O2 Business Terms and Conditions

Daisy Communications Ltd. trading as O2 Business Terms and Conditions for Fair Usage Policy for Mobile services – Unlimited UK Minutes and Unlimited UK SMS

O2 Business Mobile
Fair Usage Policy – Unlimited UK Minutes and Unlimited UK SMS

Standard Fair Usage Policy Terms and Conditions, all collateral and marketing materials released by Daisy Communications Ltd trading as O2 Business that reference tariffs featuring "unlimited UK minutes" and/or "unlimited UK SMS" will include the term "subject to Fair Usage Policy" for clarity and transparency.

In the past, specific thresholds such as 5000, 10000, or 20000 minutes or messages were imposed to define the boundaries of "unlimited" usage. These predefined caps have now been removed and are no longer in effect.

O2 Business no longer applies a specific cap on minutes or SMS for tariffs labelled as “unlimited”. However, where a “Fair Usage Policy” is referenced, it is to ensure subscriptions are used appropriately and lawfully, in accordance with section 8.1.1 of Daisy Communications trading as O2 Business Ltd Terms and Conditions for the Provision of Equipment and/or Mobile Network Services. The use of SIMs in devices designed to route calls or data (including without limitation text or picture messages) from fixed apparatus or standard devices to mobile equipment, by establishing mobile-to-mobile calls or transmissions is strictly prohibited. Additionally, the use of any equipment that facilitates the sending of bulk SMS, voice, or data services is not permitted.

O2 Business reserves the right to suspend service without notice where there is suspicion that such equipment is being used.

O2 Business
Daisy Communications Ltd trading as O2 Business. Registered in England and Wales. Reg. Office: 500 Brook Drive, Reading, RG2 6UU. Co Reg No: 04145329.
VAT Reg No: 490380386. Daisy Communications Ltd is authorised and regulated by the Financial Conduct Authority, Firm Reference Number 718842.

Fair Usage Policy – Unlimited UK Data

Unlimited UK data sold on handset or Sim Only contracts must only be used in mobile devices that are designed to function independently and do not require a continuous mains electricity connection. Where other devices are used that do not comply with these terms, we reserve the right to transfer you to a more suitable plan.

You may not use your Unlimited UK Data for illegal purposes as outlined in the terms Provision of Equipment and/or Mobile Network Services.

Usage of Unlimited UK Data is subject to our Fair Usage Policy. To help us identify whether you are using your Unlimited UK Data in accordance with the Fair Usage Policy and Terms outlined in the Provision of Equipment and/or Mobile Network Services, we may monitor the amount of data you are using. Where a user consumes more than 650GB of data in a month on two separate occasions within a six-month period, their usage may be reviewed to ensure it remains consistent with average use.

If there is suspicion that data is being used for non-standard purposes, O2 Business reserves the right to take appropriate action. This may include changing your plan (including what's covered in your monthly charge and the rates for out-of-bundle usage), reducing data speeds, or terminating your agreement.

Roaming Fair Usage Policy

Fair Usage Limit for Data Roaming on contracts entered pre-April 2022

Inclusive roaming services on mobile tariffs have been built for business users who travel periodically, and not those who roam across foreign networks on a semi-permanent or permanent basis.

This policy applies to tariffs that have the following roaming services:

- European Travel Select
- World Travel Select
- Roam Like at Home

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Fair Usage Limit for Data Roaming on contracts entered post-April 2022

Customers on Unlimited UK Data tariffs are subject to a 25GB fair usage limit per calendar month when accessing their standard inclusive UK data allowance through the following roaming Services:

- Travel Free
- Travel Plus
- Roam Like at Home

Usage exceeding the 25GB limit may be subject to roaming restrictions or out-of-bundle charges.

Fair Usage Limit for Data Roaming on contracts entered post-31st July 2026

For customers on Business plans with an inclusive data allowance of 25GB or more, a fair use policy can apply per calendar month when roaming with the below services:

- Business Roaming Europe
- Business Roaming Plus
- Business Roaming World

Usage exceeding the 25GB limit may be subject to roaming restrictions or out-of-bundle charges.

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Out of bundle Rates

O2

Roaming data usage exceeding 25GB per month will be charged as per out of bundle rates.

Applicable tariffs:

- Business Plans
- O2 Fusion
- O2 Unlimited
- O2 Eureka
- O2 Select & Share

Please refer to the following Out of Bundle Rates:

Out of Bundle Rates – O2 Business

Out of Bundle Rates - O2 & Voda - Daisy Group

Vodafone

Roaming data usage exceeding 25GB on Unlimited UK Data tariffs per month will be charged at £2.05 per GB in Travel Free & Travel Plus Zones. Rest Of World Zones will be charged as per out of bundle rates. All other available Vodafone Tariffs will be charged as per out of bundle rates.

Applicable Unlimited UK Data Tariffs:

- Vodafone Unlimited Extra
- Vodafone Fusion Unlimited

Please refer to the following Out of Bundle Rates for all Vodafone Tariffs:

Out of Bundle Rates - O2 & Voda - Daisy Group

Out of Bundle Rates – Vodafone

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