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Terms and Conditions

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1. New Pay & Go Talkalot charges are based over a 24-hour cycle from midnight to midnight. At 00:00 every day your charge for UK calls to standard UK landlines (starting 01, 02 or 03) and calls to other O2 mobiles (excluding video calls) will revert to 25p for the first three minutes again. Calls initiated before 00:00 which continue beyond this time are charged at the previous day's rate.
2. Calls made in the UK to 0500, 0505, 055, 056, 080 and 082 numbers are charged at 15p/min at all times. 07744, 07755, 0844, 0845 & 0870 numbers are charged at 25p/min at all times. 0871 numbers are charged at 35p/min at all times.
3. Depending on your chosen SIM pack, following your first top up, you will automatically be activated to receive either the O2 Unlimited, Text Anytime, Talkalotmore, Your Country or Favourite Place free monthly allowances (subject to meeting minimum top up requirements and terms stated below). Eligible customers may switch to different free monthly allowances subject to terms stated below. Only one free monthly allowance may be received each month.
4. The day on which you first receive your free monthly allowance will be your 'anniversary date' each month. The anniversary date is the date by which you must have topped up by to receive your free O2 Unlimited, Text Anytime, Talkalotmore, Your Country or Favourite Place monthly allowances. You will receive a text message reminder 48 hours before your anniversary date to notify you if you need to top-up.
5. If you fail to top up in the month before your anniversary date, you will not receive any free monthly allowances. If this happens and you subsequently top up, your free monthly allowances will start again and your anniversary date will be adjusted to the date of the month of your subsequent top-up.
6. Additional top-up awarded through the 10% Extra Top-Up offer will be included in your monthly top-up calculation. O2 Rewards payments do not contribute towards your monthly top-up calculation.
7. Free monthly allowances of O2 Unlimited, Text Anytime, Talkalotmore, Your Country or Favourite Place are limited to the levels outlined in your chosen tariff and are valid for up to one month from your anniversary date.
8. Unused free monthly allowances for O2 Unlimited, Text Anytime, Talkalotmore, Your Country or Favourite Place cannot be carried forward from one month to the next.
9. Free monthly allowances for O2 Unlimited, Text Anytime, Talkalotmore, Your Country or Favourite Place apply to use in the UK only.
10. Customers can switch to either the O2 Unlimited, Text Anytime, Talkalotmore, Your Country or Favourite Place free monthly allowance once every 30 days. However, new free monthly allowances will only start from the next anniversary date and only one free monthly allowance will apply at any time.
11. The ability to send picture messages and text messages or to use mobile internet services requires a compatible handset.
12. You must have a minimum balance of 15 pence in order to initiate a GPRS WAP or mobile internet session in the UK.
13. Calls to Customer Service on 0844 809 0222 or short code 4445 are charged at 25p per call from your O2 mobile. Hours of opening 7am to 10pm Monday to Friday and 8am to 8pm Saturday and Sunday.
14. O2 reserves the right to remove, vary or amend any element of the New Pay & Go Talkalot Tariff, O2 Unlimited, Text Anytime, Talkalotmore, Your Country or Favourite Place free monthly allowances. If we amend any of these to your disadvantage we will notify you. Notice will be provided by text message. Changes will be effective immediately upon our having notified you.
15. Standard Pay & Go airtime terms and conditions also apply

Text and Web

1. Available to Pay & Go customers.
2. Text and Web gives you either:
 - i. 300 inclusive UK texts and 500MB Web provided you have topped-up between £10 and £14 in the previous month;
 - ii. 500 inclusive UK texts and 500MB Web provided you have topped-up between £15 and £29 in the previous month; or
 - iii. Unlimited inclusive UK texts and 500MB Web provided you have topped-up £30 or more in the previous month.
3. Inclusive texts on Text and Web can be used for texts made in the UK to 07 numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the five major operators O2, Orange, T-Mobile, Vodafone and 3, and providers such

as Virgin Mobile, Tesco Mobile and BT Fusion), all provided that O2 may exclude from your inclusive allowance texts made to any number ranges which O2 reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share. Inclusive texts can not be used for texts made in the UK to:

- i. non-geographic numbers (starting 08, 05) which are charged separately; or
 - ii. non-standard or "special" 07 numbers (all those 07 numbers that are not specifically included in your inclusive texts, including 07 numbers allocated to network operators in Jersey, Guernsey and the Isle of Man).
4. Text & Web data allows you use of our data network via your mobile phone (internet capable phones only). It includes a specified monthly data allowance. If you exceed the monthly allowance or breach these terms, we reserve the right to:
- o impose network protection controls which may reduce your speed;
 - o remove the data from your account;
 - o impose further charges; and/or
 - o disconnect your sim card at any time, having attempted to contact you first.

All data usage must be for your private, personal and non-commercial purposes.

Regardless of the amount of data you use, you must not use your sim:

- o in, or connected to, any device other than the one which it was supplied with or intended by us for use with (for example a mobile phone sim only tariff sim is intended for use in a mobile phone not a modem. This includes putting your sim into a modem, modem usage or internet tethering on your device unless stated); or
- o in such a way that we reasonably believe adversely impacts the service to other O2 customers.

We reserve the right to use appropriate traffic shaping or throttling measures to protect our network from types of data usage which we think might impact on levels of service for customers at specific times of day and/or in specific locations.

5. You must have a GPRS handset and your SIM must be GPRS enabled in order to use the Web Bolt On.
6. If you have a Bolt On which includes a minutes or text allowance, your Text and Web allowance will be used first followed by your Bolt On allowance.
7. Eligible customers may change tariffs every 30 days. Existing customers may switch to Text and Web but please note customers who are currently on the Original or Talkalot tariffs will be moved to our new Talkalot rates if they opt in to Text and Web. You will not be able to switch back to Original or Talkalot if you do this.
8. To switch to Text and Web, send a free text message from your O2 phone with the keyword "TEXTANDWEB" to 21300. You will receive a text message within 24 hours to confirm that your current inclusive monthly allowance will be replaced with Text and Web. Text back "TEXTANDWEB STOP" if you want to STOP this tariff switch, otherwise your request will be processed within 48 hours.
9. Customers successfully transferring to Text and Web from another monthly inclusive allowance will not be activated until their next anniversary date, providing they have met the minimum top-up requirements.
10. By switching to Text and Web customers are agreeing to replace their current inclusive monthly allowance with Text and Web inclusive monthly allowance. Any unused allowances will be lost and will not rollover to your new tariff. Customers can only have one tariff's inclusive monthly allowance active at any time.
11. O2 reserves the right to remove, vary or amend any element of the Text and Web terms. If we amend any of these to your disadvantage we will notify you. Notice will be provided by text message. Changes will be effective immediately upon our having notified you.
12. Talkalot 08 terms and conditions also apply from 18th Feb 2008.
13. Unlimited allowances are subject to an excessive usage policy.

Blackberry Text and Web

1. Available to Pay & Go customers.
2. Blackberry Text and Web gives you either:
 1. 500 inclusive UK texts and 500MB Web plus blackberry services provided you have topped-up between £15 and £29 in the previous month; or
 2. Unlimited inclusive UK texts and 500MB Web plus blackberry services provided you have topped-up £30 or more in the previous month.
3. Inclusive texts on Blackberry Text and Web can be used for texts made in the UK to 07 numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the five major operators O2, Orange, T-Mobile, Vodafone and 3, and providers such as Virgin Mobile, Tesco Mobile and BT Fusion), all provided that O2 may exclude from your inclusive allowance texts made to any number ranges which O2 reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share. Inclusive texts can not be used for texts made in the UK to:
 1. non-geographic numbers (starting 08, 05) which are charged separately; or
 2. non-standard or "special" 07 numbers (all those 07 numbers that are not specifically included in your inclusive texts, including 07 numbers allocated to network operators in Jersey, Guernsey and the Isle of Man).

4. The inclusive Web allowance can be used in the UK
5. All usage must be for your private, personal and non-commercial purposes.
You may not use your SIM Card:
 1. in, or connected to, any other device including modems;
 2. to allow the continuous streaming of any audio / video content, enable Voice over Internet (Voip), P2P or file sharing; or in such a way that adversely impacts the service to other O2 customers.
6. You must have a GPRS handset and your SIM must be GPRS enabled in order to use the Web allowance.
7. If you have a Bolt On which includes a web or text allowance, your Blackberry Text and Web allowance will be used first followed by your Bolt On allowance.
8. Eligible customers may change tariffs every 30 days. Existing customers may switch to Blackberry Text and Web. If you are currently on the Original or Talkalot tariffs will be moved to our new Talkalot rates if they opt in to Blackberry Text and Web. You will not be able to switch back to Original or Talkalot if you do this.
9. To switch to Blackberry Text and Web, send a free text message from your O2 phone with the keyword "FREE BB" to 21300. You will receive a text message within 24 hours to confirm that your current inclusive monthly allowance will be replaced with Blackberry Text and Web. Text back "FREEBB OFF" if you want to STOP this tariff switch, otherwise your request will be processed within 48 hours.
10. Customers successfully transferring to Blackberry Text and Web from another monthly inclusive allowance will not be activated until their next anniversary date, providing they have met the minimum top-up requirements.
11. By switching to Blackberry Text and Web customers are agreeing to replace their current inclusive monthly allowance with Blackberry Text and Web inclusive monthly allowance. Any unused allowances will be lost and will not rollover to your new tariff. Customers can only have one tariff's inclusive monthly allowance active at any time.
12. O2 reserves the right to remove, vary or amend any element of the Blackberry Text and Web terms. If we amend any of these to your disadvantage we will notify you. Notice will be provided by text message. Changes will be effective immediately upon our having notified you.
13. Talkalot 08 terms and conditions also apply from 18th Feb 2008.
14. Unlimited allowances are subject to an excessive usage policy

Favourite Place

1. Available to O2 Pay & Go customers.
2. Eligible customers may change tariffs every 30 days. Existing customers may switch to Favourite Place but please note customers who are currently on the Online Original or Talkalot tariffs will be moved to our new Talkalot rates if they opt in to Favourite Place. You will not be able to switch back to Original or Talkalot if you do this.
3. To activate or switch to Favourite Place, send a text message with your nominated postcode to 22204 free. E.g. SL14DX. You will receive a text message within 48 hours to confirm that your registration has been accepted and that Favourite Place is now active.
4. Your confirmation text will include reference to your "anniversary date". Your anniversary date is the date each month by which you must have topped up with at least £10 in order to receive your next monthly Favourite Place call allowance. If you do not top-up by this minimum amount you will not receive your Favourite Place allowance until you next top up. This then resets your anniversary date. You will receive a text confirmation.
5. Favourite Place is an O2 Pay & Go tariff. By opting in to Favourite Place you are requesting that you wish to replace any free allowance you currently receive on your existing tariff. Favourite place gives you one of the following options depending on your top up:
 1. 500 minutes of free calls to any O2 mobile or UK standard landline from your registered UK postcode each month provided you have topped up £10 in the last 30 days; or
 2. 1000 minutes of free calls to any O2 mobile or UK standard landline from your registered UK postcode each month provided you have topped up at least £15 in the last 30 days; or
 3. Unlimited free minutes to any O2 mobile or UK standard landline from your registered UK postcode each month provided you have topped up at least £30 in the last 30 days subject to excessive use policy see clause 7 below
6. If you are an existing customer on Favourite Place and you only receive 500 minutes for topping up £30 you will need to opt in to get unlimited Favourite Place (subject to excessive usage policy) To opt in send a text message with your nominated postcode to 22204 free and we will opt you in e.g SL14DX. Please note you will also be moved to the new Talkalot rates as part of this request. It could take up to 48 hours to process your request.
7. Excessive Usage policy: O2's Pay & Go Favourite Place unlimited calls must be used for private, personal and non-commercial purposes only. You may not use your SIM Card:
 1. in, or connected to, any other device; or
 2. in a way that adversely impacts the service to other O2 customers.

O2 may monitor your usage and request you to moderate if, acting reasonably, we determine it to constitute abuse of this policy. If O2 reasonably suspects you are not acting in accordance with this policy O2 reserves the right to impose further charges, transfer you to a tariff which does not include unlimited minutes or disconnect your account at any time, having attempted to contact you first.

8. You can cancel your request to change tariffs within 48 hours of opting in to

Favourite Place by texting "NO PLACE" to 22204, at no charge. If you opted in byweb or through 2425 IVR, you will not be able to cancel your request, but you can opt into another tariff and be transferred on your next anniversary date providing you meet the minimum top-up requirements.

9. The standard call charges for Favourite Place are based on the new O2 Talkalot rates. If you are opting-in from Pay & Go Original or Pay & Go Talkalot you are agreeing to the new Talkalot call charges. Full tariff details can be viewed at o2.co.uk/mobilestariffs.
10. When you have used all your monthly Favourite Place allowance you will receive a text message to notify you that your free allowance has run out and you are now being charged for all calls.
11. Excluded calls are video calls, calls starting 05, 08, 07744 or 07755, calls to Voicemail 901, calls made from the UK to abroad, calls to premium rate numbers and mobile internet calls.
12. If you have a Bolt On package including an allowance of minutes each month, your Favourite Place allowance will be used first for eligible calls, followed by your Bolt On allowance.
13. Any unused Favourite Place call allowance will not roll over from one month to the next. You will receive a reminder 48 hours before your anniversary date to notify you if you need to top-up.
14. To register for Favourite Place you must register an eligible UK postcode. You can only register one Favourite Place postcode at any one time. If we do not recognise the postcode we will text you asking you to re-enter it.
15. You can change your postcode every 30 days by simply texting the word **CHANGEPLACE** *[insert new postcode]* to 22204.
16. All calls originating from within your registered UK postcode will be preceded with a free call announcement confirming this.
17. Favourite Place is subject to network coverage. Service is not fault free and may be impaired by geographic, atmospheric or other conditions or circumstances beyond our control.
18. Any calls made in excess of your allowance or outside your registered UK postcode coverage will be charged at the new Talkalot rate.
19. Postcode areas are approximate. We cannot guarantee coverage in all postcode areas and coverage may be restricted in certain areas. Coverage may not be available for new postcodes.
20. The Favourite Place tariff is not compatible with the 1471 Call Return service. If you are within your registered postcode area and dial 3 to return a 1471 number, this is excluded from your Favourite Place allowance.
21. The Favourite Place tariff is not compatible with the Voicemail 901 Call Return service. If you are within your registered postcode area and dial 5 to return a Voicemail 901 number, this is excluded from your Favourite Place allowance.
22. If you have an O2 Home Bolt On in conjunction with the Favourite Place tariff, the nominated Home postcode will be changed when you nominate your Favourite Place postcode and vice versa as you can only have one nominated postcode active at any time.

O2 Unlimited Terms and Conditions

1. Available to O2 Pay & Go customers.
2. O2 Unlimited gives you either: Unlimited O2 to O2 Text allowance each month provided you have topped-up between £10 and £14 in the previous month OR; Unlimited O2 to O2 Text allowance and Unlimited O2 to O2 call allowance each month provided you have topped-up over £15 in the previous month. The allowance is for use in the UK only and excludes picture messages, which will be charged at the New Pay & Go Talkalot rates.
3. Excessive Use policy applies: O2 Unlimited provides unlimited texts or unlimited texts and calls (subject to top up requirements) to be used from your mobile phone for private, personal, non-commercial, purposes. You may not use your SIMCard - in, or connected to, any other device; or in a way that adversely impacts the service to other O2 customers. If for any reason O2 reasonably suspects that you are not acting in accordance with this policy, O2 reserves the right to impose further charges, or transfer you to a tariff which does not include unlimited texts or calls, or disconnect your account.
4. If you have a Bolt On which includes a text allowance, your O2 Unlimited free allowance will be used first followed by your Bolt On allowance.
5. Existing customers may switch to the O2 Unlimited free monthly allowance. Please note customers who are currently on the Online Original or Online Talkalot tariffs will be moved to the new O2 Unlimited new Talkalot rates if they opt in to O2 Unlimited free allowance. Customers will not be able to switch back to Online Original or Online Talkalot if they do this. To switch to O2 Unlimited, send a free text message with the keyword "LINK" to 21300. You will receive a text message within 24 hours to confirm that your current free monthly allowance will be replaced with O2 Unlimited. Text back "STOP LINK" if you want to STOP this tariff switch, otherwise your request will be processed within 48 hours.
6. Customers successfully transferring to O2 Unlimited from another Online monthly free allowance will not be activated until their next anniversary date, providing they have met the minimum top-up requirements.
7. By switching to O2 Unlimited customers are agreeing to replace their current free Online monthly allowance with O2 Unlimited free monthly allowance. Customers can only have one free monthly allowance active at any time.
8. O2 reserves the right to remove, vary or amend any element of the O2 Unlimited terms. If we amend any of these to your disadvantage we will notify you. Notice will be provided by text message. Changes will be effective immediately upon our having notified you.

Your Country

1. Available to O2 Pay & Go customers.
2. Eligible customers may change tariffs every 30 days. Existing customers may switch to Your Country but please note customers who are currently on the

Original or Talkalot tariffs will be moved to our new Talkalot rates if they opt in to Your Country. You will not be able to switch back to Original or Talkalot if you do this.

3. Your Country tariff enables you to make voice calls to International mobiles and landlines outside the UK, excluding a small number of countries. Your Country gives you either:
 1. 50 Minutes free to call any standard International landline or International mobile to any included country each month provided you have topped up £10 in the last 30 days; OR
 2. 100 Minutes free to call any standard International landline or International mobile any included country each month provided you have topped up at least £15 in the last 30 days; OR
 3. 200 Minutes free to call any standard International landline or International mobile any included country each month provided you have topped up at least £30 in the last 30 days.
4. Included countries are all countries apart from those which are specifically listed on the Your Country section of o2.co.uk or at the end of these terms as excluded.
5. For existing O2 customers you will need to activate the Your Country tariff, do this send a text message with the keyword "Your Country" to 21300. You will receive a text message within 48 hours to confirm that your registration has been accepted and that Your Country tariff is now active. Your Country will be automatically active on all Your Country SIM Cards.
6. Your confirmation text will include reference to your "anniversary date". Your anniversary date is the date each month by which you must have topped up with at least £10 in order to receive your next monthly Your Country free call allowance.
7. By opting into Your Country you are requesting that you wish to replace any free allowance you currently receive on your existing tariff with free International minutes from Your Country tariff.
8. Eligible customers may change tariffs to or from Your Country every 30 days.
9. The standard UK call charges for Your Country tariff are based on the new O2 Talkalot rates. If you are opting-in from Pay & Go Original or Pay & Go Talkalot you are agreeing to the new Talkalot call charges. tariff details can be viewed at o2.co.uk/mobilestariffs
10. If you are on Your Country and are not receiving the new Talkalot rates then simply send a text message with keyword YOUR COUNTRY to 21300 to opt in. This could take up to 48 hours to process.
11. Once your free Your Country international minutes have been used in the month, all calls from the UK to another country and all calls to excluded countries will be charged at the International Caller Bolt On rates (visit www.o2.co.uk for details).
12. If you are opting in from another free allowance tariff from O2, you will receive notification that your current free allowance will be replaced by the Your Country free allowance as from your next anniversary date. You will have 48 hours upon receiving this text to opt out of the tariff transfer by sending a text message with the keywords "NO COUNTRY" to 21300.
13. Once you are on Your Country, you will receive a pre-call whisper every time you make a free of charge call, as well as the first time you make a call after your free allowance is finished. You will also receive text notification to tell you your free allowance has finished.
14. Calls made to International mobile numbers will be decremented from the free tariff bundle, even if the mobile being called is in the UK.
15. Calls made to UK mobile numbers, when they aren't in the UK, will be charged at the normal UK rates as per the new Talkalot call plan (see www.o2.co.uk for details).
16. When topping up in a single transaction for the first time when activating or transferring to the Your Country tariff, 50 free minutes will be added to your account. It may then take up to 24 hours for the full free allowance to be added to your account, depending on total amount topped up. (For example, if you top up £20 when first activating a Your Country SIM Card, you are eligible to receive 100 free International minutes. 50 free minutes will be added to your account directly, and the follow up 50 minutes will be added within 24 hours, we will notify you via text message when the full free allowance has been added).
17. On your first ever top-up when activating or transferring to the Your Country tariff the free minutes allowance will only apply to the first single transaction, any top-ups done in subsequent transactions will be rolled over and added to your next month's allowance. (E.g. top up £30 in a single transaction and you will receive 50 mins immediately then the remaining 150 mins within 24 hours. Top up £10 + £20 in two separate transactions, only the £10 top-up will count towards your first month's free allowance, the £20 top-up allowance will be added to the following month's free allowance).
18. Calls excluded from the Your Country free allowance are all calls to UK mobiles, UK landlines, calls to Voicemail 901; and the following, even when made to a non-UK number: video calls, calls made whilst abroad, calls to premium rate numbers, calls to Inmarsat, calls using or to satellite phones (i.e. Thuraya), mobile internet calls, and calls to excluded countries as stated on the Your Country section of o2.co.uk, or at the end of these terms. These calls are charged at Talkalot tariff rates, or International caller Bolt On rates when calling Countries excluded from the tariff.
19. The Your Country free call allowance will be replenished every month on your anniversary date provided you have topped-up by at least £10 by this date each month. If you do not top-up by this minimum amount you will not receive Your Country free allowance until you next top up. This then resets your anniversary date. You will receive a text confirmation. The allowance will be added to you account in accordance with points 14 and 15.
20. Any unused Your Country free call allowance will not roll over from one month to the next. You will receive a reminder 48 hours before your anniversary date to notify you if you need to top-up.

21. O2 reserves the right to remove, vary or amend any element of this offer. If we amend Your Country tariff to your disadvantage we will notify you. Notice will be provided by text message. Changes will be effective immediately upon our having notified you.
22. Excluded countries: Cuba, East Timor, Norfolk Island, Papua New Guinea, Sao Tome and Principe, Solomon Islands, Somalia, Sudan, Syria and Vanuatu.

Consumer Pay Monthly Tariff Terms

General

1. Save for certain SIM Only tariffs, O2 Pay Monthly is subject to status, credit-check, payment by direct debit and the terms of an 18 or 24 month minimum term O2 contract. After connecting or upgrading to a minimum term contract, you're unable to move to a lower priced Pay Monthly tariff for 9 months unless otherwise stated. After 9 months you can change tariff a maximum of once per month, provided that if moving down a tariff you may only move to the next lowest priced tariff with the same minimum term. If you move from a tariff which is not currently available you will not be able to change back to your previous tariff. (this may differ for iPhone customers depending on when you connected, please check the terms stated in your iPhone contract)
2. SIM Only tariffs are subject to status, credit-check, and payment by direct debit. Save for when expressly stated otherwise (for certain SIM only offers with alternative minimum terms, for example the SIM Only offer with a 12 month minimum term), you may give us written notice that you wish to end your SIM only contract or change tariff at any time, and this will be effective 30 days after we receive your notice. In the event that you are on a SIM Only tariff that allows you to end your contract on 30 days notice, you will be required to pay the applicable monthly charge for your SIM Only tariff until the end of this 30 day notice period.
3. If applicable, Pay Monthly handset upgrades are not available until the end of any existing minimum term contract and are subject to signing a new minimum term contract. A handset is not provided when you select a SIM Only tariff.
4. If you take a SIM Only tariff, your current mobile phone may be latched/locked to another network and you may need to obtain an unlatching/unlocking code from your current network operator and service provider. This code is not the same as your PIN code. Failure to enter the correct unlatching code may result in your mobile phone becoming permanently blocked. We accept no responsibility for mobile phones blocked in this way or for any costs incurred in the provision of this code.
5. Unused inclusive minutes, data and messages cannot be carried forward one month to the next on any tariffs. Existing customers transferring tariffs will lose any accrued rollover allowance.
6. Unless otherwise stated, call prices include VAT, are quoted by the minute, and are charged in one second increments. Each call is charged excluding VAT and then rounded-up to the nearest penny. VAT is then added to the total of all charges on your bill.
7. To access O2's data services your mobile device must be data compatible and enabled. Access to data services is subject to network coverage.
8. Prices are correct at time of going to print but are subject to change.
9. Prices shown are for payment by Direct Debit only; different payment methods, if permitted, may incur additional charges.
10. Itemised billing shall only be available online at no additional charge. Paper bills may be available in limited circumstances to certain customers (save for iPhone customers) upon request at a charge, and the customer shall be advised of such charge accordingly by O2.
11. Other promotional SIM Only offers: minimum terms may vary as expressly specified by O2 from time to time on certain promotional SIM Only offers and certain offers may be subject to credit checks

Inclusive Minutes and Call Charges

1. Inclusive minutes on O2 Pay Monthly tariffs can be used for calls made in the UK from an O2 mobile to:
 - UK landlines (starting 01, 02 or 03); and
 - numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the five major operators O2, Orange, T-Mobile, Vodafone and 3, and providers such as Virgin Mobile, Tesco Mobile and BT Fusion),
 all provided that O2 may exclude from your inclusive minutes allowance calls made to any number ranges which O2 reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share.
 Calls to selected telephone helplines are also free of charge and not decremented from your inclusive allowance. A full list can be viewed at: <http://www.o2.co.uk/mobilestariffs/tariffs/freenumbers>
2. Inclusive minutes can not be used for calls made in the UK to:
 - non-geographic numbers (starting 08, 05) which are charged at 20p per minute, except calls to 0871 numbers which are charged at 35p per minute;
 - non-standard or "special" 07 numbers (all those 07 numbers that are not specifically included in your inclusive minutes, including 07 numbers allocated to network operators in Jersey, Guernsey and the Isle of Man), which are charged at 25p per minute, except Jersey, Guernsey and Isle of Man numbers which are charged at 20p per minute, 076 numbers which are charged at 35p per minute and 070 numbers which are charged at 50p per minute. A list of the 07 numbers which are not included in your inclusive minutes and their charges can be viewed at

<http://www.o2.co.uk/mobilestariffs/tariffs/specialnumbers>. Please note that it is updated regularly as new number ranges are allocated or we become aware that the use of existing ranges has changed; or

- premium rate and directory enquiries numbers where special charges apply.
3. Once you have used all your inclusive allowances, any calls made in the UK to numbers which would previously have been included will be charged at 20p per minute.
 4. Any calls made from abroad (including Jersey, Guernsey and the Isle of Mann) or to an international destination from within the UK will be charged at standard roaming or international call rates (unless International Traveller Service (ITS) / Discount Country is taken in which case a discounted rates will apply) which can be viewed at: <http://www.o2international.co.uk>.
 5. For customers connecting as of 26 February 2010, the minimum call charge is 10p for calls not forming part of your inclusive allowance.
 6. Calls to voicemail (including access to voicemail menus and voicemail retrieval) are decremented from your inclusive allowance. Once you have used all your inclusive allowances, calls to voicemail shall be charged at 10p per minute.
 7. The 'Unlimited Minutes' tariff allows you to make unlimited calls on your mobile phone for private, personal and non-commercial purposes. You may not use your SIM Card:
 - in, or connected to, any other device; or
 - in a way that adversely impacts the service to other O2 customers.If O2 reasonably suspect you are not acting in accordance with this policy O2 reserves the right to impose further charges or disconnect your SIM or your tariff at any time, having attempted to contact you first.
 8. ITS shall be inclusive at no extra cost on 600 anytime minutes or above tariffs.

Inclusive Messages and Message Charges

1. Inclusive messages on O2 Pay Monthly tariffs (including iPhone tariffs) can be used for unlimited:
 - texts sent in the UK to UK mobiles,
 - (for 2009 Pay Monthly tariffs only and not 2010 tariffs), texts sent from abroad (including Jersey, Guernsey and the Isle of Mann),from your mobile phone for private, personal and non-commercial purposes. This excludes international texts. You may not use your SIM Card:
 - in, or connected to, any other device; or
 - in a way that adversely impacts the service to other O2 customers.If O2 reasonably suspect you are not acting in accordance with this policy O2 reserves the right to impose further charges or disconnect your SIM or tariff at any time, having attempted to contact you first.
2. Inclusive messages on O2 Pay Monthly tariffs can not be used for:
 - premium rate messages where special charges apply,
 - sending messages from the UK to international numbers, these are charged at 16p, except for customers subscribed to Discount Country or ITS who will be charged at 12p; or
 - any chargeable messages you receive.
3. Picture messages or video messages sent to UK mobiles will be charged at 20p per message.

Data Charges

1. For applicable tariffs with data capability: Unless a data or BlackBerry Bolt On is taken or included, your tariff will include O2 Web Daily under which data (for UK only use) will be charged at up to a maximum of £1 per day (00:00am to 23:59pm). Once you have reached your maximum daily charge of £1, O2 Web Daily allows you up to 100MB use of our data network via your mobile phone (internet capable phones only) for the rest of that calendar day. If you exceed the daily allowance or breach these terms, we reserve the right to:
 - impose network protection controls which may reduce your speed;
 - remove the data access from your account;
 - impose further charges; and/or
 - disconnect your sim card at any time, having attempted to contact you first.

All data usage must be for your private, personal and non-commercial purposes. Regardless of the amount of data you use, you must not use your sim:

- in, or connected to, any device other than the one which it was supplied with or intended by us for use with (for example a mobile phone sim only tariff sim is intended for use in a mobile phone not a modem. This includes putting your sim into a modem, modem usage or internet tethering on your device unless stated); or
- in such a way that we reasonably believe adversely impacts the service to other O2 customers.

We reserve the right to use appropriate traffic shaping or throttling measures to protect our network from types of data usage which we think might impact on levels of service for customers at specific times of day and/or in specific locations.

2. Data usage is measured in kilobytes (KB). 1MB = 1024 Kilobytes (KB), 1024 MB = 1 Gigabyte (GB). If Data usage is less than £1 it will be rounded to the nearest kilobyte on a daily basis, and charges are rounded up to the nearest 1p. You are billed for the amount of data that travels over the data network. Please note that your bill may include charges for re-sent data packets and packets added to control the flow of data over the network.

3. The prices shown do not incorporate data roaming rates.
These terms apply in addition to your airtime agreement which is available at <http://www.o2.co.uk/terms>

Consumer Pay Monthly Bolt Ons Terms

Bolt On Availability: note: Call and Text Bolt Ons cannot be added to any promotional tariff unless otherwise stated. The following Bolt Ons are only available for purchase on 2009 Pay Monthly tariffs. For clarity, they are not available on 2010 tariffs.

Bolt On	Choice of one included at no charge with 18 & 24 month 600 min+ tariffs through O2 Retail and O2 Online only (Promotional Bolt On)	Available for purchase on 2009 tariffs at £7.50/month through O2 Retail and O2 Online (Paid for Bolt On)	Available for purchase on 2009 tariffs at £7.50/month through indirect stores (Paid for Bolt On)
Unlimited O2 to O2 Calls	Yes	No	No
Unlimited Weekend Calls	Yes	No	No
Unlimited Landline Calls	Yes	No	No
200 extra anytime minutes	Yes	No	No
Unlimited Texts	Yes	No	No
500MB Web Bolt On	Yes	Yes	Yes
Unlimited Wi-Fi Bolt On	No	Yes	Yes

Other Products	Choice of one included at no charge with 600 min+ tariffs through O2 Retail and O2 Online only (Promotional Bolt On)	Available for purchase through O2 Retail and O2 Online (prices highlighted are per month)	Available for purchase through indirect stores (prices stated are per month)
O2 Web Max	No	Yes (£30)	Yes (£30)
BlackBerry Unlimited	No	Yes (£10 with voice tariff/£15 as stand alone tariff, not available from O2 online)	Yes (£10 with voice tariff/£15 as stand alone tariff)
BlackBerry Pay as You Use	No	Yes - £3 per MB	Yes - £3 per MB

Promotional Bolt Ons Terms - O2 Retail and O2 Online only (excludes iPhone customers)

- Promotional Bolt Ons are subject to availability and may be offered to customers connecting or upgrading to an eligible Pay Monthly tariff in O2 Retail, O2 Online, O2 Customer Services and O2 Telesales only on or before 25th February 2009. O2 reserves the right to withdraw or amend these offers at any time on reasonable notice. Participating customers will receive 30 days notice via text message if changes are made to their disadvantage. For the purpose of clarification, promotional Bolt Ons shall not be available to on all SIM only tariffs.
- "Pay Up Front" and "Pay Up Front for Life" customers must transfer to an eligible tariff to take up the offer. Please note, on transfer, any outstanding pre-paid line rental will be lost, and customers will be unable to return to a Pay Up Front offer.
- Eligible O2 Retail and O2 Online tariffs are 600 anytime minute and above tariffs on SIM only, 18 and 24 month minimum term contracts unless stated otherwise. Promotional Bolt Ons are not available on any 12 month contracts. O2 Online customers on 18 or 24 month 200 and 400 minute tariffs may have unlimited O2 to O2 mobile calls but no other choice of Promotional Bolt Ons.
- Customers moving to an ineligible tariff will lose their Promotional Bolt On. Existing customers not on a "for life" promotion are ineligible to select a Promotional Bolt On unless they sign a new minimum term contract on an eligible tariff, but should note that this may require payment of the monthly subscriptions for any remaining minimum term of their existing contract.
- Customers who have an existing "for life" promotion can change to a Promotional Bolt On and all customers with a Promotional Bolt On may change their choice every 90 days. Customers changing from a "for life" promotion offered before 1st February 2009 to a Promotional Bolt On cannot return to the old promotion.
- Except O2 Online customers on 200 and 400 minute tariffs, customers on eligible tariffs can choose any one Promotional Bolt On from the table above at no additional charge.
- Promotional Bolt On allowances will be decremented before standard Pay Monthly tariff inclusive minutes and messages.
- Customers who disconnect and reconnect (for whatever reason) are not

- eligible for Promotional Bolt Ons.
- 9. No cash alternatives are available for any Promotional Bolt On.
- 10. Customers connecting to the £15 promotional pay monthly tariff (18 months min term) can add either the Unlimited O2 to O2 mobile calls Promotional Bolt On to their tariff. No other Promotional Bolt Ons can be added at any time.
- 11. Customers who buy a Pay Monthly contract online at o2.co.uk may choose one of the following inclusive Promotional Bolt Ons:
 - o Unlimited O2 to O2 mobile calls; or
 - o 500MB Data (available for 18 or 24 month contracts only. Not available to simplicity customers); or
 - o Unlimited UK standard fixed line calls.

Included Wi-Fi and Web Bolt Ons for iPhone Customers only

The Wi-Fi and Web Bolt On is included at no extra cost for customers connecting or upgrading to any iPhone tariff until further notice. O2 reserves the right to withdraw or amend this offer at any time on reasonable notice. Participating customers will receive 30 days notice via text message if changes are made to their disadvantage. Excessive usage policy applies see Data Bolt Ons terms below.

Selected devices may be available from O2 with an inclusive Data and Wi-Fi Bolt On. Please note that not all devices can facilitate use by you of the Wi-Fi element of this Bolt On (for reasons including device incompatibility or restrictions upon O2), which may prevent the Wi-Fi service from being available to you.

Paid for Bolt Ons Terms - (includes iPhone customers)

1. Unless stated otherwise, Paid for Bolt Ons can only be taken with post 1st February 2009 tariffs and O2s Pay Monthly tariffs for iPhone. O2 reserves the right to withdraw or amend these offers at any time on reasonable notice. Participating customers will receive 30 days notice via text message if changes are made to their disadvantage.
2. You must provide one month's notice to O2 if you wish to cancel your Paid for Bolt On by calling the customer care number on your monthly bill.
3. Paid for Bolt Ons are available through O2 Retail, O2 Online and indirect channels as set out in the table above.
4. Customers on eligible tariffs can choose as many Paid for Bolt Ons as they wish from the available selection.
5. Paid for Bolt On allowances will be decremented before standard Pay Monthly tariff inclusive minutes and messages.
6. Paid for Bolt Ons can be added to tariffs which include a Promotional Bolt On and it is the customer's responsibility to ensure that they do not select the same Paid for Bolt On as Promotional Bolt On.
7. If the Distance Selling Regulations apply, once your Bolt On is activated you will not be able to cancel under the Regulations. Your statutory rights are unaffected.

Call (minute) Bolt On Terms

1. Call (minute) Bolt Ons include:
 - o Unlimited O2 to O2 mobile calls,
 - o Unlimited Weekend Calls,
 - o Unlimited Landline Calls (which, for clarity, are calls made from an O2 mobile); and
 - o 200 Extra Anytime Minutes.
2. Call (minute) Bolt Ons include calls to numbers forming part of your tariff's inclusive minutes allowance except as follows:
 - o Calls forming part of the Unlimited O2 to O2 mobile calls Bolt On include calls to other O2 mobiles only;
 - o Calls forming part of the Unlimited Weekend Bolt On include calls between 00:00 am Saturday and 23:59 Sunday only; and
 - o Calls forming part of the Unlimited Landline Calls Bolt On include calls to standard UK landlines only (starting 01, 02 or 03).
3. All unlimited call (minute) Bolt Ons allow you to make unlimited calls on your mobile phone for private, personal and non-commercial purposes. You may not use your SIM Card:
 - o in, or connected to, any other device; or
 - o in a way that adversely impacts the service to other O2 customers.

If O2 reasonably suspect you are not acting in accordance with this policy O2 reserves the right to impose further charges or disconnect your Bolt On or tariff at any time, having attempted to contact you first.

500 Messages Bolt On Terms

Bolt On messages can be used for:

- texts sent in the UK to UK mobiles,
- texts sent from abroad (including Jersey, Guernsey and the Isle of Mann),
- picture or video messages sent from the UK and abroad (subject to having a compatible handset).

Sending one UK text uses one message. Sending one text message from abroad uses four messages. Sending one picture or video message from the UK or abroad uses four messages.

Data Bolt On, Smartphone Bolt On and Blackberry Bolt On Terms for mobile web usage

1. The Data Bolt On, Smartphone Bolt On and BlackBerry Bolt On will allow you use of our data network via your mobile phone (internet capable phones only). The relevant Bolt On includes a specified monthly data allowance. If you exceed the Bolt On's monthly allowance or breach these terms, we reserve

the right to:

- impose network protection controls which may reduce your speed;
- remove the Bolt On from your account;
- impose further charges; and/or
- disconnect your sim card at any time, having attempted to contact you first.

All data usage must be for your private, personal and non-commercial purposes. Regardless of the amount of data you use, you must not use your sim:

- in, or connected to, any device other than the one which it was supplied with or intended by us for use with (for example a mobile phone sim only tariff sim is intended for use in a mobile phone not a modem. This includes putting your sim into a modem, modem usage or internet tethering on your device unless stated); or
- in such a way that we reasonably believe adversely impacts the service to other O2 customers.

We reserve the right to use appropriate traffic shaping or throttling measures to protect our network from types of data usage which we think might impact on levels of service for customers at specific times of day and/or in specific locations.

2. The BlackBerry Bolt On is available to BlackBerry customers only, and also allows you use of unlimited push email in the UK. Such use is subject to O2's fair usage policy and mobile web usage terms above. BlackBerry® from O2 Terms.
3. The BlackBerry Internet Solution from O2 Unlimited tariff is available both with eligible post Jan 18 2008 voice tariffs (for £10 additional per month to your voice tariff) and as a stand alone tariff (for £15 per month, not available via O2 Online). Modem usage is permitted but is charged at an additional £1/MB.
4. BlackBerry Internet Solution from O2 Unlimited allows you to send and receive as many emails as you like, surf the web using the BlackBerry browser and via O2 Active WAP browsing, get unlimited use of Yahoo!® Messenger instant messaging and download satellite navigation services in the UK only. On non RIM manufactured devices (BlackBerry Connect devices) web browsing depends on the browser you use. Some devices use O2 Mobile Web which is charged at an additional £1 per MB. All data usage must be for your private, personal and non-commercial purposes. Regardless of the amount of data you use, you must not use your sim:
 - in, or connected to, any device other than the one which it was supplied with or intended by us for use with (for example a mobile phone sim only tariff sim is intended for use in a mobile phone not a modem. This includes putting your sim into a modem, modem usage or internet tethering on your device unless stated); or
 - in such a way that we reasonably believe adversely impacts the service to other O2 customers.

We reserve the right to use appropriate traffic shaping or throttling measures to protect our network from types of data usage which we think might impact on levels of service for customers at specific times of day and/or in specific locations.

5. For new and upgrading customers the Minimum Period with a new Pay Monthly voice contract is 6 months. The Minimum Period for a stand alone tariff is 12 months. During the Minimum Period it is not possible to transfer from BlackBerry Internet Solution from O2 Unlimited to BlackBerry Internet Solution from O2 Pay As You Use.
6. BlackBerry from O2 Pay As You Use is available with voice tariffs only at £2.70 per MB for all BlackBerry data including email and surfing the web using the BlackBerry browser Yahoo!® Messenger instant messaging and downloading UK satellite navigation services. Different charges apply for other data usage, see the BlackBerry Price List which can be viewed at http://www.my-blackberryfromo2.com/tariffs_consumers.asp. Charges apply to all data sent and received. You will be billed for the amount of data that travels over the data network. To ensure you are always in receipt of your most recent emails, when your BlackBerry device is switched on and enabled, it is always in regular contact with the data network and this uses about 10KB a day which is chargeable. The Minimum Period is 1 month.
7. Integration of email accounts with the BlackBerry Internet Solution from O2 is subject to your email service provider and/or company IT infrastructure and policy.
8. O2 reserves the right to upgrade and change the specification of the BlackBerry Internet Solution from O2 at any time. This may entail, but is not limited to, changes to the web interface, rules around the maximum number of days that data will be retained and mailbox capacity.
9. To access the BlackBerry Internet Solution from O2, you must have an enabled and compatible device.
10. Yahoo!® Messenger is currently free to download and charges for usage are included within your monthly tariff until further notice. O2 reserves the right to introduce charges for Yahoo!® Messenger and/or withdraw the use of Yahoo!® Messenger with 30 days notice. If you do not wish to pay for Yahoo!® Messenger, you may terminate your use of Yahoo!® Messenger but you will not be entitled to terminate your BlackBerry Internet Solution from O2 contract.
11. BlackBerry tariffs are not compatible with any other O2 data products.
12. The prices shown do not incorporate BlackBerry roaming rates.
13. The RIM and BlackBerry families of related marks, images and symbols are the exclusive properties and trademarks of Research In Motion Limited™ used by permission. BlackBerry and 'Always on, Always Connected' are registered with the U.S. Patent and Trademark Office and may be pending or registered in other countries.

1. The O2 Tech Support Bolt On (the "Bolt On") is available only to O2 Mobile Broadband and O2 Home Broadband (including existing O2 Business Broadband) customers and is in addition to the O2 Tech Support Terms.
2. Connection to the Bolt On is subject to status, credit-check and agreeing to the terms of a minimum term for the Bolt On.
3. Payment for the Bolt On will be through your normal billing method for your O2 Home or Mobile Broadband Pay Monthly account or for mobile broadband customers only, via credit card. Please see the Terms for details relating to late or non payments.
4. The Bolt On includes Band A Support Services at no additional cost and an agreed published discount on all other Bands of Support Services for a recurring monthly fee.
5. Customers taking the Bolt On must subscribe for a minimum term period. The minimum term period for customers taking the Bolt On will be 3 months. If you cancel your subscription to the Bolt On or your O2 Mobile Broadband and O2 Home Broadband (including existing O2 Business Broadband) contract during the minimum term of the Bolt On you will be required to pay the outstanding monthly charges for the remainder of your Bolt On minimum term.
6. If you provide notice that you wish to end the Bolt On this will be effective 30 days after we receive your notice. You will be required to pay the applicable monthly charge for the Bolt On until the end of this 30 day notice period together with any charges applicable under these terms.
7. The Bolt On is available to cover one customer and computer only. In order to subscribe to the Bolt On you will be asked to provide details of the computer which you would like to cover including its make, model number, operating system and serial number.
8. In respect of Support Services which are included when you take the Bolt On, a total number of 4 unique issues (as reasonably decided by us) may be raised in any calendar month. We may cease or suspend the inclusive use of those Support Services if, in our reasonable belief, you are using those Support Services above levels at which would be considered reasonable for such services, you raise more than 4 unique issues in any calendar month or if you are no longer maintaining your Laptop in accordance with the Minimum Requirements set out in these terms.
9. If you subscribe to the Bolt On, in addition to the minimum requirements in the O2 Tech Support Terms, you must maintain the following software on the Laptop:
 1. O2 Assistant software or other software specified by O2 to allow remote access to your Laptop by an O2 Advisor for the purposes of delivering a number of the Support Services. This software is pre-installed in O2 Laptops and will be made available to you if you own a Non-O2 Laptop; and
 2. an active and up-to-date version of McAfee Internet Security or other virus protection specified or reasonably acceptable to O2. McAfee Internet Security may have been supplied with an O2 Home Broadband or O2 Laptop package. A list of acceptable third party virus protection software is available at: o2.co.uk/techsupport

Picture and Video Messaging

1. To send picture and video messages a compatible handset is required.
2. If you acquire a picture messaging handset from a non O2 source you must inform your service provider in order for Picture or Video Messaging to be set up on the O2 network. Picture and Video Messaging will work in foreign networks with which O2 has a GPRS roaming agreement, subject to coverage and applicable roaming charges.

O2 Mobile Broadband Consumer Tariff Terms (without Laptop)

General

1. O2 Mobile Broadband allowance includes:
 - a. Specified amount of data via use of O2 UK's Edge/GPRS/3G/HSPA networks; and
 - b. Specified or unlimited amount of Wi-Fi usage via The Cloud and/or BT Openzone's UK Wireless LAN network, (subject to excessive usage policy) for personal internet use via your modem or data card or the device for which your sim card has been provided to you and is intended to be used in. Applies to use in the UK only. All usage must be for your private, personal and non-commercial purposes.
2. You may not use your sim card:
 - a. in, or connected to, any other device excluding modems/dongles/data cards or the device for which your sim card has been provided to you and is intended to be used in; or
 - b. in such a way that we reasonably deem is adversely impacting on the service to other O2 customers or Cloud/BT Openzone customers.

If O2 reasonably suspects you are not acting in accordance with this policy O2 reserves the right to impose network protection controls which may reduce your speed of transmission, remove O2 Mobile Broadband or Wi-Fi from your account or disconnect your tariff at any time, having attempted to contact you first.
3. Use of O2 Mobile Broadband with a dongle is subject to a compatible laptop or device and the minimum system requirements are Windows 7, Windows XP (Service Pack 1-3 (32 Bit)), Vista (32 Bit) or MAC OS X (10.4.7+). BT Openzone Wi-Fi is not available to customers using Mac laptops with a dongle.

4. Access to O2 Mobile Broadband is subject to network coverage.
5. Connection speeds are subject to various factors including network coverage and signal strength and therefore we cannot guarantee that your connection will reach any specific speeds.
6. All prices shown include VAT. Prices are correct at time of publication but are subject to change.
7. O2 reserves the right to change or vary the O2 Mobile Broadband service from time to time.
8. These terms incorporate the O2 Privacy Policy, a copy of which is available at o2.co.uk.

O2 Mobile Broadband Pay Monthly

1. To order O2 Mobile Broadband Pay Monthly you must be resident in the UK and aged 18 or above.
2. Connection to O2 Mobile Broadband is subject to status, credit-check and agreeing to the terms of either a one month or 18 minimum term O2 Pay Monthly Airtime Contract. If you cancel your agreement during the minimum term you will be required to pay the outstanding monthly charges for the remainder of your minimum term. O2 Mobile Broadband Pay Monthly may not be available for all devices.
3. If you connect to a one month minimum term contract you may provide written notice that you wish to end your O2 Mobile Broadband contract at any time and this will be effective 30 days after we receive your notice. You will be required to pay the applicable monthly charge for your O2 Mobile Broadband tariff until the end of this 30 day notice period.
4. If we increase the monthly price of your O2 Mobile Broadband contract we will provide 30 days advance written notice of the change. In these circumstances if you have an 18 or 24 month minimum term O2 Mobile Broadband contract you may end your O2 Mobile Broadband contract with us provided you give us a minimum of 30 days written notice and provided you notify us within one month of our telling you about the price changes. Any existing O2 Pay Monthly Mobile airtime contract you have with us will not be affected.
5. You may not switch your mobile broadband tariff to another mobile broadband tariff during your minimum term unless we agree otherwise. This clause supersedes any contradictory term in the O2 Pay Monthly airtime agreement. Please contact us via customer services if you wish to discuss changing your mobile broadband tariff.
6. A maximum of 4 O2 Mobile Broadband connections is allowed per person.
7. If applicable, O2 Mobile Broadband upgrades are not available until the end of any existing minimum term contract and are subject to signing a new minimum term contract.
8. You can monitor your data usage through the Connection Manager software. Data usage can be displayed by calendar month that may not match your billing period so it should be used for guidance only.
9. Unused data cannot be carried forward one month to the next on any tariffs. Existing customers transferring tariffs will lose any accrued rollover allowance. Data usage is measured in kilobytes (KB). 1MB = 1024 Kilobytes (KB), 1024 MB = 1 Gigabyte (GB).
10. Any data used above your monthly bundle allowance will be charged at 2.4p per MB. You are liable for all data used in excess of your monthly inclusive allowance if you have a Pay Monthly airtime contract.
11. You must provide a current email address and any other information that we reasonably request from you to maintain your account and you must ensure that this information is valid, up to date and accurate. You must tell us immediately if you become aware of any improper disclosure of your security information or unauthorised use of the O2 Mobile Broadband services through your account.
12. Text Messages sent from the Connection Manager software will be charged at our standard rate for text messages. See <http://www.o2.co.uk/mobilestariffs/tariffs/paymonthly/paymonthlytariffs> for SMS pricing.
13. For customers receiving a paper bill, itemised billing is available at 99p per month. For customers taking an online tariff, itemised billing is available online at no additional charge.
14. The prices shown do not incorporate data roaming rates. Usage whilst roaming will incur additional third party network operator's charges and these charges may be significant.
15. General O2 Mobile Broadband terms apply to O2 Mobile Broadband Pay Monthly.

O2 Mobile Broadband Pay & Go

1. O2 Mobile Broadband Pay & Go access is available to purchase either on a daily, weekly or monthly basis.
2. Connection to O2 Mobile Broadband Pay & Go is subject to status and agreeing to the terms of the Pay & Go O2 Airtime Contract.
3. Daily access provides data plus unlimited Wi-Fi through The Cloud and/or BT Openzone to use within 24 hrs, weekly access (not available for micro-sim tariffs) provides data plus unlimited Wi-Fi through The Cloud and/or BT Openzone to use within 7 days and monthly access provides either data plus unlimited Wi-Fi through The Cloud and/or BT Openzone to use within 30 days.
4. Your O2 Mobile Broadband access will expire:
 - i. in the case of the unlimited Wi-Fi element, when the time period (one day, 7 day or 30 day) expires;
 - and
 - ii. in the case of the network data element, after your data allowance is used up (500MB, 1GB or 3GB) if this is used up before the time period expires or when the time period expires, whichever is sooner.
5. For micro-sim tariffs there is a maximum of 5GB of access allowed on any

one sim card at any time. You will not be able to top up to a value of more than 5GB at any time on these tariffs.

6. Access can only be purchased using your credit/debit card. Payment must be made using Visa, Visa Debit, Visa Electron, Mastercard, Maestro or Solo (although Maestro/Solo payment methods may not be available for micro-sim tariffs). This clause supersedes any contradictory term in the O2 Pay & Go Airtime agreement
7. O2 Mobile Broadband access may be excluded from loyalty and reward programmes including but not limited to O2 Rewards, Top-up Surprises and treats.
8. O2 Mobile Broadband Pay & Go customers with a dongle can receive SMS in the Connection Manager in box but cannot send chargeable SMS
9. General O2 Mobile Broadband terms apply to O2 Mobile Broadband Pay & Go.

O2 Mobile Broadband Pay & Go (with recurring access payments)

1. O2 Mobile Broadband Pay & Go access is also available to purchase on a recurring monthly payment basis.
2. Connection to O2 Mobile Broadband Pay & Go (with recurring access payments) is subject to status and agreeing to the terms of the Pay & Go O2 Airtime Contract.
3. Monthly access provides data plus unlimited Wi-Fi through The Cloud and/or BT Openzone to use within your monthly billing cycle.
4. Your monthly recurring payment is made for a month in advance and will automatically be debited from your chosen payment card on your monthly payment date. You may cancel your recurring payment at any point up to midday on the day before your next monthly payment date. If you cancel your recurring payment during a monthly cycle or after midday on the day before your next recurring payment is due then you will be able to continue using the service until your data expires, but we will not refund any payment that you have made.
5. It is possible to purchase additional specific amounts of access on top of your monthly recurring allowance, although you are not able to have more than 5GB of access available on your sim card at any time.
6. Additional access can be bought in one of two ways:
 - i. you can buy one-off top ups of access for the normal O2 Mobile Broadband Pay & Go price for 500MB, 1GB or 3GB; or
 - ii. you can make a new recurring payment and your monthly payment date will be changed to one month after the date of this new payment. Any existing data up to a maximum of 5GB will remain on your sim card.
7. Whenever you buy additional monthly access or choose to make a new recurring payment date, the expiry date of any data on your sim card will be extended until the expiry date of the data you have just bought or your next recurring payment date.
8. If your next recurring payment would take you over the 5GB limit then the recurring payment will replace any existing recurring payment data first up to a maximum of 5GB so that you can only have up to the 5GB limit after your new recurring payment data has been added.
9. Access can only be purchased using your credit/debit card. Payment must be made using Visa, Visa Debit, Visa Electron, Mastercard, Maestro or Solo (although Maestro/Solo payment methods may not be available for micro-sim tariffs). This clause supersedes any contradictory term in the O2 Pay & Go Airtime agreement
10. O2 Mobile Broadband access is excluded from loyalty and reward programmes including but not limited to O2 Rewards, Top-up Surprises and Treats.
11. General O2 Mobile Broadband terms apply to O2 Mobile Broadband Pay & Go (with recurring access payments).

April 2010

O2 Mobile Broadband Consumer Tariff Terms (with Laptop)

General

1. The O2 Mobile Broadband Pay Monthly tariff including a laptop ("O2 Mobile Broadband with a Laptop") includes:
 - a. As specified amount of data via use of O2 UK's Edge/GPRS/3G/HSPA networks per month;
 - b. As specified or unlimited amount of Wi-Fi use via The Cloud and BT Openzone's UK Wireless LAN network (subject to excessive usage policy) for personal internet use via your modem or data card. Applies to use in the UK only. All usage must be for your private, personal and non-commercial purposes;
 - c. and 300 O2 to O2 text messages, which can be sent using the O2 Connection Manager Software. Text messages will not be available to you if you use O2 Mobile Broadband with an Apple Mac or if you do not keep O2 Connection Manager on your PC.

You may not use your sim card:

- a. in, or connected to, any other device excluding modems/dongles/data cards or the device for which your sim card has been provided to you and is intended to be used in; or
- b. in such a way that we reasonably deem is adversely impacting on the service to other O2 customers or Cloud/BT Openzone customers.

If O2 reasonably suspects you are not acting in accordance with this policy O2 reserves the right to impose network protection controls which may reduce your speed of transmission, remove O2 Mobile Broadband or Wi-Fi from your account or disconnect your tariff at any time, having attempted to contact you first.

2. Use of O2 Mobile Broadband is subject to a compatible laptop. Minimum system requirements are Windows XP, Windows 7, Vista, MAC OS X (10.4.7+).
3. Access to O2 Mobile Broadband is subject to network coverage.
4. Any laptop or mini-laptop supplied by O2 will be provided with some pre-installed software. This may include, but is not limited to, a Microsoft operating system, a virus checker, word processing and similar software and a manufacturers recovery program. The customer is responsible for registering these services upon first use of the laptop. Failure to do so may result in full services not being provisioned.
5. O2 Assistant, an O2 approved virus checker and O2 Connection Manager should be retained on the laptop or mini-laptop for the minimum term and any additional period during which you continue to receive the Services from O2 in order to continue to be able to receive a full support service from O2.
6. Connection speeds are subject to various factors including network coverage and signal strength and therefore we cannot guarantee that your connection will reach any specific speeds.
7. All prices shown include VAT. Prices are correct at time of publication but are subject to change.
8. O2 reserves the right to change or vary the O2 Mobile Broadband service from time to time.
9. These terms incorporate the O2 Privacy Policy, a copy of which is available at o2.co.uk.

The O2 Mobile Broadband with a Laptop

1. To order O2 Mobile Broadband with a Laptop you must be resident in the UK and aged 18 or above. One O2 Mobile Broadband with a Laptop per customer.
2. Connection to O2 Mobile Broadband with a Laptop is subject to status, credit-check and agreeing to the terms a 24 month minimum term O2 Pay Monthly Airtime Contract. If you cancel your agreement during the minimum term you will be required to pay the outstanding monthly charges for the remainder of your minimum term.
3. If we increase the monthly price of your O2 Mobile Broadband contract we will provide 30 days advance written notice of the change. In these circumstances you may end your O2 Mobile Broadband contract with us provided you give us a minimum of 30 days written notice and provided you notify us within one month of our telling you about the price changes. Any existing O2 Pay Monthly Mobile airtime contract you have with us will not be affected.
4. You may not switch your mobile broadband tariff to another mobile broadband tariff during your minimum term unless we agree otherwise. This clause supersedes any contradictory term in the O2 Pay Monthly airtime agreement. Please contact us via customer services if you wish to discuss changing your mobile broadband tariff.
5. A maximum of 4 O2 Mobile Broadband connections is allowed per person.
6. If applicable, O2 Mobile Broadband upgrades are not available until the end of any existing minimum term contract and are subject to signing a new minimum term contract.
7. You can monitor your data usage through the Connection Manager software. Data usage can be displayed by calendar month. This may not match your billing period so it should be used for guidance only.
8. Unused data cannot be carried forward one month to the next on any tariffs. Existing customers transferring tariffs will lose any accrued rollover allowance. Data usage is measured in kilobytes (KB). 1MB = 1024 Kilobytes (KB), 1024 MB = 1 Gigabyte (GB).
9. Any data used above your monthly bundle allowance will be charged at 2.4p per MB. You are liable for all data used in excess of your monthly inclusive allowance if you have a Pay Monthly airtime contract.
10. You must provide a current email address and any other information that we reasonably request from you to maintain your account and you must ensure that this information is valid, up to date and accurate. You must tell us immediately if you become aware of any improper disclosure of your security information or unauthorised use of the O2 Mobile Broadband services through your account.
11. Text Messages sent from the O2 Connection Manager software outside your monthly O2 Mobile Broadband with a Laptop tariff will be charged at our standard rate for text messages. See <http://www.o2.co.uk/mobilestariffs/tariffs/paymonthly/paymonthlytariffs> for SMS pricing.
12. For customers receiving a paper bill, itemised billing is available at 97p per month. For customers taking an online tariff, itemised billing is available online at no additional charge.
13. The prices shown do not incorporate data roaming rates. Usage whilst roaming will incur additional third party network operator's charges and these charges may be significant.
14. O2 reserves the right to change or vary the O2 Mobile Broadband service from time to time.
15. General O2 Mobile Broadband terms apply to the O2 Mobile Broadband with a Laptop.

February 2010

30 Day Happiness Guarantee for O2 Mobile Broadband

These promotional terms and conditions relating to the 30 day happiness guarantee ('Promotional Terms') set out the basis on which Telefónica O2 UK Limited (Company no. 1743099) of 260 Bath Road, Slough, Berkshire SL1 4DX ('O2, we, us, our') will provide goods and services to the customer with whom we make this agreement or a person who we reasonably believe is acting with the customer's authority ('You, your').

The Promotional Terms are in addition to O2's standard mobile broadband terms and conditions (the 'Terms') for the Services, and terms which are not defined in the Promotional Terms will have the meaning set out in the Terms. If there is any inconsistency between the Promotional Terms and the Terms, the Promotional Terms will prevail.

1. The Promotional Terms will apply to new and eligible customers who sign up and accept the Services while this Promotion is running ('Promotional Period'). We reserve the right to withhold the promotion from any customer for any reason.
2. You may terminate your contract within the first 30 days after the date of purchase by giving us written notice no later than the 30th day after the date of purchase. For Pay Monthly, O2 will refund the USB modem cost if this was chargeable. Any additional charges including any subscription charges covering the period during which you have been connected, excess data usage and any charges relating to text and/or roaming will not be refunded and are excluded from the promotion. For Pay & Go, O2 will refund the USB modem cost. Any additional charges including any Access charges and any charges relating to text and/or roaming will not be refunded and are excluded from the promotion.
3. Before you are able to terminate your contract under these terms, you must return the USB modem and laptop (where applicable) in person or in the prepaid returns envelope provided to you and take it to the post office. We will only be able to process your request to terminate the contract after we have received the USB modem and laptop (where appropriate).
4. The 30 Day Happiness Guarantee does not include any computer hardware offered with O2 Mobile Broadband. For the avoidance of doubt, the normal O2 Repair and Returns policy will apply to any hardware offered by O2 in conjunction with O2 Mobile Broadband.
5. Any customer who has previously exercised their rights to terminate their contract under these Promotional Terms will not be eligible for the Promotion again with any future O2 Mobile Broadband purchase for a period of six months after the termination of their original contract under these Promotional Terms.
6. We reserve the right to change the Promotional Terms, including the end date of the Promotional Period, at any time, by notifying you on our website we have posted the changes on our website.
7. The happiness guarantee is available only from O2 directly and from selected indirect partners.

Pay & Go simplicity terms and conditions

1. This tariff is available to Pay & Go customers in the UK.
2. Pay & Go simplicity gives 'inclusive' allowances of either:
 - o Unlimited texts for a monthly payment of £5; or
 - o Unlimited text and 100 inclusive cross network minutes for a monthly payment of £10; or
 - o Unlimited text and 300 inclusive cross network minutes for a monthly payment of £15.

You may add 500MB of UK data to each of the above options for £5 extra a month.

In the event that you do not have sufficient credit for the allowance that you have selected, you will be charged at standard rates in accordance with the charges listed below. Your allowance will be applied when you have sufficient credit available.
3. You may choose not to select an 'inclusive' allowance, and use your credit as you wish in accordance with the charges listed below.
4. To switch to an 'inclusive' allowance Pay & Go simplicity tariff, call 2202 from your O2 phone and select the simplicity allowance that you want to transfer to. You will receive a text message within 24 hours to confirm that your current inclusive monthly allowance will be replaced with Pay & Go simplicity. Text back "simstop" if you want to STOP this tariff switch, otherwise your request will be processed within 48 hours. Texts are charged at your standard rate.
5. Customers successfully transferring to Pay & Go simplicity from another monthly inclusive allowance will not be activated until their next anniversary date, providing they have met the minimum balance requirements.
6. By switching to Pay & Go simplicity customers are agreeing to replace their current inclusive monthly allowance with the Pay & Go simplicity monthly allowance. Any unused allowances will be lost and will not rollover to your new tariff. Customers can only have one tariff's monthly allowance active at any time.
7. Eligible customers may change tariffs every 30 days. Existing customers may switch to Pay & Go simplicity but please note customers who are currently on the Original or Talklot tariffs will be moved to our new simplicity rates if they opt in to Pay & Go simplicity. If you move to alternative Pay & Go tariffs, you will be charged at Talklot 08 rates. Please see o2.co.uk for more details of these rates.
8. O2 reserves the right to remove, vary or amend any element of the Pay & Go simplicity terms, if we amend any of these to your disadvantage we will notify you. Notice will be provided by text message. Changes will be effective immediately upon our having notified you.
9. Unlimited allowances are subject to an excessive usage policy.
10. To access O2's data services your mobile device must be data compatible and enabled. Access to data services is subject to network coverage.
11. These terms apply in addition to your airtime agreement which is available at <http://www.o2.co.uk/terms>.
12. Your information will be treated in accordance with our Privacy Policy.

Minutes and Call Charges

1. Minutes on this tariff can be used for calls (including video calls) made in the UK from an O2 mobile to:
 - UK landlines (starting 01, 02 or 03);
 - numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the five major operators O2, Orange, T-Mobile, Vodafone and 3, and providers such as Virgin Mobile, Tesco Mobile and BT Fusion) all provided that O2 may exclude from your inclusive minutes allowance calls made to any number ranges which O2 reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share. Calls to O2 customer services from your O2 handset, and selected telephone help lines are also free of charge and not decremented from your inclusive allowance. A full list can be viewed at: <http://www.o2.co.uk/mobilestariffs/tariffs/freenumbers>.
2. Inclusive minutes cannot be used for calls made in the UK to:
 - non-geographic numbers (starting 08, 05) which are charged at 20p per minute, except calls to 0871 numbers which are charged at 35p per minute;
 - non-standard or "special" 07 numbers (all those 07 numbers that are not specifically included in your inclusive minutes, including 07 numbers allocated to network operators in Jersey, Guernsey and the Isle of Man), which are charged at 25p per minute, except Jersey, Guernsey and Isle of Man numbers which are charged at 20p per minute, 076 numbers which are charged at 35p per minute and 070 numbers which are charged at 50p per minute. A list of the 07 numbers which are not included in your inclusive minutes and their charges can be viewed at <http://www.o2.co.uk/mobilestariffs/tariffs/specialnumbers>. Please note that it is updated regularly as new number ranges are allocated or we become aware that the use of existing ranges has changed; or
 - premium rate and directory enquiries numbers where special charges apply.
3. Once you have used all your inclusive allowances, any calls made in the UK to numbers which would previously have been included will be charged at 20p per minute, which is the minimum call charge.
4. Any calls made from abroad (including Jersey, Guernsey and the Isle of Mann) or to an international destination from within the UK will be charged at standard roaming or international call rates which can be viewed at: <http://www.o2international.co.uk>.
5. Calls to voicemail (including access to voicemail menus and voicemail retrieval) are charged at 15p per call.

Inclusive Messages and Message Charges

1. Inclusive texts on Pay & Go simplicity can be used for texts made in the UK to 07 numbers allocated to UK mobile network operators that provide mobile services with substantial national coverage (this currently includes the five major operators O2, Orange, T-Mobile, Vodafone and 3, and providers such as Virgin Mobile, Tesco Mobile and BT Fusion), all provided that O2 may exclude from your inclusive allowance texts made to any number ranges which O2 reasonably believes are being used for call forwarding services, onward calling services or numbers that pay a revenue share. Inclusive texts can not be used for texts made in the UK to:
 - non-geographic numbers (starting 08, 05) which are charged separately; or
 - non-standard or "special" 07 numbers (all those 07 numbers that are not specifically included in your inclusive texts, including 07 numbers allocated to network operators in Jersey, Guernsey and the Isle of Man).
2. Message allowances can be used for texts sent in the UK to UK mobiles. This excludes international texts and/or texts whilst roaming, or texts sent to any UK mobile numbers in exchange for international calling minutes.
3. You may not use your SIM Card:
 - in, or connected to, any other device; or
 - in a way that adversely impacts the service to other O2 customers.
 If O2 reasonably suspect you are not acting in accordance with this policy O2 reserves the right to impose further charges or disconnect your SIM or tariff at any time, having attempted to contact you first.
4. Inclusive messages on this tariff can not be used for:
 - premium rate messages where special charges apply,
 - sending messages from the UK to international numbers, these are charged at 16p; or
 - any chargeable messages you receive.
5. Picture messages or video messages sent to UK mobiles will be charged at 25p per message.
6. Messages sent to UK mobiles that are outside of your inclusive allowance will be charged at 12p per message.

Data Charges

1. The web allowance (when included) on this tariff is permitted for use in the UK only. Data will be charged at £3 per MB when in the UK or roaming within the EU, and £6 per MB when roaming in the rest of the world.
2. The data Bolt On allows you use of our data network via your mobile phone (internet capable phones only). It includes a specified monthly data allowance. If you exceed the monthly allowance or breach these terms, we reserve the right to:
 - impose network protection controls which may reduce your speed;
 - remove the Bolt On from your account;

- impose further charges; and/or
- disconnect your sim card at any time, having attempted to contact you first.

All data usage must be for your private, personal and non-commercial purposes.

Regardless of the amount of data you use, you must not use your sim:

- in, or connected to, any device other than the one which it was supplied with or intended by us for use with (for example a mobile phone sim only tariff sim is intended for use in a mobile phone not a modem. This includes putting your sim into a modem, modem usage or internet tethering on your device unless stated); or
- in such a way that we reasonably believe adversely impacts the service to other O2 customers.

We reserve the right to use appropriate traffic shaping or throttling measures to protect our network from types of data usage which we think might impact on levels of service for customers at specific times of day and/or in specific locations.

3. You must have a GPRS handset and your SIM must be GPRS enabled in order to use the unlimited web.