

plan.com

CUSTOMER BOLT-ON GUIDE

JULY 2019

BUSY MONTH?
RUNNING OUT OF DATA?

NO PROBLEM – GIVE YOURSELF
A BOOST!

Data Boosts



Data Boosts

What's changed?

This is the latest Data Boosts tariff guide. We've updated the following elements:

July 2019

- **Page 6:** Updated Terms & Conditions due to new pro.plan tariffs

A hiker with a large orange backpack and a blue long-sleeved shirt is sitting on the edge of a dark, rocky cliff. They are wearing sunglasses and have their hair in a bun. They are looking out over a vast, hazy landscape of rolling hills and mountains under a bright blue sky with scattered white clouds. The sun is visible on the left side of the frame, creating a warm glow.

Busy month? Running out of data? No problem – give yourself a Boost!

We're sure your monthly data allowance covers you most months but every now and again, you may be caught short.

Introducing Data Boosts. Now you can boost your data allowance any time you want.

Data Boosts temporarily increase your monthly data allowance, helping you avoid additional charges.

Data Boosts

Choose the size of your Boost

You can now boost your data any time you want with 1GB, 2GB and 5GB Data Boost options.

What's more, if you're caught short near the end of the month and have already boosted your data, you can add another one (or two) Boosts – you just can't add the same Boost amount twice in one month!

So, if a 5GB Boost has already been added, you can request a 2GB or 1GB Boost (you can't have another 5GB). You could even add them together to get a 3GB Boost!

Data Boosts

A vertical panel with a blurred background of a city street at night. A large white number '1' is in the upper left, with 'GB' to its right. A large white number '8' is in the lower left, with '£' to its left and '.33' to its right.

1 GB

£ 8 .33

A vertical panel with a blurred background of a city street at night. A woman with glasses is looking at her phone. A large white number '2' is in the upper left, with 'GB' to its right. A large white number '12' is in the lower left, with '£' to its left and '.50' to its right.

2 GB

£ 12 .50

A vertical panel with a blurred background of a city street at night. A woman is holding a coffee cup. A large white number '5' is in the upper left, with 'GB' to its right. A large white number '19' is in the lower left, with '£' to its left and '.50' to its right.

5 GB

£ 19 .50

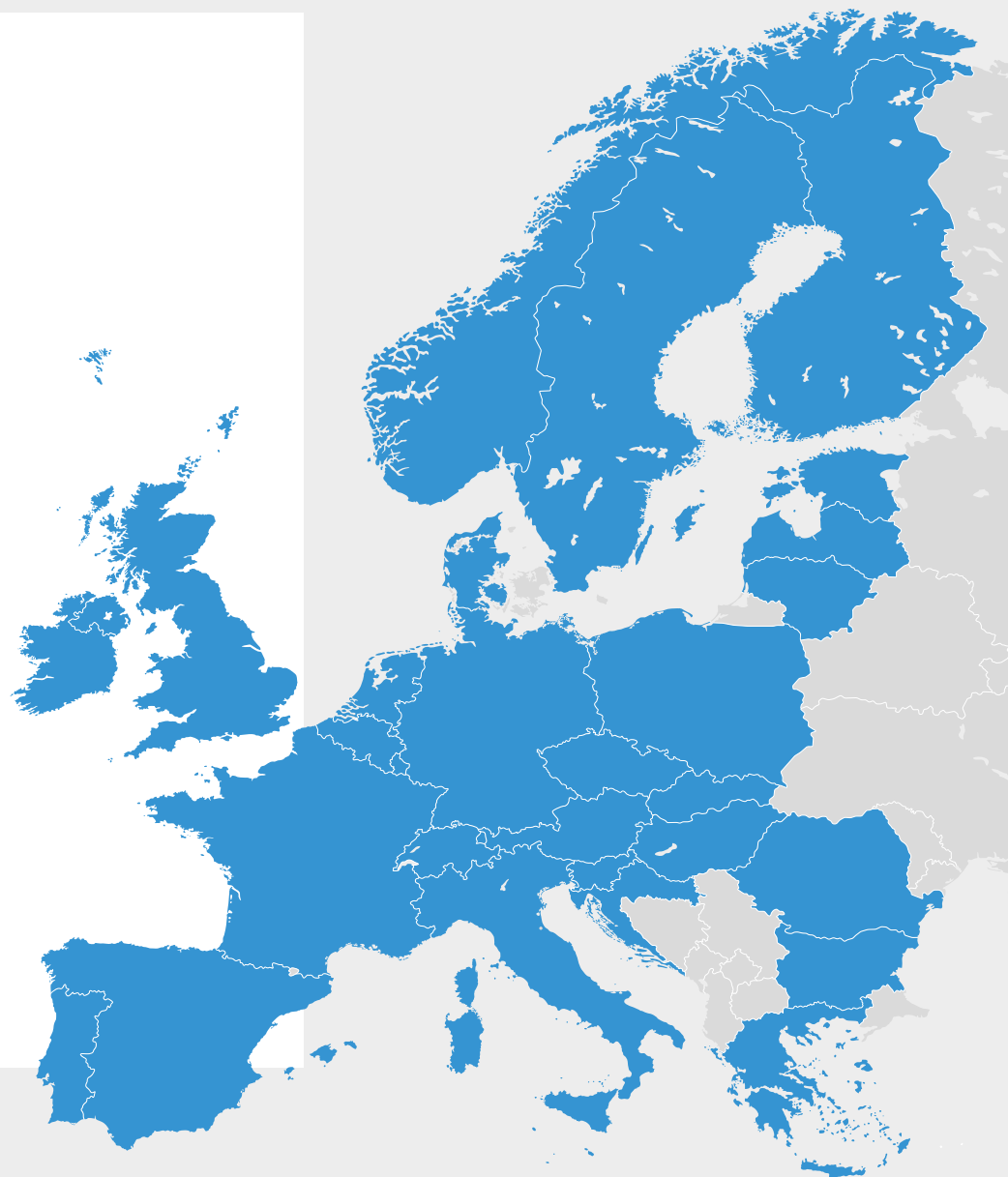
Europe Zone

Roaming in Europe is easier than ever. You can now use your UK allowances when travelling in the plan.com Europe Zone, at no additional cost*. This means that **Data Boosts can be used while roaming** in the plan.com Euro Zone as they form part of your standard data allowance. The plan.com Europe Zone includes:

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

*Note that maritime, satellite and airborne networks are not included, even though they may be based in Europe. Please see roaming T&Cs for full details about call, text and data usage within the plan.com Europe Zone.

Countries in blue indicate the plan.com Europe Zone. Map is for illustrative purposes only. Please refer to the written list for the destinations included in this package.



Data Boosts Terms & Conditions

Requesting Data Boosts

Data Boost bolt-ons can be requested at any time of the month to temporarily increase your UK/EU data allowances. This additional data allowance can be used anywhere in the UK and plan.com Europe Zone.

Data allowances

Any Data Boost data allowance that is unused at the end of the month will be removed and will not roll-over into the next monthly data allowance.

Existing additional data costs

Adding a Data Boost does not absorb any existing additional charges associated with data usage that has already been incurred. You will be charged for the additional data plus the price of the Data Boost.

Removing Data Boosts

Once added, Data Boosts cannot be removed within a monthly billing period.

Recurring Data Boosts

When explicitly agreed with the customer, Data Boosts can be added as a recurring monthly charge in order to provide additional data allowances on a monthly basis until such a time that the customer requests the Boost to be removed, either verbally or in writing.

Exceeding Data Boost allowances

If the full Data Boost UK/EU data allowance is used by the service, standard out-of-bundle charges will apply.

Data Compatibility

Data Boosts are not compatible with exec.plan 60GB, pro.plan 100GB and pro.plan Switch tariffs.

plan.com

When it comes to business mobile and telecoms, we set the standard

If you're a UK business, no matter how big or small, we can provide everything you need to keep your business connected and in control of its handsets.

If you're reading this, one of our business partners will already be working closely with you. Using our award-winning online portal, they will help shape the best tariffs, bolt-ons and services for your business, and provide day-to-day support if and when it's needed.

As a plan.com customer, you will enjoy all the benefits of the O2 network and its outstanding UK coverage. In addition, we'll give you my.plan – an online portal that provides live information about your account and handsets that is beyond anything that any network is able to deliver.

