

O2 Total Business

Price Plans & Price Plan Rules

The Price Plans and the Price Plan Rules are in addition to the General Terms for O2 Telecommunications Services and any other terms provided to you as part of the process for provision of O2 Services.

Price Plan

The O2 Total Business Price Plans bring together the O2 Office Bundles for Landline and Fixed Broadband Services and the O2 Release Edge/ Release Edge Plus Price Plans for Mobile Services.

- O2 Release Edge with the O2 Office Bundle is referred to as O2 Total Business Solo
- O2 Release Edge Plus with the O2 Office Bundle is referred to as O2 Total Business Plus

O2 Total Business	3Mb Bundle	8Mb Bundle	12Mb Bundle	Contract Term
Total Business Solo	€49.99	€59.99	€79.99	12 or 18 months
Total Business Plus	€59.99	€69.99	€89.99	18 Months

Price Plan Allowances/Charges

Landline Service		Mobile Service	
Calls to O2 Mobiles	500 minutes	Calls to 10 nominated landlines	Included
Calls to Ireland/UK landlines	1500 minutes	Calls to O2 mobile on same account	Included
Calls to Ireland/UK mobiles	16c	Text messages to Irish mobiles	Included
Additional Calls to Ire/UK landlines	4.5c	Calls to Irish mobiles	14c
Data	Unlimited	Calls to Irish landlines	14c
Note: <ul style="list-style-type: none"> • Additional off peak calls to landlines will cost 2c per min and calls to Ire/UK mobiles cost 12.5c (evening) and 8c (Weekend) 		Note: <ul style="list-style-type: none"> • Calls to Irish mobiles and landlines from your mobile will be capped at €89*. This excludes calls forwarded. • The Total Business Plus Price Plan includes 3GB of data for use whilst in ROI. 	

* Please see Fair Use policy below.

For all other Price Plan charges

Other Call charges (e.g. 1890, 1850, International & Directory Enquiries)	See O2.ie
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Price Plan Rules

- This Total Business Price Plan is available to new and existing O2 business customers subject to status, credit-check and a Minimum Term Contract with O2. The Minimum Term Contract with O2 is for 18 months for existing business customers who connect to any O2 Total Business Price Plan and new business customers who connect to O2 Total Business Plus Price Plan. There is a 12 month Minimum Term Contract with O2 available to new customers who connect to the O2 Total Business Solo Price Plan.
- To avail of the Price Plan you must have an O2 Landline and Fixed Broadband Service for each eligible Mobile Service on the same account. All Services must be active at the time of billing for the discount to apply.
- Inclusive Price Plan allowances do not carry over to the following month
- Price Plan changes are restricted within the first six months of connection.
- The charges for Mobile and Fixed Services will appear as two Total Business monthly charge items on your O2 Bill. There will be a monthly charge for the Mobile Service of €10 for O2 Total Business Solo customers and €20 for O2 Total Business Plus customers. There will also be an O2 fixed monthly charge which applies a discount of €10 on the standard O2 Office Bundle monthly charge. If you cancel the mobile service at any stage the discount will no longer be available and the standard O2 Office Bundle monthly charge will apply.
- Termination Charges will apply if you cancel both your Fixed and Mobile Services or if one Service is cancelled during the Minimum Term Contract. The Termination Charge fee if you cease your Fixed Service (within 12 months of connection) is your recurring monthly charge (to a maximum of €150 ex VAT). The Mobile Service Termination Charge is €50 per month per handset (ex VAT) for the unexpired remainder of Minimum Contract Term which applies to your Mobile Service which may be 12 or 18 months.

O2 Landline Services and Fixed Broadband Services:

- O2 Fixed Broadband Services are subject to availability and service is dependent on survey, compatibility and quality of the line. Broadband speeds may vary.

Mobile Service

- The mobile capped call spend feature applies for calls to Irish mobile numbers, calls to Irish landlines (including landlines in Northern Ireland when using the 048 prefix) and calls to voicemail whilst in the Republic of Ireland. Other call charges such as 1890, 1850 and directory enquiry call charges will not be capped.
- There is a minimum charge of 1 minute duration applicable to your Mobile Service for connected calls to Irish mobiles, landlines and voicemail and calls are charged per second thereafter.
- Up to 10 of your company standard Irish landline numbers can be nominated on the account. This excludes premium rate, 1890, 1850 numbers etc.
- Inclusive texts can be used for text messages to Irish mobile numbers and Irish landline numbers whilst in the Republic of Ireland only.
- All call, text and data usage while roaming is excluded from this Price Plan and will be charged at standard roaming rates which are available on O2.ie.

Fair Use Policy

O2 operates a Fair Use Policy for the capped calls and texts from your Mobile Service on this Price Plan. It is important to O2 that all eligible customers are able to access our services. Accordingly, we have devised a fair use policy which applies to O2 Services. O2 may rely on this fair use policy threshold where your usage of the Service is excessive or unreasonable as detailed in this Fair Use Policy.

O2 has developed a threshold for the Service and the related tariffs by reference to average customer profiles and estimated customer usage of the Service (particularly the estimated volume and length of unlimited voice calls and number of texts likely to be made by users). The Threshold is regularly reviewed against average customer usage and is currently set at 5,000 minutes for calls to mobiles, 5000 minutes for calls to nominated company landlines and 5000 texts per billing period.

If, at the absolute discretion of O2, O2 is of the opinion, that your usage of the Service materially exceeds the Threshold over any month, O2 may contact you to advise you that your usage exceeds its fair use policy. If the excessive usage continues to exceed the threshold after receipt of a request to desist from or alter the nature of such usage or 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 capped call charges to Irish mobiles and landlines, or to suspend, at its absolute discretion, modify or restrict use of the Service or to withdraw access to the Service.

This Price Plan cannot be used in conjunction with any device connected to a PBX, such as a mobile line device, or in conjunction with any device connected to a PC for the purposes of sending or receiving large volumes of text messages, or through desktop text applications and O2 reserves the right to terminate the Service without notice where it appears to O2 that any customer uses, or has used, the Service in this or in any related manner.

Amendments to the Price Plan/Price Plan Rules

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

Effective 6th September 2010