

## Change to Best for Business Unlimited Off Peak Bolt On

From 31st May 2010, Non Geographic Numbers (NGNs) will **no longer be included** for customers with the Best for Business Unlimited Off Peak Bolt On. When they call these numbers they'll be charged from 17.02p per minute.

### Who will be impacted by this change?

O2 no longer sell the Unlimited Off Peak Bolt On, so this only applies to existing customers with the Bolt On. The majority of these don't call NGNs, however O2 have a small number of customers who do and this will impact them.

### How are O2 going to let customers know?

O2 have sent them a letter and are following this up with a text or call.

Your customers were included in the mailing, as O2 have a legal requirement to tell them about this change.

### What if customers want to remove their Bolt On as a result of this change?

They'll need to give O2 30 days notice as per the contractual agreement for Bolt Ons.

Kind Regards,

The Marketing Team