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o2 Roaming Changes 15th June 2017

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o2 EU Roaming Changes – 15th June 2017

Roaming EU Regulations 2017

From **15th June 2017** EU Roaming Regulations are changing. Thus, enabling you to 'Roam like at home'. You will be able to use your UK allowances when roaming in the o2 Europe Zone. For calling and texting this means you can make calls and send texts back to the UK or within the o2 Europe Zone like you do in the UK.

What's included:

- Making and receiving calls and sending texts when you're abroad in the o2 Europe Zone (e.g. a call from France to France)
- Calls and texts to the United Kingdom from any country within the o2 Europe Zone (e.g. a call from France to UK)
- Calls and texts whilst abroad within the o2 Europe Zone to any other country within the Zone (e.g. - A call from France to Spain)
- Calls to your voicemail and receiving voicemails

What's not included:

- Making calls or sending texts when you are in the United Kingdom to other countries
- Making calls or sending texts to premium rate numbers and other non-geographic numbers (which can vary over time)
- Making calls or sending texts from within the o2 Europe Zone to a country outside the o2 Europe Zone

In addition to calls and texts, o2 customers can use their monthly data allowance whilst in our Europe Zone.

- When you use data in the o2 Europe Zone it will just decrement from your allowance as within the UK.
- If you run out of data whilst in the o2 Europe Zone then you can buy more data - the options and cost are the same as you will see in in the UK and if you buy one and do not use it all before returning from our Europe Zone, you will still be able to use it when back in the UK. If you buy more data in the UK and then go to the o2 Europe Zone, it will also be valid for use.
- If you use your phone in a country outside of the o2 Europe Zone, normal Roaming charges will apply.



The following charges will apply for Out of Bundle usage:

Calls = 33p Per Minute
Texts = 15p Per SMS
Data = 2.5p Per MB

Listed below are the list of 47 countries that are included in the o2 Europe Zone;

Austria, French Guiana, Latvia, Reunion Islands, Azores, Germany, Liechtenstein, Romania, Belgium, Gibraltar, Lithuania, Saint Barthelemy, Bulgaria, Greece, Luxembourg, Saint Martin, Canary Islands, Guadeloupe, Madeira, San Marino, Croatia, Guernsey, Malta, Slovakia, Cyprus, Hungary, Martinique, Slovenia, Czech Republic, Iceland, Monaco, Spain, Denmark, Ireland, Netherlands, Sweden, Estonia, Isle of Man, Norway, Switzerland, Finland, Italy, Poland, Vatican City, France, Jersey and Portugal.

Tariff Information;

- Roam like at home will be implemented across all existing standard business tariffs by 15th June 2017, including existing EU Inclusive plan customers.
 - Small Biz Tariffs
 - Business Share Tariffs
 - MBB Tariffs
- Bolt-Ons – Data bolt-ons or top ups will be useable in UK and our Europe Zone.
- A new set of tariffs with Europe built-in, will be launched on June 15th for all new and resign customers
- PPM Tariffs - In accordance with the regulation, roamed calls the o2 Europe Zone will be charged at the same rate as X-net calls.

Exceptions;

- Unlimited landlines /o2to o2/ Off Peak Bolt Ons will not be getting RLAH treatment
- Unlimited o2 to o2 within tariff – this will only be valid in the UK. Any cross-net allowance will be valid in UK/Europe
- o2 Travel will be removed from all non-bespoke customers
- Data Caps – will become ROW Only for RLAH Customers
- BB Daily/Monthly cannot have RLAH, thus are treated as Bespoke, if customer wishes to receive RLAH they need to contact us to remove BB, unless part of a bespoke deal
- EU Inclusive plans will be updated to remove EU allowances and given RLAH treatment from 15th June 2017



Important Notes:

- Blackberry Data is not included
- Data caps will be removed for EU