

## HEAnet Offers 2011/2012

Click below for the terms and conditions applicable to each of the HEAnet 2011/2012 offers

- HEAnet Broadband Offer for 2011/2012 Academic Year
- O2 Prepay 700MB HEAnet Data Add on
- HEAnet Bill Pay 2GB Add on
- HEAnet Prepay Voice Bonus Credit Offer

## HEAnet Broadband Offer for 2011/2012 Academic Year

### Price Plans and Price Plan Rules

The O2 Mobile Broadband Price Plans and Price Plan Rules the HEAnet Broadband Offer are in addition to the General Terms for O2 Services and any other terms provided to you as part of the authorisation process completed by you to approve registration and provision of O2 Services. Your agreement may be provided in-store, on campus, or recorded during a telephone or online sales process.

Please read the Price Plans and Price Plan Rules carefully. By accessing or using O2 Services you agree to be bound by the terms of the Price Plan and Price Plan Rules chosen by you. If you do not wish to be bound by the terms of the Price Plan and Price Plan Rules please do not access or use the O2 Services as your access and use will indicate to us that you agree to the terms stated below.

### Price Plans

HEAnet Mobile Broadband Price Plans				
Price Plans	Subscription Charge	Minimum Term Contract	GB	Additional Usage Charges
HEAnet 30 day rolling contract (Bill Pay)	€10.16 (Monthly for 12 months)	30 days	5GB	0.20c per MB
HEAnet 12 month contract (Bill Pay)	€10.16(Mon thly for 12 months)	12 months	10GB	0.10c per MB
HEAnet Prepay 10 months (Prepay)	€99.90 (once off)	-	5GB per 30 days	N/A

## Price Plan Rules

- To be eligible for this price plan you must
  - be a full or part time student (undergraduate, post graduate and research student) in a HEAnet client institution, or,
  - a full or part time staff member in a HEAnet clients institution, and
  - be over 18 years of age if you wish to avail of an O2 Bill Pay Broadband Price Plan.

The HEAnet client institutions are published on <http://www.o2.ie/HEAnet>

All eligible customers must show student or staff ID for the 2011/2012 academic year.

Connections to Price Plans are limited to one per customer only and you cannot switch between HEAnet Broadband Price Plans.

Existing O2 Broadband customers must complete their existing contract term to avail of the HEAnet Price Plan.

- **PLEASE NOTE:** If you cancel the HEAnet 12 month Broadband Service during the Minimum Term of the contract you will be required to pay O2 the monthly subscription charge which applies to the Price Plan chosen by you multiplied by the number of months (including any part months) that are left on the Minimum Term.

The special HEAnet Bill Pay rate of €10.16 on the 30 day and 12 month plans apply for 12 months from the date you avail of the HEAnet Price Plan. When the 12 month period expires you will be charged the then standard rates for your O2 Broadband service.

- Paperless billing is the default billing option for all customers on HEAnet Mobile Broadband Bill Pay Price Plans. Direct debit is required on Bill Pay Price Plans.
- Each Bill Pay Mobile Broadband Price Plan has a data usage limit. The data usage limit applies per monthly bill cycle on Bill Pay Mobile Broadband Price Plans and usage in excess of the limit is charged at additional rates listed above. Unused data will not be carried forward to the next bill cycle.
- The HEAnet Prepay 10 month option for €99.90 provides you with sufficient credit to purchase ten O2 Prepay Broadband 30 days passes. The Prepay credit required to purchase a 30 day pass will be allocated to your account incrementally (i.e. Credit to the value of €19.99 will be added to your Prepay service every 30 days for 10 months). The first credit will be applied within 48 hours of your connection date and then credit is applied every 30 days thereafter. When the 10 month period is complete, and you have used all credit allocated you will be required to top up to purchase additional passes. Please note any credit allocated is non-transferable.

A 30 day pass includes a 5GB usage limit per 30 day pass. When your pass expires (after 30 days or when you use 5GB whichever is sooner) you will be asked if you want to get another pass. If you use 5GB of data before the 30 day period ends then you can wait until the next due date for application of the credit to the value of €19.99 or you can purchase additional top up separately and select an additional pass as required.

- The inclusive data is for use on the O2 Ireland network within ROI only and excludes all data usage while roaming. See [O2.ie](http://O2.ie) for up to date details on data roaming charges.
- All charges include VAT at applicable rates, unless otherwise stated.

### **Price Plan Rules**

Minimum system requirements may apply. We will use reasonable efforts to make the O2 Mobile Broadband Service available to you at all times but due to the nature of mobile technology it is not possible to provide you with a fault free service. Both quality and availability of the service are affected by a range of factors. To access the Mobile Broadband Service using the Equipment you will need to be in an area covered by the O2 network. Up to date information on network coverage can be accessed via [www.o2.ie](http://www.o2.ie)

All data usage must be reasonable and fair. If, in the reasonable opinion of O2 your usage is deemed excessive or unreasonable, then O2 may contact you to advise you that your usage breaches the fair use policy and request that you alter your use of the O2 services. If the excessive usage continues to exceed the threshold after we contact you and discuss your excessive use of the O2 service, O2 can (at its absolute discretion): (i) suspend, modify or restrict your use of the O2 service or (ii) terminate your access to the O2 service.

### **Amendments to Price Plans and Price Plan Rules**

The Price Plans and Price Plan Rules may be varied or amended by O2 for any reasonable commercial technical or operational reason.

**Effective Date 14<sup>th</sup> September 2011**

## **HEAnet O2 Prepay 700MB Data Add on**

These Rules are in addition to the General Terms for O2 Services and any other terms provided to you as part of the authorisation process completed by you to approve registration and provision of O2 Services. Your agreement may be provided in-store, on campus, or recorded during a telephone or online sales process.

To be eligible for this Offer you must

- be a full or part time student (undergraduate, post graduate and research student) in a HEAnet client institution, or,
- be a full or part time staff member in a HEAnet clients institution.

Eligible customers must show a valid student ID on campus or in store. Your O2 Prepay Data Add-on offers 30 days or 700MB of data usage (whichever is sooner). The Add on costs €9.99 per 30 day period and this is a recurring charge. Under this offer the recurring charge is not applied every second 30 day/700MB period. This offer is available until 31/08/12 and once activated you then receive every alternate month free for up to 12 months from the date of activation (after which the €9.99 charge will apply every 30 days/700MB period). You can receive up to 6 months free under this offer

The 700MB data allowance is for use in the Republic of Ireland only and charges will apply when roaming. There is no carryover of any unused data allowance from one 30 day period to the next. To check your remaining allowance at any time you can text USAGE to 50231. We will notify you when the 30 day period is due to expire and advise when the next €9.99 charge will be deducted.

If you use 700MB of data within the 30 day period then we will text you before you reach the 700MB data limit and again when you reach 100%. You will need to text HEA to 50231 to reactivate the Add on and a new 30 day period will commence. Alternatively you can text 'CANCEL' to 50231 and switch your phone off and back on to default to standard O2 Pricing. If you have insufficient credit when the O2 Prepay Data Add on is due for renewal you will be advised by text. Once you have topped up with the sufficient amount you will be required to text HEA to 50231 to reactivate the Add on. You must have had an active add on in the month prior to receiving the add on free for 30 days.

Eligible Blackberry users can also avail of the HEAnet O2 Prepay Data Add on with their Blackberry Services on their Blackberry device subject to the above conditions. Blackberry Services are available on Blackberry devices only. To avail of the Blackberry Services you need to request the O2 Prepay Data Add on and you will then be asked to text BLACK to 50231. Your 700MB data allowance can be used to access Blackberry services whilst in ROI only and charges apply when roaming. You will lose access to Blackberry Services if you cancel your Add on or you do not use Blackberry services for a 60 day period.

You can request the removal of the O2 Prepay Data Add on at any stage by texting 'CANCEL' to 50231. The cancellation request will take effect when your current 30 day period expires or when you have used your 700MB allowance (whichever is sooner). Standard O2 pricing will then apply.

The Rules for the O2 Prepay Data Add on may be varied or amended by O2 for any reasonable commercial technical or operational reason.

**Effective date: 1<sup>st</sup> September 2011**

## **HEAnet Bill Pay 2GB Add on**

These Rules are in addition to the General Terms for O2 Services and any other terms provided to you as part of the authorisation process completed by you to approve registration and provision of O2 Services. Your agreement may be provided in-store, on campus, or recorded during a telephone or online sales process.

To be eligible for this Offer you must

- be a full or part time student (undergraduate, post graduate and research student) in a HEAnet client institution, or,
- be a full or part time staff member in a HEAnet Clients institution, and
- be an O2 Bill pay customer who is connected to the O2 Clear 250, 350, 600 or Simplicity 150 Price Plan (without data) or All in plan with data turned off.

Eligible customers will receive 2GB of data for €10.16 per monthly billing period for up to 12 months. Any usage in excess of 2GB is charged at 0.49c per MB. The 2GB data allowance is for use in the Republic of Ireland only and charges will apply when roaming. There is no carryover of any unused data allowance from one 30 day period to the next.

This offer is valid for a 12 month period. You will then be required to select an alternative data add on option or have the data add on option removed from your account. When the 12 month period expires you will be charged the then standard rates for your O2 Bill Pay 2GB Add on Broadband service.

**Data Sharing:** As a HEAnet customer you can also share 2GB data allowance between your O2 voice service and up to 2 other data services (such as O2 Mobile Broadband) on the same account. You cannot share your allowance between two or more voice services. All services must be on the same account. If you cancel your voice Price Plan then you can use the SIM in your data device at the applicable data sharing rate (which includes the monthly Add on charge). Additional charges apply if you use your O2 Mobile Broadband SIM card for other services. For additional rates see O2.ie

**PLEASE NOTE:** You must complete the Minimum Term on your existing services if you wish to avail of shared data. A Minimum Term of 30 days or 12 months applies to the shared data service. The 12 month Minimum Term applies with device purchases (e.g. if you purchase a broadband dongle then the 12 month term will apply). This 12 month Minimum Term is separate to your voice Price Plan Minimum Term and if you cancel the service you will be required to pay O2 the monthly internet Sharing subscription charge which applies to the internet Sharing option chosen by you, multiplied by the number of months (including any part months) that are left on the Minimum Term.

The Rules for this Offer may be varied or amended by O2 for any reasonable commercial technical or operational reason.

**Effective Date: 1<sup>st</sup> September 2011.**

## **HEAnet Prepay Voice Bonus Credit Offer**

The following Terms and Conditions for the HEAnet Prepay Voice Bonus Credit Offer are in addition to and form part of the General Terms for O2 Services. To be eligible for this Offer you must

- be a full or part time student (undergraduate, post graduate and research student) in a HEAnet client institution, or,
- be a full or part time staff member in a HEAnet clients institution, and
- Move your existing mobile number to the O2 network.

This offer is available until 30/9/11. An initial €50 bonus credit will be applied to your account within 48 hours of moving (porting) your number to O2.

An additional €240 Bonus Credit can be availed of in individual amounts of €20 per month for up to 12 months. To avail of the €240 Bonus Credit, registration is required on [www.o2.ie](http://www.o2.ie). Your registration date is important as this is the day each month on which your Bonus Credit will be applied. Once registered you can receive Bonus Credit on your next registration anniversary date when you Top Up by €20 in one payment prior to this date. If you register on the 29th, 30th or 31st day of a month and there are less days in the relevant month then you must Top Up prior to the last day of that month, and then your Bonus Credit will be applied on the last day of that month.

#### **IMPORTANT TERMS**

- You will start to use your Bonus Credit once it is allocated to your balance and you will continue to use your Bonus Credit when you use O2 services.
- Unused Bonus Credit will expire as it is used but if it is not used it may be expired by O2 30 days after the date it is allocated to you.
- Your existing Top Up balance or any further Top Ups will not be used again until your Bonus Credit is all used or, (where O2 expires unused Bonus Credit 30 days after the date it is allocated), the 30 day period expires.
- O2 reserves the right to expire Bonus Credit that has not been used 30 days after the date it is allocated to you.
- Where O2 makes any unused Bonus Credit available for use after its 30 day expiry date it reserves the right to expire that unused Bonus Credit at any future date.

The Bonus Credit offer is limited to one per customer and is linked to the registered mobile phone number. If a subscriber phone number changes this offer may not be transferred to the new number.

Availing of this Bonus Credit offer does not automatically exclude a customer from getting other O2 offers but the minimum top up required to receive Bonus Credit may not always satisfy minimum top up requirements for other offers.

O2 reserves the right to modify these Terms and Conditions or discontinue this Bonus Credit Offer (or any part of it) for valid commercial, technical or operational reasons, subject to reasonable notice being provided.

Except as clearly stated in these Terms and Conditions all terms, conditions, warranties and representations (whether written or implied) in relation to the provision of the Bonus Credit Offer are excluded to the fullest extent allowed.

**Effective 1st September 2011- offer ends September 30<sup>th</sup> 2011**