



Understanding O2 World Charges





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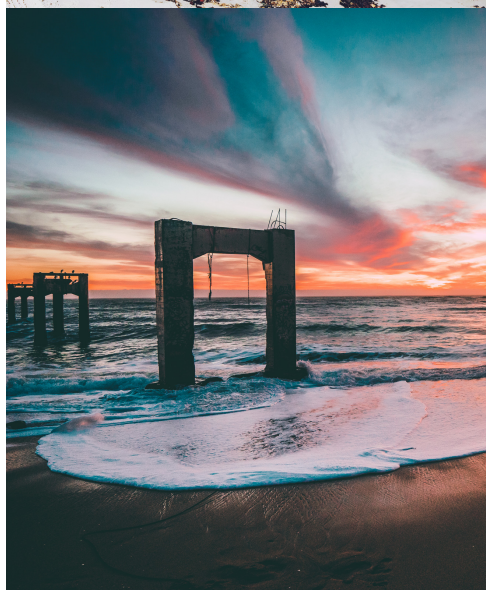
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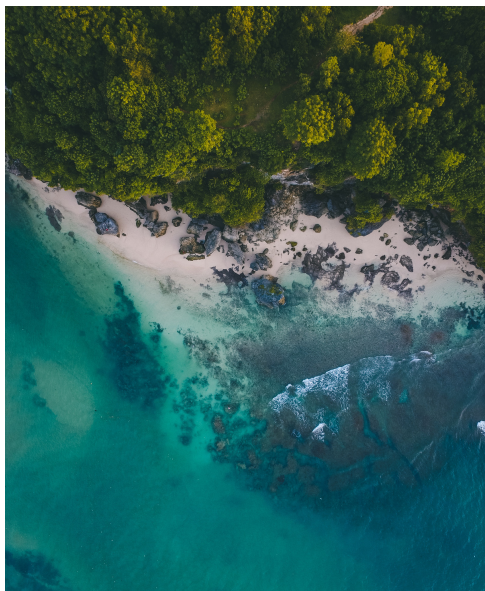
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Introduction

The last thing we want is for you to receive excessive charges when using your phone abroad.

The information in this guide will give you all the information you need about charges in the country you are visiting, ensuring piece of mind on your travels.

Get in touch

If you have any questions on anything you read within the guide, don't hesitate to get in touch.

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Europe Zone (Zone 1 & 2)



Zone 1

Guernsey, Isle of Man, Rep. Ireland, Jersey

Zone 2 + VAT

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden

Zone 2 VAT Exempt

French Guyana, Gibraltar, Guadeloupe, Guernsey, Iceland, Isle of Man, Jersey, Liechtenstein, Martinique, Mayotte, Monaco, Norway, Reunion, Saint Barthelemy, Saint Martin, Switzerland

Europe has the following charges:

- Calling the UK - **Uses your existing UK allowance. (Roam like at home)**
- Calling within the country you are in - **Uses your existing UK allowance. (Roam like at home)**
- Calling people in Zone 1 and 2 - **Uses your existing UK allowance. (Roam like at home)**
- Calling anyone outside Zone 1 and 2 - **79p per minute**
- Receiving a call - **Free**
- Texts - **Uses your existing UK allowance. (Roam like at home)**
- Multimedia Messages - **21p per message**
- Data roaming - **Uses your existing UK allowance. (Roam like at home)**

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Zone 3



Countries

Albania, Bosnia and Herzegovina, Macedonia, Montenegro, Morocco, North Cyprus, Serbia, Tunisia, Turkey

Charges

- Calling the UK - **81p per minute**
- Calling within the country you're in - **81p per minute**
- Calling within zone 3 countries - **81p per minute**
- Calling outside zone 3 countries - **£1.79 per minute**
- Receiving a call - **52p per minute**
- Texts - **30p per message**
- Multimedia Messages - **21p per message**

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Zone 4



Countries

USA, Canada

Charges

- Calling the UK - **90p per minute**
- Calling within the country you're in - **90p per minute**
- Calling within zone 4 countries - **90p per minute**
- Calling outside zone 4 countries - **£1.79 per minute**
- Receiving a call - **39p per minute**
- Texts - **25p per message**
- Multimedia Messages - **21p per message**

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Zone 5



Countries

Australia, Christmas Island, Cocos Islands, Hong Kong, Malaysia, New Zealand, Singapore, South Africa

Charges

- Calling the UK - **60p per minute**
- Calling within the country you're in - **60p per minute**
- Calling within zone 5 countries - **60p per minute**
- Calling outside zone 5 countries - **£1.79 per minute**
- Receiving a call - **43p per minute**
- Texts - **30p per message**
- Multimedia Messages - **21p per message**

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Zone 6 (Rest of the World)



Countries

Rest of the World

Charges

- Calling the UK - **£1.20 per minute**
- Calling within the country you're in - **£1.20 per minute**
- Calling within zone 6 countries - **£1.79 per minute**
- Calling outside zone 6 countries - **£1.79 per minute**
- Receiving a call - **85p per minute**
- Texts - **30p per message**
- Multimedia Messages - **21p per message**

Passes are available to avoid excessive charges when travelling outside Europe. These are called Rest of the World Passes, all will be explained on the next page...

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Data - The Rest Of World 24hr Pass



Roaming in the Europe Zone now uses your existing UK data allowance. So you can use your phone as normal within the Europe Zone. Going over your data allowance while in the Europe Zone is charged at the same rate as at home. (0.03p per MB)

If you are travelling outside the Europe Zone and have not took advantage of the Rest of the World Pass, data will be charged at £6 per MB, this is set by the network.

24 Hour Rest of the World Pass

The 24 Hour Rest of the World Pass costs £7.50 and is designed for trips outside Europe. The ROW Pass is split into 3 zones... Find out which country is in which zone here: <http://bit.ly/O224hrPs>

ROW Zone 1

Data Allowance	Sending a text
500 MB	0p
Calling	Receiving a call
0p	0p

ROW Zone 2

Data Allowance	Sending a text
50 MB	40p
Calling	Receiving a call
120p	85p

ROW Zone 3

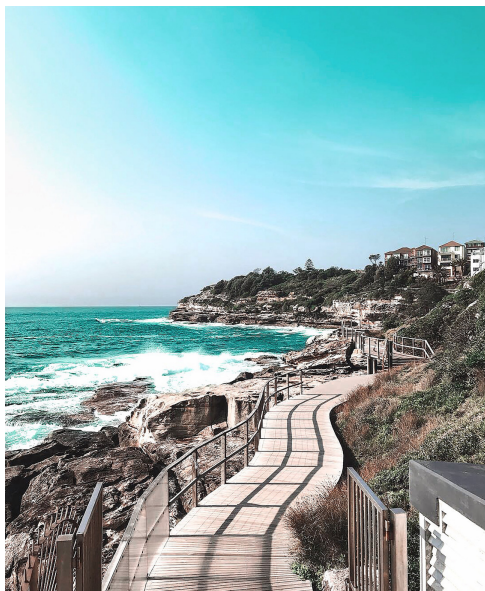
Data Allowance	Sending a text
5 MB	40p
Calling	Receiving a call
120/179 p	85p

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Data - The Rest Of World 30 Day Pass



Roaming in the Europe Zone now uses your existing UK data allowance. So you can use your phone as normal within the Europe Zone. Going over your data allowance while in the Europe Zone is charged at the same rate as at home. (0.03p per MB)

If you are travelling outside the Europe Zone and have not took advantage of the Rest of the World Pass, data will be charged at £6 per MB, this is set by the network.

30 Day Rest of the World Pass

The 30 Day Rest of World Pass costs £99, it's designed for longer trips outside Europe. It allows you to have up to 5GB of data, depending on which zone you are travelling to. You can find out about the zones here: <http://bit.ly/O230DayPs>

ROW Zone 1

Data Allowance	Sending a text
5 GB	0p
Calling	Receiving a call
0p	0p

ROW Zone 2

Data Allowance	Sending a text
500 MB	40p
Calling	Receiving a call
120p	85p

ROW Zone 3

Data Allowance	Sending a text
50 MB	40p
Calling	Receiving a call
120/179 p	85p

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