O2 Business Service Specific Conditions
O2 Satellite for Business

Daisy Communications Ltd. trading as O2 Business terms and conditions.

Definitions

"Bolt On" a service that is supplemental to Mobile Network Services that may be added to and removed from an existing tariff subject to compatibility and eligibility rules, and subject to payment of the relevant Service Charges.

General

1. These O2 Satellite for Business Service Specific Conditions form part of the Contract between the Company and the Customer and apply in addition to the O2 Business Terms & Conditions for the Provision of Equipment and/or Mobile Network Services found here.
2. The O2 Satellite for Business Service is a mobile connectivity enhancement, enabled as a Bolt On, that allows Mobile Network Services provision using a satellite-to-mobile System.
3. References to 'Equipment' in these Service Specific Conditions means mobile devices only.

Purchase & Eligibility

4. O2 Satellite for Business is only available to new and upgrading Customers who purchase an eligible Mobile Network Services tariff and will only work with compatible Equipment. A non-exhaustive list of compatible Equipment is set out at https://o2business.com/mobile/o2-satellite-for-business/compatible-devices/ or such other website address as notified to the Customer from time to time.
5. The O2 Satellite for Business Bolt On may be either:
   a. added to an eligible tariff and charged for a monthly subscription fee (as advertised at the time of purchase). This recurring Service Charge will appear separately on the O2 Business bill; or
   b. included as a benefit of any Ultimate Plan tariff at no extra cost.
6. All orders are subject to status, credit checks and payment by direct debit as well as being subject to availability.
7. The Customer will need to self-certify that its Equipment is eligible to access O2 Satellite for Business Services, and the Company shall have no liability for any costs incurred by the Customer due to its use of ineligible Equipment.
8. The Company reserves the right at all times to restrict, suspend or remove the Customer's access to O2 Satellite for Business without notice, as required.

Term & cancellation

9. The O2 Satellite for Business Bolt On is available on a 30-day rolling period. The Customer may add the O2 Satellite for Business Bolt On to any compatible tariff at any time following the Commencement Date upon provision of notice. The Customer may remove the O2 Satellite for Business Bolt On from any tariff at any time no sooner than 30 days following the application of the O2 Satellite for Business Bolt On.
10. If an O2 Satellite for Business Bolt on is cancelled following its initial 30 days period (during which it must remain active), it will be removed with immediate effect and the Company will refund a pro-rata amount based on the number of days during the relevant 30-day rolling period that the Customer has had access to the services, unless O2 Satellite for Business is an inclusive benefit on the Customer's tariff in which case no refund will be provided.
11. O2 Satellite for Business aims to provide additional coverage in areas that have traditionally had minimal or no mobile connectivity. Any data usage will come out of the Customer's standard UK allowances.

O2 Business
500 Brook Drive, Reading, RG2 6UU.

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: 490380486.
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12. In order to access the services the Customer may need to carry out a SIM swap, whether to an e-SIM or a physical SIM, the Company will advise if this is the case.
13. O2 Satellite for Business coverage may vary and will not be available in all areas of the UK. The Company does not guarantee fault-free, continuous coverage as network connection will vary depending on a range of factors including weather, location, the positions of satellites, and other external factors.
14. **The O2 Satellite for Business service should NOT be relied on to contact emergency services and the Company strongly recommends exercising caution when in O2 Satellite for Business-only connected areas.**
15. O2 Satellite for Business coverage may expand in future. Details of current coverage areas are available on the coverage map here.
16. A non-exhaustive list of applications that support O2 Satellite for Business are set out at https://o2business.com/mobile/o2-satellite-for-business/faqs/#apps, or such other website address as notified to the Customer from time to time, and may be updated from time to time.
17. Traditional voice calling is not currently supported by O2 Satellite for Business services.

Other applicable terms of use

18. In the event the Customer transfers an existing tariff to another tariff of the same type, then the O2 Satellite for Business Bolt On will remain active on the new tariff.
19. The Company does not guarantee that the O2 Satellite for Business Bolt On will always be made available and reserves the right to cancel it at any time.
20. The Company reserves the right to cancel, restrict or suspend the use of the O2 Satellite for Business Bolt On, if the Customer is, in the Company's reasonable opinion, in breach of any of the Conditions.

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