

# O<sub>2</sub> Unified Communications

## What is it?

- A service that includes mobile, landline, telemarketing numbers and fixed broadband
- Allows a customer to have several services from one network, in one bill

## How can it help?

- Usage and services monitored online using My O<sub>2</sub> Business
- Saves money on single services
- Account managed by one provider
- One monthly billing period
- 24 hour O<sub>2</sub> technical support

## O<sub>2</sub> Landline



### Price Plan | O<sub>2</sub> Landline Line Rental & Call Tariffs

	Customer Type	What's Included?		Monthly Line Rental	
		Inclusive Minutes to O <sub>2</sub> Mobiles	Care Package		
Landline (analogue)	Existing O <sub>2</sub> Mobile Customers	0	Level 2	£11.50	
		200		£13.50	
	Non O <sub>2</sub> Mobile Customers	0		£14.50	
		200		£16.50	
	Existing O <sub>2</sub> Mobile Customers	200		Level 3	£17.50
		400			£19.50
ISDN2	Existing & Non O <sub>2</sub> Mobile Customers	0	Level 2	£22.00 - 2 Channels	
ISDN30 (8-30 Channels)				£14.00 - 8-30 Channels	
Calls Only		N/A	N/A	£0.00	

## + Minute Bolt Ons

	Monthly Price		
	Calls to Standard UK Landlines & UK Mobiles	Calls to O <sub>2</sub> Mobiles Only	Calls to Standard UK Landlines
200 Minutes	N/A	£2.00*	£1.82
240 Minutes	£8.63	N/A	N/A
500 Minutes	£15.81	£10.20	£4.40
1,000 Minutes	£28.75	£19.80	£8.47
2,000 Minutes	£51.75	£36.00	£16.50
3,000 Minutes	N/A	£52.20	£23.93
5,000 Minutes	£115.00	£84.00	£38.50
7,000 Minutes	N/A	£108.00	£51.98
10,000 Minutes	£201.25	£156.00	£71.50
20,000 Minutes	£345.00	£300.00	£137.50
50,000 Minutes	£862.50	£756.00	£346.50
75,000 Minutes	£1,293.75	£1,140.00	£522.50
100,000 Minutes	£1,600.00	£1,400.00	£650.00

\* Promotional price for analogue customers - every month for the life of the contract. Price for non-analogue = £4.20

Minutes are valid for one month and do not rollover to the following month

The total number of inclusive minutes that a customer can share across all lines connected to the landline service (including Landline, ISDN2 and ISDN30 lines) must not exceed 100,000 minutes per account.

# O<sub>2</sub> Unified Communications

## O<sub>2</sub> Landline (cont'd)

### + Call Prices (for all Landline packages)

	Cost
Call Connection Charge	0p
Calls to landlines (local and national)	1ppm
Calls to O <sub>2</sub> mobiles	6ppm
Call to all other mobiles (except 3)	8ppm
Calls to 3 mobiles	13ppm
Call connection charge (doesn't apply to calls within the inclusive allowance or minute bolt ons)	2p
0845 local	Up to 3.5ppm
08705 national	Up to 1.5ppm
Premium Rate Numbers (Number dependent)	6.22p to 161.80p

### + Extra Services

	Landline price per month	ISDN2 price per month	ISDN30 price per month
1571 Answerphone	94p	n/a	n/a
Call waiting	50p	£1.00	£3.00
Call barring	50p + standard call charges		
Call forwarding	50p + standard call charges		
Call divert	50p	50p	50p
Caller display	50p	50p	50p
Smart divert	£3.50 one off charge & 50p per month	n/a	n/a
Call sign	50p	n/a	n/a

### + Installation & Transfer Fees

	One Off Cost
Transfer Analogue Landline	£3.00
Install Analogue Landline	£67.00
Transfer ISDN2	£11.30
Install ISDN2	£232.98
Convert Landline to ISDN2	£202.74
Transfer ISDN30	£75.00
Install ISDN30	£550.00 (Plus £30 per Channel)

### + Care Packages

	Operating Hours	Fault Report Response Rates	Cost Per Line/Channel
Level 2	08:00-18:00 Mon - Sat, excl Public & Bank Holidays	within operating hours, by the end of the next working day outside operating hours, by the end of the second working day	Included as standard
Level 3	07:00-21:00 Mon - Sat, incl Public & Bank Holidays	before 1pm, by the end of the day including Public and Bank Holidays after 1pm, within operating hours, before 1pm the next day outside operating hours, contact at the start of next working day	£4.00
Level 4	24 hours a day, 7 days a week, incl Public & Bank Holidays	within 6 hours, if 24 hour access is available	£5.00

### + Expedited Repair - (One off repair at a higher level than the existing care package)

	One-Off Repair At This Package's Service Level	Cost
Level 2	Level 3	£500 per landline/ISDN2 line
	Level 4	£650 per landline/ISDN2 line
Level 3	Level 4	£500 per ISDN30 channel
	Level 4	£150 per landline/ISDN2 line

## Why choose O<sub>2</sub> Landline?

- Competitive line rental
- Competitive rates – calls to local and national landlines from just 1p per minute
- One joined up bill – for mobile and landline line rental and calls
- Happiness guarantee – ready to use on-time or customer's first month's line rental is on us
- Installing new lines and transferring existing BT lines is simple

# O<sub>2</sub> Unified Communications

## O<sub>2</sub> Telemarketing Numbers



### Price Plan | O<sub>2</sub> Telemarketing Numbers

	Product Details	Set Up Cost (one off)	Monthly Cost
One to One Translation	Divert your business calls through your telemarketing number to any landline or mobile, from the UK or abroad.	£0 (with O <sub>2</sub> Landline)	£5.00*
Divert Plan	Send your calls to up to 5 different numbers, and 3 different time plans.	£0 (with O <sub>2</sub> Landline)	£10.00*

\* No inbound minutes included

### + Telemarketing Numbers - Usage Rates

	0800/0808	0870	0845	0844	03xx
Caller Pays	Free	National Rate	Local Rate	1ppm	Geographic Rate
Customer Pays	2.5ppm	2.5ppm	0ppm	0ppm	2.5ppm

All Caller Pays charges are from a BT Landline.

Customer Pays charges are for calls routed to 01 or 02 UK numbers - calls routed to mobile or international destinations attract an increased rate.

### What are Telemarketing Numbers?

Sometimes known as Non-geographical numbers (NGNs) or local rate/freephone numbers, they are numbers without a UK area dialling code to show where they originate from.

### Who are they for and why would they want them?

- This low-cost Landline Bolt On will help businesses make the most of their communications.
- With a single unchanging number to call - O<sub>2</sub>'s simple, online portal gives customers total flexibility to reroute all calls, through their single Telemarketing Number. Their customers know exactly how to keep in touch
- Stand out from the crowd – a memorable, low cost number works harder for their business. Creating customer loyalty and attracting new ones
- Measure their marketing - online access gives full reporting and call breakdowns so customers can easily measure their marketing campaigns and track response.

### Why are O<sub>2</sub> offering Telemarketing Numbers?

- Customers can get them elsewhere but aren't getting the service they want. Plus they want the reassurance that O<sub>2</sub> offers
- It's another step forward in fully Unified Communications
- This is a natural extension of the O<sub>2</sub> landline service. Now customers can get everything they need from O<sub>2</sub> - less admin, one bill, full support.

### Why choose O<sub>2</sub>'s Telemarketing Numbers?

- Easy and quick to set up
- No set-up costs, low rental and usage costs
- Customers only pay for what they use, and prices are clear
- Customers will get total control of their Telemarketing Number through an easy-to-use, secure, online portal
- If customers already have a Telemarketing Number they can bring it to O<sub>2</sub> - no cost, no hassle.

### Further flexibility

- Customers can combine both plans if they have two or more Telemarketing Numbers, and can 'up' or downgrade from one service to the other. More options may be available for bespoke plans.

# O<sub>2</sub> Unified Communications

## O<sub>2</sub> Business Broadband



### Price Plan | O<sub>2</sub> Business Broadband

	Who For?	Download Speed	Upload Speed	McAfee Security Licences	Static IP	Wireless Router	24/36 Month
Home Office	Designed for home workers, remote workers, sole traders and business professionals	Up to 20MB	Up to 1.3MB	x2	Included	Included	<b>£15.50 per month for existing O<sub>2</sub> customers (fixed line and mobile)</b> <b>£20.50 non-O<sub>2</sub> customers</b>
Office 10	Designed for small office with multiple users	Up to 20MB	Up to 2.5MB	x10	Included	Included	<b>£22.50 per month for existing O<sub>2</sub> customers (fixed line and mobile)</b> <b>£27.50 non-O<sub>2</sub> customers</b>
Access	Only available for customers outside of O <sub>2</sub> 's broadband network (Delivered over BT's broadband network)	Up to 8MB	Up to 443kbps	x2	n/a	Included	<b>£25.00 per month for existing O<sub>2</sub> customers (fixed line and mobile)</b> <b>£30.00 non-O<sub>2</sub> customers</b>

\* Please note the prices listed above are in addition to the line rental of your current landline

### + Fast Fix Service

	What's covered?	Cost per month
Fast Fix Service	The Fast Fix service protects against any downtime with: <ul style="list-style-type: none"> <li>• 24 hour fault fix guarantee</li> <li>• Delivery of a replacement routers by 10 am the next working day (Mon – Sat).</li> <li>• Back up dongle to keep them online when they sign up to the Fast Fix Service.</li> <li>• Customers can't benefit from Fast Fix by ordering at the time of a technical issue – they must sign up to the service when they buy their broadband line.</li> </ul>	<b>£10.00</b>

### + Additional Costs

	What is it?	One off Cost
Business Movers Charge	Customers are allowed one change of address per year - any additional changes are chargeable	<b>£50.00</b>
Express Cancellation Charge	To disconnect O2 Business Broadband straight away rather than waiting the 30 day notice period	<b>£15.00</b>
Reactivation Charge	To reactivate if an account is suspended e.g. delayed bill payment	<b>£10.00</b>
Reconnection Charge	If a customer has to be reconnected e.g. landline provider disconnects landline	<b>£15.00</b>
Termination Prior to Contract End Date	Customers will be charged for remainder of period i.e. cost of monthly line rental x number of remaining months	<b>n/a</b>
O2 Router - Contract Termination	This remains property of O2. If a customer terminates their contract and does not return their router within 30 days, O2 reserve the right to charge a fee.	<b>£50.00</b>

### Why choose O<sub>2</sub> Business Broadband?

- For small office, branches, homeworkers and soletraders
- Includes everything that's needed with no sneaky charges
- No connection or transfer charges
- Easy to set-up
- Practical Business support
- Added assurance with 24 Hour Fast Fix option and Emergency Dongle available
- 30 day no-quibble happiness guarantee

### Things to know:

- To provide O<sub>2</sub> Business Broadband the customer must have a BT Wholesale analogue line connected at their premises. If no line exists this must be obtained and can be provided by O<sub>2</sub>
- A customer does not have to purchase an O<sub>2</sub> business landline in order to subscribe to O<sub>2</sub> business broadband
- O<sub>2</sub> Business Broadband cannot be supported over ISDN lines
- If a Broadband service already exists for the proposed line with another provider this must be migrated to O2. The customer will need to provide a MAC code
- Available across the UK (with the exception of Kingston upon Hull, Isle of Man, Isles of Scilly and the channel Isles)

# O<sub>2</sub> Unified Communications

## O<sub>2</sub> Landline Line Rental

	Commission
Landline (analogue)	<b>10% monthly ongoing revenue</b>
ISDN2	
ISDN30 (8-30 channels)	
Calls Only	

## O<sub>2</sub> Landline Minute Bolt Ons

	Commission
200 Minutes	<b>20% monthly ongoing revenue</b>
240 Minutes	
500 Minutes	
1,000 Minutes	
2,000 Minutes	
3,000 Minutes	
5,000 Minutes	
7,000 Minutes	
10,000 Minutes	
20,000 Minutes	
50,000 Minutes	
75,000 Minutes	
100,000 Minutes	

## O<sub>2</sub> Landline Care Packages

	Commission
Level 2	<b>10% monthly ongoing revenue</b>
Level 3	
Level 4	

## O<sub>2</sub> Landline Expedited Repair

	Commission
Level 2	<b>10% monthly ongoing revenue</b>
Level 3	

## O<sub>2</sub> Landline Extra Services

	Commission
1571 Answerphone	<b>10% monthly ongoing revenue</b>
Call waiting	
Call barring	
Call forwarding	
Call divert	
Caller display	
Smart divert	
Call sign	

## O<sub>2</sub> Landline Installation & Transfer Fees

	Commission
Transfer Landline	<b>10% monthly ongoing revenue</b>
Install Landline	
Transfer ISDN2	
Install ISDN2	
Convert Landline to ISDN2	
Transfer ISDN30	
Install ISDN30	

## O<sub>2</sub> Telemarketing Numbers

	Commission
One to One Translation	<b>20% monthly ongoing revenue</b>
Divert Plan	

## O<sub>2</sub> Business Broadband

	Commission
Home Office	<b>10% monthly ongoing revenue</b>
Office 10	
Access	

## O<sub>2</sub> Business Broadband - Fast Fix

	Commission
Fast Fix Service	<b>10% monthly ongoing revenue</b>

## O<sub>2</sub> Business Broadband - Additional Costs

	Commission
Business Movers Charge	<b>10% monthly ongoing revenue</b>
Express Cancellation Charge	
Reactivation Charge	
Reconnection Charge	
Termination Prior to Contract End Date	
O <sub>2</sub> Router - Contract Termination	



Until 30th June 2012, for every O<sub>2</sub> Landline OR O<sub>2</sub> Business Broadband connection\*

\*If both O<sub>2</sub> Business Broadband and O<sub>2</sub> Landline are connected, the £50 bonus will only be paid once.