

# O2 Customer Rate Card, Roaming Services & Zoning Guide

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## O2 Domestic Rates

Service	Customer Price
On Net Calls	£0.43 per minute
Cross Net Calls	£0.43 per minute
Landline Calls	£0.43 per minute
Voicemail	£0.43 per minute
Channel Islands & Isle of Man Calls	£0.43 per minute
SMS	£0.43 per message
Channel Islands & Isle of Man SMS	£0.43 per message
MMS	£0.43 per message
Video Calls	£0.43 per minute
International Calls (EU)	£0.83 per minute
International Calls (Rest of World)	£1.67 per minute
International SMS	£0.53 per message
Data Usage	£0.02 per MB

## RoW Zone 1 Out of Bundle Rates

Service	Customer Price
Calls in Country/Zone/UK	£0.53/min
SMS	£0.07
MMS	£0.59
Data	£0.12/MB

## RoW Zone 2 Out of Bundle Rates

Service	Customer Price
Calls in Country/Zone/UK	£1.07/min
SMS	£0.27
MMS	£0.59
Data	£0.60/MB

## RoW Zone 3 Out of Bundle Rates

Service	Customer Price
Calls in Country/Zone/UK	£2.13/min
SMS	£0.53
MMS	£0.59
Data	£1.80/MB

## RoW Zone 4 Out of Bundle Rates

Service	Customer Price
Calls in Country/Zone/UK	£2.13/min
SMS	£0.53
MMS	£0.59
Data	£4.00/MB

## O2 Daily Roaming Services

Service	Customer Price
European Roaming RLAHEU	£0.00/day
World Travel Select (WTS)	£5.33/day
TravelPlus	£5.33/day
TravelFree	£0.00/day

## Roam Like at Home Destinations

Europe Zone 1: Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus (excluding Turkish sector), Czech Republic, Denmark, Estonia, Finland, France, French territories (French Guiana/ Guadeloupe/Martinique/Mayotte/Reunion and Saint Martin), 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.

Europe Zone 2: Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino, Switzerland.

With RLAH the user gets access to the following based on their domestic bundle allowances when roaming in the inclusive destinations:

- > Data usage (Fair usage policy applies)
- > Calls & texts to the UK (to any UK mobile or standard fixed-line number e.g. 01, 02, 03)
- > Calls & texts within the same zone (mobile/ standard fixed-line number)
- > Receiving calls & texts when in a RLAH country
- > Calls to emergency services (i.e. 999 or 112)
- > Calls to UK freephone numbers
- > Calls to voicemail

The following are not included within RLAH:

- > Calls to non-geographical and premium numbers
- > Calls and texts to worldwide destinations
- > Calls and texts to international destinations from the UK
- > Calls and texts to another EU zone from an EU zone

## **TravelFree (TF) Destinations**

Europe Zone 1, Europe Zone 2 & 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, Turkey, Turks and Caicos, US Virgin Islands, USA.

## **TravelPlus (TP) 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 (WTS) Destinations**

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.

## **Worldwide Roaming Zoning Structure**

### **Europe Zone 1**

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein,

Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

## **Europe Zone 2**

Guernsey, Jersey, Isle of Man, Faroe Islands, San Marino and Switzerland.

## **Rest of World Zone 1**

Afghanistan, Albania, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Benin, Bermuda, Bhutan, Bonaire, Botswana, Bosnia & Herzegovina, Brazil, British Virgin Islands, Brunei, Burkina Faso, Cameroon, Cambodia, Canada, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Democratic Republic of Congo, Peoples Republic of Congo, Costa Rica, Curacao, Dominica, Dominican Republic, Ecuador, Egypt, El Salvador, Fiji, French Polynesia, Gabon, Georgia, Ghana, Grenada, Guam, Guatemala, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran^, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kuwait, Kosovo, Laos, Lesotho, Macau, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, New Zealand, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saba (Netherland Antilles), Samoa Western, Saudi Arabia, Serbia, Seychelles, Singapore, Sint Eustatius (Netherland Antilles), Sint Maarten, Solomon Islands, South Africa, South Korea, South Sudan, Sri Lanka, St Kitts and Nevis, St Lucia, St Vincent, Sudan, Suriname, Swaziland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turkey, Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, USA, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Vietnam, Yemen, Zambia.

## **Rest of World Zone 2**

Algeria, American Samoa, Belarus, Bolivia, Cape Verde, Gambia, Guinea, Guinea-Bissau, Kyrgyzstan, Liberia, Malawi, Mauritania, Mauritius, Senegal, Sierra Leone, Zimbabwe.

## **Rest of World Zone 3**

Andorra, Burundi, Libya, Mali, Namibia, Nepal, Sao Tome and Principe, Tunisia.

## **Rest of World Zone 4**

Angola, Ascension Islands, Australian External Territories, Belize, Comoros, Cook Islands, Cuba, Diego Garcia, Djibouti, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Greenland, Kiribati, Lebanon, Maldives, Marshall Islands, Micronesia, Midway Island, Nauru, New Caledonia, Niue, Norfolk Island, North Mariana, Palau, Saint Helena, Somalia, St Pierre & Miquelon, Syria, Timor (East), Tokelau, Turkmenistan, Tuvalu, Wallis & Futuna.

\*On Airways and Maritime will be charged inline with RoW Zone 4 destinations.