vodafone to enable a smooth switch off. Your account manager will be in touch over the coming months if there is any action for you to take or to make you aware of changes being made.

# O<sub>2</sub>

# UPGRADE TO UNLIMITED PLUS

Now your customers can do  
business globally for less

- > Inclusive UK to EU Minutes & SMS
- > Optional International Caller
- > TravelFree
- > TravelPlus



CONTACT US TODAY

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# ORBEX SOLUTIONS O2 ONE AND ONLY

O<sub>2</sub>





# ORBEX SOLUTIONS O2 ONE AND ONLY SPECIALS AND INTERNATIONAL CALLER



All prices listed below are excluding VAT

Description	O2 Special 5GB	O2 SPECIAL 20GB	O2 SPECIAL 40GB	O2 Unlimited	O2 Unlimited Plus
CODE	0005	00020	00040	000U	000UP
Inclusive Standard Minutes**	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Inclusive Standard SMS**	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Inclusive Data**	5GB	20GB	40GB	Unlimited*	Unlimited*
UK to EU Minutes & SMS	No	No	No	No	Yes
Roam Like At Home EU	Yes	Yes	Yes	Yes	Yes
Worldtraveller £5.00 per day	Yes	Yes	Yes	Yes	No
TravelFree	No	No	No	No	Yes
Travel Plus £5.00 per day	No	No	No	No	Yes
IC - International caller	Optional	Optional	Optional	Optional	Optional
Monthly rental	£15.00	£19.00	£21.00	£23.00	£25.00
Monthly rental with IC	£20.00	£24.00	£26.00	£28.00	£30.00

\*Unlimited usage subject to fair usage policies

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

## IC - International Caller - £5.00 per month

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

From UK to:	Cost
EU / USA / Canada	4p per minute (standard 125p/pm (EU) and 250ppm USA/Can)
Rest of the World	22p per minute (standard 250p/pm)
International SMS	4p per message (standard 80p)



# ORBEX SOLUTIONS O2 ONE & ONLY BASE TARIFFS



Description	Code	Cost	Cost with IC
O2 Standard	OOOB	£9.00	£14.00

Unlimited standard minutes and SMS with worldtraveller @£5.00 per day. Data purchased separately

Description	Code	Cost	Cost with IC
O2 Low User	OOOLU	£9.50	£14.50

Unlimited standard minutes and SMS with worldtraveller @£5.00 per day  
500 minutes, Unlimited\* standard SMS, 500MB data - boltons and bundles are not compatible with this tariff

## Mobile Broadband - Data

Description	Data included GB	Price
O2 MBB Sharer	0	£3.75
O2 MBB 1	1	£7.50
O2 MBB 3	3	£11.50
O2 MBB 10	10	£15.00
O2 MBB 30	30	£19.00
O2 MBB 50	50	£25.00
O2 MBB 100	100	£34.00

### Shared Data

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.

Description	Data included GB	Price
O2 25 Shared Data	25	£55.00
O2 50 Shared Data	50	£115.00
O2 75 Shared Data	75	£155.00
O2 100 Shared Data	100	£210.00
O2 250 Shared Data	250	£480.00
O2 500 Shared Data	500	£950.00
O2 1TB Shared Data	1024	£1,800.00
O2 2TB Shared Data	2048	£3,450.00
O2 5TB Shared Data	5120	£8,400.00





Data top-ups are a way 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. Top Up needs to be active a minimum of 2 months. Only a single top up can be applied to a number in one month. They can not be backdated

**Top Up Data**

Description	Data included GB	Price
3GB TopUp	3	£5.00
5GB TopUp	5	£9.00
10GB TopUp	10	£15.00
20GB TopUp	20	£22.00

**Non Geo Minute Bolt-ons**

Description	Minutes Included	Price
100 NGN Minutes	100	£3.20
300 NGN minutes	300	£5.35

Calls to 084/087/0500 prefix numbers from UK only

**International Minutes**

Description	Minutes Included	Price
100 UK To Euro Minutes	100	£5.50
500 UK To Euro Minutes	500	£10.00
1000 UK To Euro Minutes	1000	£13.00
100 UK to World Minutes	100	£21.50
500 UK to World Minutes	500	£75.00
1000 UK to World Minutes	1000	£140.00

Applicable for calls made from UK

**International SMS**

Description	SMS Included	Cost (exc VAT)
100 International SMS	100	£3.75
250 International SMS	250	£7.50
500 International SMS	500	£15.00
1000 International SMS	1000	£28.00

Applicable for SMS sent from UK

**Please note:** International minutes and SMS bundles will work when roaming in Europe or outside of Europe and utilising daily roaming services.



## ORBEX SOLUTIONS O2 ONE AND ONLY ROAMING BOLT-ONS BY SUBSCRIPTION



Roaming bundles cover Europe and Daily Roaming Service destinations when domestic bundles expire. Also covers Rest of World Zones 1, 2 & 3 but excludes Zone 4

Description	Minutes included	Price
100 Roaming World Minutes	100	£34.00
250 Roaming World Minutes	250	£80.00
500 Roaming World Minutes	500	£150.00

Description	Data MB Included	Price
250 Roam World MB	250	£60.00
500 Roam World MB	500	£80.00
1000 Roam World MB	1000	£140.00

All roaming bolt-ons will apply secondary to any daily roaming services such as worldtraveller & TravelPlus



# ORBEX SOLUTIONS O2 ONE AND ONLY

## OUT OF BUNDLE AND ROAMING COSTS



Description	Price (pence per unit)	Min 1st period	Billing increments
On Net	64.18p per minute	1 second	1 second
UK Cross Net	64.18p per minute	1 second	1 second
UK Landlines	64.18p per minute	1 second	1 second
Voicemail	64.18p per minute	1 second	1 second
Channel Islands & Isle of Man (not part of the bundles)	64.18p per minute	1 second	1 second
SMS	64.18p per message	N/A	per unit
SMS to Channel Island and Isle of Man (not part of the 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 - UK to EU	125p per minute	60 seconds	60 seconds
International Call - UK to World	250p per minute	60 seconds	60 seconds
International SMS	80p per message	N/A	per unit
Non-Geo Access Charge (084 & 087)*	80p per minute	60 seconds	60 seconds
Premium Call Access Charge (09-)*	80p per minute	60 seconds	60 seconds
Directory Enquiries Access Charge (118)*	80p per minute	60 seconds	60 seconds
Freephone UK (0800)***	Free of charge	1 second	1 second
Radio Paging Services (070)	64.18p per minute	N/A	per call
Call Forwarding Services (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](#)

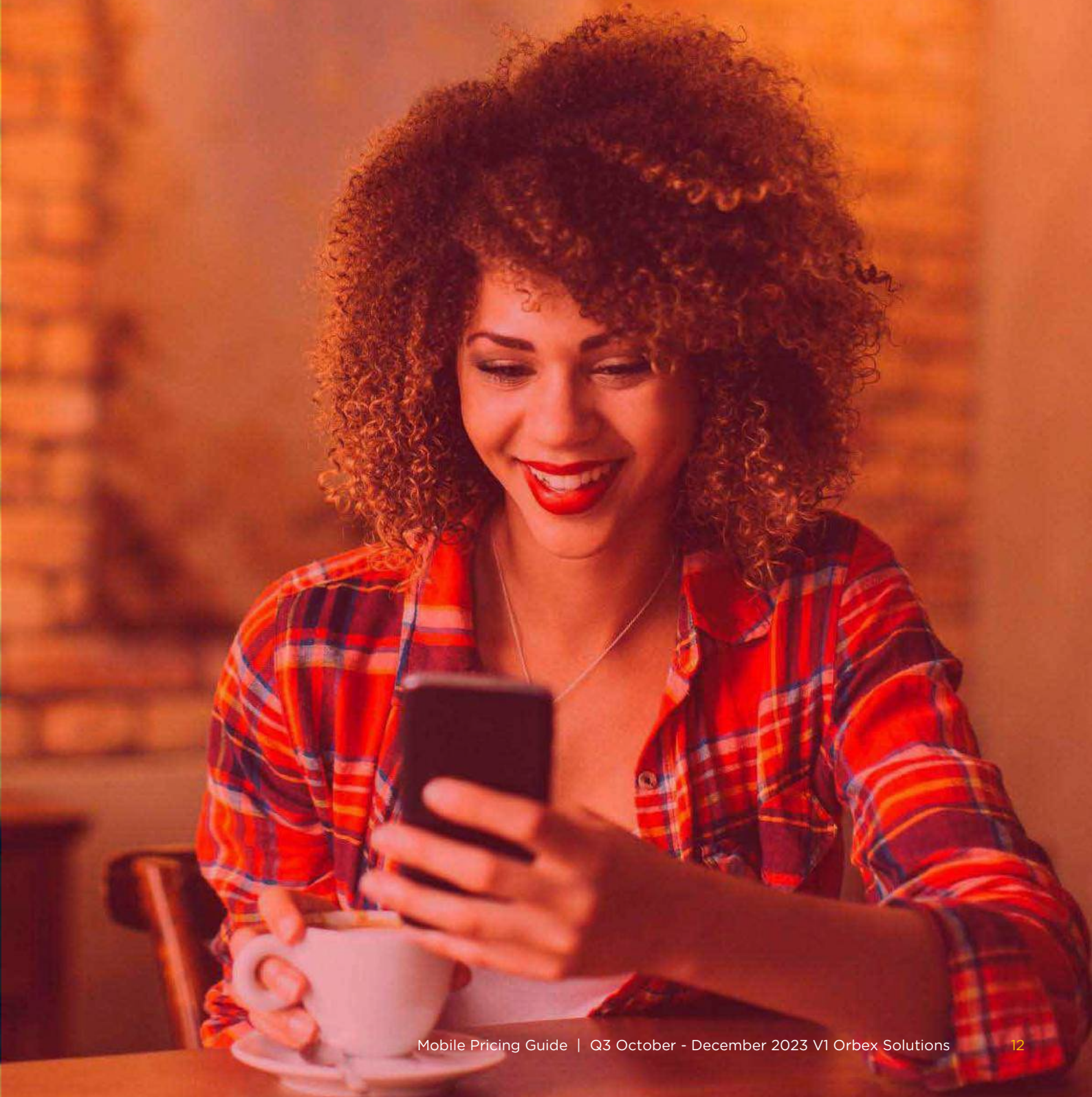
[Click here for details of countries in each of the worldwide zones](#)



# ORBEX SOLUTIONS VODAFONE



vodafone



# ORBEX SOLUTIONS VodaShare

All prices listed below are excluding VAT

Description	VodaShare Plus Low***ETS	VodaShare Plus Standard ETS	VodaShare Plus5 ETS	VodaShare Plus10 ETS	VodaShare Plus20 ETS	VodaShare Plus Unlimited
CODE	VSPLE	VSPL5E	VSPL5E	VSPL10E	VSPL20E	VSPLU
Inclusive Standard Minutes**	500	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Inclusive Standard SMS**	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Inclusive Data**	500MB	2GB	5GB	10GB	20GB	Unlimited***
ETS - European Travel Select £2.00 Per Day	Yes	Yes	Yes	Yes	Yes	No
Worldtraveller £5.00 per day	Yes	Yes	Yes	Yes	Yes	No
Travel Free	No	No	No	No	Yes	Yes
TravelPlus £5.00 per day	No	No	No	No	Yes	Yes
Monthly rental	£7.50	£11.00	£15.00	£19.00	£21.00	£30.00

\*Unlimited usage subject to fair usage policies

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

\*\*\*can not be used in combination with bolt-ons and other value added services

## Bolt-ons and TopUps

Data top-ups are a way 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. Top Up needs to be active a minimum of 2 months.

Only a single top up can be applied to a number in one month. They can not be backdated

Description	Price
Data 3GB TopUp	£5.00
Data 5GB TopUp	£9.00
Data 10GB TopUp	£15.00
Data 20GB TopUp	£22.00
International Saver 100 Minutes*	£5.00
International Saver 500 Minutes*	£15.00
100 International World Minutes	£20.00
500 International World Minutes	£60.00
1000 International World Minutes	£110.00
100 International SMS (excl ROW4)	£3.50
Roam WW 250MB	£55.00
Roam WW 500MB	£80.00
Roam WW 1GB	£140.00

\*Applicable for usage made while in UK and connected to UK network



# ORBEX SOLUTIONS VodaShare



## 100 Countries included in International Select bundles are:

American Samoa, Andorra, Angola, Argentina, Australia, Austria, The Bahamas, Bahrain, Bangladesh, Belgium, Bermuda, Bhutan, Brazil, Brunei, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominica, Egypt, Estonia, Faroe Islands, Finland, France, French Territories (inc. Guadeloupe, French Guiana, Martinique, Reunion and Mayotte), Germany, Gibraltar, Greece, Guam, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Republic of Ireland, Israel, Italy, Japan, Kazakhstan, South Korea, Kuwait, Laos, Lao People's Democratic Republic, Latvia, Liechtenstein, Lithuania, Luxembourg, Macau, Malaysia, Malta, Mariana Islands, Mauritius, Mexico, Monaco, Mongolia, Namibia, Nepal, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Panama, Paraguay, Peru, The Philippines, Poland, Portugal, Puerto Rico, Romania, Russia, San Marino, Saudi Arabia, Singapore, Slovakia, Slovenia, South Africa, Spain, Sint Maarten, Swaziland, Sweden, Switzerland, Syria, Taiwan, Tajikistan, Thailand, Turkey, Turkmenistan, USA (United States of America), Uzbekistan, Venezuela, Vietnam, The US Virgin Islands.



# ORBEX SOLUTIONS Shared Data Packages

Shared Data Packages allow users to have 1 pool of data for multiple users to share between themselves. 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. Each number has to have a shared tariff to cover voice and SMS and data is used from the pool.

Description	Data Only	Standard
Inclusive Standard Minutes**	-	Unlimited*
Inclusive Standard SMS**	-	Unlimited*
Inclusive Data**	OGB	OGB
Euro Travel Select at £2.00 Per Day	Yes	Yes
Worldtraveller @£5.00 per day	Yes	Yes
Cost	£5.00	£7.50

\*Unlimited usage subject to artificially inflated traffic fair usage policy

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

Description	Cost (exc VAT)
25GB Shared Data	£75.00
50GB Shared Data	£120.00
75GB Shared Data	£170.00
100GB Shared Data	£225.00
250GB Shared Data	£490.00
500GB Shared Data	£950.00
1TB Shared Data	£1,800.00
2TB Shared Data	£3,500.00
5TB Shared Data	£9,000.00

# ORBEX SOLUTIONS VodaShare Bolt-ons and TopUps

Data top-ups are a way 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. Top Up needs to be active a minimum of 2 months.

Only a single top up can be applied to a number in one month. They can not be backdated

Roaming Data Bolt-ons are Compatible for use when roaming in ROW Zones 1, 2 & 3 (excludes ROW Zone 4)

Description	Price
3GB TopUp	£5.00
5GB TopUp	£9.00
10GB TopUp	£15.00
20GB TopUp	£22.00
100 UK to World Minutes	£20.00
500 UK to World Minutes	£70.00
1000 UK to World Minutes	£130.00
100 UK to World SMS	£3.50
Roaming World Data Bolton 250MB	£55.00
Roaming World Data Bolton 500MB	£80.00
Roaming World Data Bolton 1GB	£140.00

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

# ORBEX SOLUTIONS VodaMBB - Data Only SIM Cards

Description	VodaShare Plus MBB standard ETS	VodaShare Plus MBB1 ETS	VodaShare Plus MBB3 ETS	VodaShare Plus MBB10 ETS	VodaShare Plus MBB20 ETS	VodaShare Plus MBB Unlimited
Inclusive Data**	0GB	1GB	3GB	10GB	20GB	Unlimited*
Roam Like Home EU	Yes	Yes	Yes	Yes	Yes	No
Worldtraveller	Yes	Yes	Yes	Yes	Yes	Yes
Travel Free (EU + Selected)	No	No	No	No	No	Yes
Travel Plus £5.00 per day	No	No	No	No	No	Yes
Cost per month	£5.00	£7.00	£10.00	£15.00	£20.00	£30.00

\*Unlimited usage subject to fair usage policies

\*\* Inclusive standard allowances are available for use in UK, EU and in selected worldwide detinations in line with qualifying daily roaming services  
There are no additional bundles or bolt ons available for use alongside these data only tariffs.



# Orbex Solutions Vodafone Out of Bundle and Roaming Costs

Please note that any usage outside of the allowances of each package will be charged as per this sheet.

Description	Price** (pence per unit)	Min 1st period	Billing increments
On net	£0.4584	60 seconds	1 second
UK Cross Net	£0.4584	60 seconds	1 second
UK Landlines	£0.4584	60 seconds	1 second
Voicemail	£0.4584	60 seconds	1 second
Channel Islands & Isle of Man (not part of the bundles)	£0.4584	60 seconds	1 second
SMS	£0.2918	N/A	per unit
SMS to Channel Island and Isle of Man (not part of the bundles)	£0.2918	60 seconds	1 second
MMS	£0.4584	N/A	per unit
Video call	£0.4584	60 seconds	1 second
Video call - International EU	£1.2500	60 seconds	1 second
Video call - International ROW	£2.5000	60 seconds	1 second
Call Return Vodafone up to 1h	£0.0000	60 seconds	1 second
Call Return Vodafone longer than 1h	£0.4584	60 seconds	1 second
Call Return Rest UK	£0.4584	60 seconds	1 second
International call - UK to EU&EEA	£0.1584	60 seconds	1 second
International call - UK to Europe Other	£1.2500	60 seconds	1 second
International call - UK To ROW	£2.5000	60 seconds	1 second
International SMS - UK to EU&EEA	£0.0500	N/A	per unit
International SMS - UK to Europe Other	£0.2918	N/A	per unit
International SMS - ROW	£0.5416	N/A	per unit
Non geo access charge (084 & 087)*	£0.5416	60 seconds	1 second
Premium call access charge (09)*	£0.5416	60 seconds	1 second
Directory enquiries access charge (118)*	£0.5416	60 seconds	1 second
Freephone UK (0800)***	£0.0000	60 seconds	1 second
Personal Numbering Services (i.e. 070)	£0.4584	60 seconds	1 second
Call Forwarding Services (i.e. 07744/07755)	£0.4584	60 seconds	1 second
<b>VodaShare Plus (single user)</b>	<b>£6.6800</b>	<b>Per GB</b>	<b>Per 1GB</b>
<b>VodaShare Data (per gb - Shared)</b>	<b>£6.6800</b>	<b>Per GB</b>	<b>Per 1GB</b>

\* 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

**EU and EEA:** Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding Turkish sector), Czech Rep, Denmark, Estonia, Faroe Islands, Finland, France, French Territories (French Guiana/Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Republic of), Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal (inc. Azores & Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands & Canary Islands), Sweden.

**Other Europe:** Andorra, Monaco, San Marino, Switzerland, Turkey (including Turkish sector of Cyprus).

**Worldwide:** All other countries.

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



A woman with dark curly hair and glasses, wearing a blue patterned shirt, is pointing at a tablet held by a man in a brown blazer and blue striped shirt. They are both looking at the tablet with interest. The background is a blurred outdoor setting.

# ORBEX SOLUTIONS VALUE ADDED SERVICES





# ORBEX ROAMING SERVICES

## TRAVELFREE & TRAVELPLUS



### TravelFree

TravelFree is our enhanced version of Roam Like At Home (RLAH), not only giving you access to UK bundles 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.

### TravelFree Destinations

**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

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

**Worldwide** - 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, Turkey

For tariffs activated prior to 1st April 2020 UK out of bundle roaming rates were only available in EU zone 1.

For usage in any of the other inclusive destinations standard roaming rates would apply when outside of bundle.

### TravelFree is only available on selected tariffs, and in line with TravelPlus. It is not compatible with Worldtraveller.

For tariffs activated prior to 1st April 2020 UK out of bundle roaming rates were only available in EU zone 1.

For usage in any of the other inclusive destinations standard roaming rates would apply when outside of bundle.

### TravelPlus

TravelPlus is an alternative to World Travel Select (WTS). It is 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 per day (exc. VAT), 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 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.

Please Note: All tariff versions that include TravelPlus created/released after March 2020 for O2 and April 2020 for VF, will offer UK out of bundle rates, as opposed to roaming rates which apply to all tariffs prior to those dates listed. Also, roaming services will invoice the daily roaming fee for any liable utilisation of service, for example, in some instances, CDRs may display events listed as "0Mb", this simply means data was used but as the amount was under a single Mb, the Kb value is not displayed within CDRs.



### Worldtraveller

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, Turkey, Turks and Caicos Islands, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Vietnam, Western Samoa.

> If a user exceeds their UK allowances, they will be liable to UK out of bundle rates

### Bill Limits

Bill limits are a tool used to limit the total amount of out of allowance usage. It is defined in total usage expressed in £. The calculation for the limits resets every 30 days. It is a guaranteed service meaning that any possible usage that would cost more than a set limit will be credited back. Once barring is activated it can not be manually deactivated mid month. Any user that reaches the bill limit will need to wait for the counter to reset near the end of the calendar month. This service is activated on request.

### Euro Travel Select

From 1st January 2022, ETS will apply to selected tariffs. It is a £2.00 daily charge which allows the customer to use their UK inclusive allowance in Europe Zone 1 and 2. It applies when the user is roaming in a European destination\*. ETS is not compatible with TravelFree and TravelPlus. Please view the base tariffs for specific tariff inclusions.

\*The Republic of Ireland and Isle of Man are excluded from ETS, and will remain as inclusive destinations within our tariffs.

The £2.00 daily charge will be applicable when roaming in the below destinations:

EU Zone 1 - Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Territories, Germany, Gibraltar, Greece, Hungary, Iceland, Italy (inc. Vatican City), Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Madeira), Romania, Slovakia, Slovenia, Spain (inc. Balearic Islands), Sweden  
EU Zone 2 - Channel Islands (inc. Guernsey, Jersey), Faroe Islands, San Marino, Switzerland



# GENERAL INFORMATION

## FAIR USAGE POLICY AND IMPORTANT INFORMATION

### Unlimited Allowances

Orbex 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.

## IMPORTANT INFORMATION

### Roam Like at Home - RLAH

O2 customers can use their domestic bundles as they would at home, when roaming in one of the RLAH countries. This is exclusive to our O2 One & Only Proposition. Vodafone's Roam Like At Home offering has been replaced by European Travel Select.

### Tariff Change Fee

If you would like to move existing connections/base on to the new tariffs detailed within this guide, there will be a Tariff Change Fee of £35 exc. VAT per number. In line with our cease fee policy, connections active for over 24 months will be exempt from this charge.