



# Mobile Services Information - Issue 19

Red5 Networks Limited

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**Where to Start?**



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### Mobile Services – O2 SIM Only

Our O2 Business SIM offer fantastic value with inclusive minutes, texts, data and EU roaming to ensure you can keep connected while on the go. For further afield, the WorldSaver bolt-on ensures you don't get caught out with unexpected usage charges and our International Caller bolt-on is great for those who make a lot of international calls.

Description	O2 20GB	O2 Unlimited
Ref Code	RMO2SP20	RMO2SOU
Inclusive Standard Minutes**	Unlimited*	Unlimited*
Inclusive Standard SMS**	Unlimited*	Unlimited*
Inclusive Data**	20GB	Unlimited*
Roam Like At Home (EU Zones)	Yes	Yes
WorldSaver @ £5.00 per day	Yes	Yes
International Caller (IC)	Optional	Optional
Monthly Rental	£16.00	£22.00
Monthly Rental with IC	£19.00	£25.00

Our O2 Mobile Broadband (MBB) SIMs are for use with mobile broadband dongles and devices. These can be used in mobile tablets, laptops and dongles for internet access wherever you are.

Description	O2 MBB 3GB	O2 MBB 30GB	O2 MBB 100GB
Ref Code	RMO2MB03	RMO2MB30	RMO2MB100
Inclusive Data**	3GB	30GB	100GB
Roam Like At Home (EU Zones)	Yes	Yes	Yes
WorldSaver @ £5.00 per day	Yes	Yes	Yes
Monthly Rental	£10.00	£15.00	£20.00

\* Unlimited usage subject to fair usage policy. See Pricing Guide for details.

\*\* Inclusive standard allowances are available for use in the UK, EU and in selected worldwide destinations in line with qualifying daily roaming services.

### Mobile Services – O2 International Caller

Our International Caller (IC) for O2 offers customers hugely reduced international call and SMS rates when dialling abroad from the UK without additional bundles. For just £3.00 ex VAT per month, users can benefit from these massive savings on international calls. International Caller can be added in the base tariffs. Charge units and minimum duration remain the same. See 'O2 Out of Bundle Charges' for info.

### International Caller – O2

International Caller tariff	Standard Price	IC Price
UK to Europe	90p per min	5p per min
UK to Rest of World	£1.65 per min	20p per min
UK International SMS	55p per SMS	5p per SMS



### Mobile Services – O2 Services & Bolt-Ons

The below Bolt-On are applied against individual SIM and inclusive allowances cannot be shared.

#### Services & Bolt-Ons – O2 Data Top Ups

Ref Code	Service	Price
RMOBTU05	5GB Data Top Up	£6.00
RMOBTU10	10GB Data Top Up	£9.00
RMOBTU20	20GB Data Top Up	£15.00

#### Services & Bolt-Ons – O2 Non-Geo Minutes

Ref Code	Service	Price
RMO2NG300	O2 300 NGN Minutes	£4.00

\* Inclusive calls to 084/087/0500 prefixes only

#### Services & Bolt-Ons – O2 International Minutes

Ref Code	Service	Price
RMO2EM500	500 Int. Euro Minutes*	£6.50
RMO2EM1000	1000 Int. Euro Minutes*	£11.50
RMO2WM500	500 Int. World Minutes*	£35.00
RMO2WM1000	1000 Int. World Minutes*	£60.00

\* International minutes for calls from the UK to abroad.

**Services & Bolt-Ons – O2 International SMS**

Ref Code	Service	Price
RMO2WS250	O2 250 Int. Worldwide SMS	£7.50
RMO2WS500	O2 500 Int. Worldwide SMS	£14.00

**Services & Bolt-Ons – O2 Roaming Minutes & Data**

Ref Code	Service	Price
RMO2RMD250	O2 250 Worldwide Roaming Minutes & 250MB Data*	£80.00
RMO2RMD500	O2 500 Worldwide Roaming Minutes/500MB Data*	£110.00

\* Roaming bundles cover Europe and Daily Roaming Service destinations when domestic bundles expire. Also cover Rest of World Zones 1, 2 & 3, but excludes Zone 4.

**IMPORTANT:** All roaming bolt-ons will apply secondary to any daily roaming services such as WorldSaver.

### Mobile – O2 Out of Bundle Charges

The below charges apply to any services used outside of the inclusive bundles while in the UK.

Event Type	Cost	Min. Charge	Units
On Net	45p	60 seconds	Per min
Cross Net	45p	60 seconds	Per min
Landlines	45p	60 seconds	Per min
Voicemail	45p	60 seconds	Per min
Channel Islands & Isle of Man (excluded from bundles)	45p	60 seconds	Per min
SMS	45p	N/A	Per SMS
Channel Islands & Isle of Man SMS (excluded from bundles)	45p	N/A	Per SMS
MMS	45p	N/A	Per MMS
Video Call	45p	60 seconds	Per min
Video Call - EU	90p	60 seconds	Per min
Video Call – Rest of World	£1.65	60 seconds	Per min
Call Return – On Net	45p	60 seconds	Per min
Call Return – Cross net	45p	60 seconds	Per min
Call Return – Landline	45p	60 seconds	Per min
Call Return – Personal Numbering Service	45p	60 seconds	Per min
International Call – EU, EEA & EU Other	90p	60 seconds	Per min
International Call – Rest of World	£1.65	60 seconds	Per min
International SMS – EU, EEA & EU Other	55p	N/A	Per SMS
International SMS – Rest of World	55p	N/A	Per SMS
Non Geo Access Charge (084 & 087)*	55p	60 seconds	Per min
Premium Call Access Charge (09)*	55p	60 seconds	Per min
Directory Enquiries Access Charge (118)*	55p	60 seconds	Per min
Freephone (0800)**	F.O.C	N/A	Per call
Radio Paging Services (i.e. 076)	55p	N/A	Per call
Personal Numbering Services (i.e. 070)	55p	60 seconds	Per min
Call Forwarding Services (i.e. 07744/07755)	55p	60 seconds	Per min
Data – UK (Mobile & MBB)	3p	1MB	Per 1MB**

\* Please Note: Price displayed is only a part cost of the call known as an Access Charge, there is also a providers Service Charge which is variable dependent on the service. Please refer to the provider for details.

\*\* Cost is rounded up per event to the nearest pence.

\*\*\* Freephone numbers may still be charged when dialling outside of Europe.

### Mobile – O2 Roaming Out of Bundle Charges

The below charges apply to any services used outside of the inclusive bundles when roaming. For roaming out of bundle costs when in Europe, please see UK rates.

Event Type	Cost	Min. Charge	Units
<b>Rest of World Zone 1 – When in a RoW Z1 Country</b>			
Roaming RoW Zone 1 – In Country, In Zone & UK	90p	60 seconds	Per min
Roaming RoW Zone 1 – EU Zones	£1.65	60 seconds	Per min
Roaming RoW Zone 1 – RoW Zone 2	£1.85	60 seconds	Per min
Roaming RoW Zone 1 – RoW Zone 3	£1.85	60 seconds	Per min
Roaming RoW Zone 1 – RoW Zone 4	£1.85	60 seconds	Per min
Roaming RoW Zone 1 – Inbound	35p	60 seconds	Per min
Roaming RoW Zone 1 – SMS	35p	N/A	Per SMS
Roaming RoW Zone 1 – MMS	65p	N/A	Per MMS
Roaming RoW Zone 1 – Data	15p	1MB	Per 1MB

<b>Rest of World Zone 2 – When in a RoW Z2 Country</b>			
Roaming RoW Zone 2 – In Country, In Zone & UK	£1.65	60 seconds	Per min
Roaming RoW Zone 2 – EU Zones	£1.65	60 seconds	Per min
Roaming RoW Zone 2 – RoW Zone 1	£1.85	60 seconds	Per min
Roaming RoW Zone 2 – RoW Zone 3	£1.85	60 seconds	Per min
Roaming RoW Zone 2 – RoW Zone 4	£1.85	60 seconds	Per min
Roaming RoW Zone 2 – Inbound	65p	60 seconds	Per min
Roaming RoW Zone 2 – SMS	35p	N/A	Per SMS
Roaming RoW Zone 2 – MMS	65p	N/A	Per MMS
Roaming RoW Zone 2 – Data	65p	1MB	Per 1MB

### Mobile – O2 Roaming Out of Bundle Charges Cont.

Event Type	Cost	Min. Charge	Units
<b>Rest of World Zone 3 – When in a RoW Z3 Country</b>			
Roaming RoW Zone 3 – In Country, In Zone & UK	£2.25	60 seconds	Per min
Roaming RoW Zone 3 – EU Zones	£2.25	60 seconds	Per min
Roaming RoW Zone 3 – RoW Zone 1	£2.25	60 seconds	Per min
Roaming RoW Zone 3 – RoW Zone 2	£2.25	60 seconds	Per min
Roaming RoW Zone 3 – RoW Zone 4	£2.25	60 seconds	Per min
Roaming RoW Zone 3 – Inbound	£1.50	60 seconds	Per min
Roaming RoW Zone 3 – SMS	65p	N/A	Per SMS
Roaming RoW Zone 3 – MMS	65p	N/A	Per MMS
Roaming RoW Zone 3 – Data	£2.00	1MB	Per 1MB

<b>Rest of World Zone 4 – When in a RoW Z4 Country</b>			
Roaming RoW Zone 4 – In Country, In Zone & UK	£2.25	60 seconds	Per min
Roaming RoW Zone 4 – EU Zones	£2.25	60 seconds	Per min
Roaming RoW Zone 4 – RoW Zone 1	£2.25	60 seconds	Per min
Roaming RoW Zone 4 – RoW Zone 2	£2.25	60 seconds	Per min
Roaming RoW Zone 4 – RoW Zone 3	£2.25	60 seconds	Per min
Roaming RoW Zone 4 – Inbound	£2.25	60 seconds	Per min
Roaming RoW Zone 4 – SMS	65p	N/A	Per SMS
Roaming RoW Zone 4 – MMS	65p	N/A	Per MMS
Roaming RoW Zone 4 – Data	£5.00	1MB	Per 1MB

## Mobile – O2 International Zones

Below shows the latest O2 zoning structure.

### EU Zone 1

Austria / Belgium / Bulgaria / Canary Islands / Croatia / Cyprus / Czech Republic / Denmark / Estonia / Finland / France (inc. Monaco) / French Territories / Germany / Gibraltar / Greece / Hungary / Iceland / Ireland / Italy (Vatican City) / Latvia / Liechtenstein / Lithuania / Luxembourg / Malta / Netherlands / Norway / Poland / Portugal (inc. Madeira) / Romania / Slovakia / Slovenia / Spain (inc. Balearic Islands) / Sweden

### EU Zone 2

Channel Islands (Guernsey & Jersey) & Isle of Man / Faroe Islands / San Marino / Switzerland

### RoW Zone 1

Afghanistan / Albania / Anguilla / Antigua and Barbuda / Argentina / Armenia / Aruba / Australia / Azerbaijan / Bahamas / Bahrain / Bangladesh / Barbados / Benin / Bermuda / Bhutan / Bonaire / Bosnia & Herzegovina / Botswana / Brazil / British Virgin Islands / Brunei / Burkina Faso / Cameroon / Cambodia / Canada / Cayman Islands / Central African Republic / Chad / Chile / China / Colombia / Costa Rica / Curacao / Democratic Republic of Congo / Dominica / Dominican Republic / Ecuador / Egypt / El Salvador / Fiji / French Polynesia / Gabon / Georgia / Ghana / Grenada / Guam / Guatemala / Guyana / Haiti / Honduras / Hong Kong / India / Indonesia / Iran / Iraq / Israel / Ivory Coast / Jamaica / Japan / Jordan / Kazakhstan / Kenya / Kuwait / Laos / Lesotho / Macau / Macedonia / Madagascar / Malaysia / Mexico / Moldova / Mongolia / Montenegro / Montserrat / Morocco / Mozambique / Myanmar / New Zealand / Nicaragua / Niger / Nigeria / Oman / Pakistan / Palestine / Panama / Papua New Guinea / Paraguay / Peru / Puerto Rico / Qatar / Russia / Rwanda / Saudi Arabia / Serbia / Seychelles / Singapore / Sint Maarten / Solomon Islands / South Africa / South Korea / South Sudan / Sri Lanka / St Kitts and Nevis / St Lucia / St Vincent / Suriname / Swaziland / Taiwan / Tajikistan / Tanzania / Thailand / The Netherlands Antilles / The Philippines / Togo / Tonga / Trinidad and Tobago / Turkey / Turks and Caicos Islands / Uganda / Ukraine / United Arab Emirates / United States of America / Uruguay / US Virgin Islands / Uzbekistan / Vanuatu / Venezuela / Vietnam / Western Samoa / Yemen / Zambia

**Mobile – O2 International Zones cont.**

**RoW Zone 2**

Algeria / American Samoa / Belarus / Bolivia / Cape Verde / Gambia / Guinea / Guinea-Bissau / Kyrgyzstan / Liberia / Malawi / Mauritania / Mauritius / Senegal / Sierra Leone / Zimbabwe

**RoW Zone 3**

Andorra / Burundi / Libya / Mali / Namibia / Nepal / Sao Tome and Principe / Tunisia

**RoW Zone 4**

Angola / Ascension Islands / Australian External Territories / Belize / Comoros / Cook Islands / Cuba / Diego Garcia / Djibouti / Equatorial Guinea / Eritrea / Ethiopia / Falkland Islands / Greenland / Kiribati / Lebanon / Maldives / Marshall Islands / Micronesia / Midway Island / Nauru / New Caledonia / Niue / Norfolk Island / North Mariana / Palau / Saint Helena / Somalia / St Pierre and Miquelon / Syria / Timor (East) / Tokelau / Turkmenistan / Tuvalu / Wallis and Futuna

### Mobile Services – O2 WorldSaver Roaming Bolt-On

Our WorldSaver bolt-on allows customers to roam in the Rest of World (RoW) countries listed below and use their inclusive allowances as if they were in the UK for £5.00 ex VAT per day. This offers customers the ultimate freedom to roam around the world without the worry of unexpected charges on their return. Usage outside of allowances will be charged at the relevant countries roaming rates.

#### Rest of World countries included with WorldSaver

Afghanistan / Albania / Andorra / Anguilla / Antigua and Barbuda / Argentina / Armenia / Aruba / Australia / Bahrain / Bangladesh / Barbados / Bermuda / Bonaire / Bosnia & Herzegovina / Brazil / British Virgin Islands / Cambodia / Canada / Cayman Islands / Chile / China / Colombia / Costa Rica / Curacao / Democratic Republic of Congo / Dominica / Dominican Republic / Ecuador / Egypt / El Salvador / Fiji / Georgia / Ghana / Grenada / Guam / Guatemala / Guyana / Haiti / Honduras / Hong Kong / India / Indonesia / Israel / Jamaica / Japan / Jordan / Kazakhstan / Kenya / Kuwait / Laos / Lesotho / Macau / Macedonia / Malaysia / Mexico / Moldova / Mongolia / Morocco / Montenegro / Montserrat / Mozambique / Myanmar / New Zealand / Nicaragua / Oman / Pakistan / Panama / Papua New Guinea / Paraguay / Peru / Puerto Rico / Qatar / Russia / Saudi Arabia / Serbia / Singapore / South Africa / South Korea / South Sudan / Sri Lanka / St. Eustatius / St. Maarten / St. Kitts and Nevis / St. Lucia / St. Vincent / Suriname / Swaziland / Taiwan / Tanzania / Thailand / The Netherland Antilles / The Philippines / Tonga / Trinidad & Tobago / Turkey / Turks & Caicos Islands / Ukraine / United Arab Emirates / Uruguay / USA / US Virgin Islands / Uzbekistan / Vanuatu / Vietnam



### Mobile Services – VodaShare Business

Our VodaShare tariff include unlimited standard calls, SMS and 5G data, while our VodaShare MBB tariff includes unlimited 5G data for all your Mobile Broadband needs. Both include EU roaming as standard, as well as our WorldSaver roaming bolt-on.

Description	VodaShare Unlimited	VodaShare MBB Unlimited
Ref Code	RVSPUN	RVSPMUN
Inclusive Standard Minutes**	Unlimited*	N/A
Inclusive Standard SMS**	Unlimited*	N/A
Inclusive Data**	Unlimited*	Unlimited*
Roam Like At Home (EU Zones)	Yes	Yes
WorldSaver @ £5.00 per day	Yes	Yes
Monthly Rental	£27.50	£27.50

\* Unlimited usage subject to fair usage policy. See Pricing Guide for details. Unlimited roaming data usage is capped at 25GB per billing month and additional usage will be charged at the standard out of bundle rates.

\*\* Inclusive standard allowances are available for use in the UK, EU and in selected worldwide destinations in line with qualifying daily roaming services.

### Mobile Services – VodaShare Services & Bolt-Ons

The below Bolt-On are applied against individual SIM and inclusive allowances cannot be shared.

#### Service & Bolt-Ons – VodaShare Plus International Minutes

Ref Code	Service	Price
RMVSWM500	500 Int. World Minutes	£75.00
RMVSWM1K	1000 Int. World Minutes	£135.00

\* International minutes for calls from the UK to abroad.

#### Service & Bolt-Ons – VodaShare Plus International SMS

Ref Code	Service	Price
RMVSW100	100 International Worldwide SMS	£4.00

#### Service & Bolt-Ons – VodaShare Plus Roaming Data

Ref Code	Service	Price
RMVSRD250	250MB Worldwide Roaming Data*	£45.00
RMVSRD500	500MB Worldwide Roaming Data*	£80.00
RMVSRD1G	1GB Worldwide Roaming Data*	£140.00

\* Roaming options exclude Rest of World Zone 4 destinations.

#### Service & Bolt-Ons – VodaShare Data Top Ups

Ref Code	Service	Price
RMOBTU05	5GB Data Top Up	£6.50
RMOBTU10	10GB Data Top Up	£10.00
RMOBTU20	20GB Data Top Up	£16.00

### Mobile – Vodafone Out of Bundle Charges

The below charges apply to any services used outside of the inclusive bundles while in the UK.

Event Type	Cost	Min. Charge	Units
On Net	45p	60 seconds	Per min
Cross Net	45p	60 seconds	Per min
Landlines	45p	60 seconds	Per min
Voicemail	45p	60 seconds	Per min
Channel Islands & Isle of Man (excluded from bundles)	45p	60 seconds	Per min
SMS	45p	N/A	Per SMS
Channel Islands & Isle of Man SMS (excluded from bundles)	45p	N/A	Per SMS
MMS	45p	N/A	Per MMS
Video Call	45p	60 seconds	Per min
Video Call - EU	90p	60 seconds	Per min
Video Call – Rest of World	£1.65	60 seconds	Per min
Call Return – On Net	45p	60 seconds	Per min
Call Return – Cross net	45p	60 seconds	Per min
Call Return – Landline	45p	60 seconds	Per min
Call Return – Personal Numbering Service	45p	60 seconds	Per min
International Call – EU, EEA & EU Other	90p	60 seconds	Per min
International Call – Rest of World	£1.65	60 seconds	Per min
International SMS – EU, EEA & EU Other	55p	N/A	Per SMS
International SMS – Rest of World	55p	N/A	Per SMS
Non Geo Access Charge (084 & 087)*	55p	60 seconds	Per min
Premium Call Access Charge (09)*	55p	60 seconds	Per min
Directory Enquiries Access Charge (118)*	55p	60 seconds	Per min
Freephone (0800)**	F.O.C	N/A	Per min
Radio Paging Services (i.e. 076)	55p	N/A	Per min
Personal Numbering Services (i.e. 070)	55p	60 seconds	Per min
Call Forwarding Services (i.e. 07744/07755)	55p	60 seconds	Per min
Data (Single User) – per GB	£8.50	1GB	Per 1GB

\* Please Note: Price displayed is only a part cost of the call known as an Access Charge, there is also a providers Service Charge which is variable dependent on the service. Please refer to the provider for details.

\*\* Freephone numbers may still be charged when dialling outside of Europe.

### Mobile – Vodafone Roaming Out of Bundle Charges

The below charges apply to any services used outside of the inclusive bundles when roaming. For roaming out of bundle costs when in Europe, please see UK rates.

Event Type	Cost	Min. Charge	Units
<b>Rest of World Zone 1 – When in a RoW Z1 Country</b>			
Roaming RoW Zone 1 – In Country, In Zone & UK	45p	60 seconds	Per min
Roaming RoW Zone 1 – EU Zones	90p	60 seconds	Per min
Roaming RoW Zone 1 – RoW Zone 2	£1.25	60 seconds	Per min
Roaming RoW Zone 1 – RoW Zone 3	£1.25	60 seconds	Per min
Roaming RoW Zone 1 – RoW Zone 4	£1.25	60 seconds	Per min
Roaming RoW Zone 1 – Inbound	45p	60 seconds	Per min
Roaming RoW Zone 1 – SMS	45p	N/A	Per SMS
Roaming RoW Zone 1 – MMS	45p	N/A	Per MMS
Roaming RoW Zone 1 – Data	15p	1MB	Per 1MB

<b>Rest of World Zone 2 – When in a RoW Z2 Country</b>			
Roaming RoW Zone 2 – In Country, In Zone & UK	85p	60 seconds	Per min
Roaming RoW Zone 2 – EU Zones	90p	60 seconds	Per min
Roaming RoW Zone 2 – RoW Zone 1	£1.25	60 seconds	Per min
Roaming RoW Zone 2 – RoW Zone 3	£1.25	60 seconds	Per min
Roaming RoW Zone 2 – RoW Zone 4	£1.25	60 seconds	Per min
Roaming RoW Zone 2 – Inbound	55p	60 seconds	Per min
Roaming RoW Zone 2 – SMS	45p	N/A	Per SMS
Roaming RoW Zone 2 – MMS	45p	N/A	Per MMS
Roaming RoW Zone 2 – Data	45p	1MB	Per 1MB

### Mobile – Vodafone Roaming Out of Bundle Charges Cont.

Event Type	Cost	Min. Charge	Units
<b>Rest of World Zone 3 – When in a RoW Z3 Country</b>			
Roaming RoW Zone 3 – In Country, In Zone & UK	£1.50	60 seconds	Per min
Roaming RoW Zone 3 – EU Zones	£1.50	60 seconds	Per min
Roaming RoW Zone 3 – RoW Zone 1	£1.50	60 seconds	Per min
Roaming RoW Zone 3 – RoW Zone 2	£1.50	60 seconds	Per min
Roaming RoW Zone 3 – RoW Zone 4	£1.50	60 seconds	Per min
Roaming RoW Zone 3 – Inbound	90p	60 seconds	Per min
Roaming RoW Zone 3 – SMS	45p	N/A	Per SMS
Roaming RoW Zone 3 – MMS	45p	N/A	Per MMS
Roaming RoW Zone 3 – Data	£1.00	1MB	Per 1MB

<b>Rest of World Zone 4 – When in a RoW Z4 Country</b>			
Roaming RoW Zone 4 – In Country, In Zone & UK	£1.50	60 seconds	Per min
Roaming RoW Zone 4 – EU Zones	£1.50	60 seconds	Per min
Roaming RoW Zone 4 – RoW Zone 1	£1.50	60 seconds	Per min
Roaming RoW Zone 4 – RoW Zone 2	£1.50	60 seconds	Per min
Roaming RoW Zone 4 – RoW Zone 3	£1.50	60 seconds	Per min
Roaming RoW Zone 4 – Inbound	£1.00	60 seconds	Per min
Roaming RoW Zone 4 – SMS	45p	N/A	Per SMS
Roaming RoW Zone 4 – MMS	45p	N/A	Per MMS
Roaming RoW Zone 4 – Data	£4.00	1MB	Per 1MB

## Mobile – Vodafone International Zones

Below shows the latest Vodafone zoning structure.

### EU Zone 1

Austria / Belgium / Bulgaria / Canary Islands / Croatia / Cyprus / Czech Republic / Denmark / Estonia / Finland / France (inc. Monaco) / French Territories / Germany / Gibraltar / Greece / Hungary / Iceland / Ireland / Italy (Vatican City) / Latvia / Liechtenstein / Lithuania / Luxembourg / Malta / Netherlands / Norway / Poland / Portugal (inc. Madeira) / Romania / Slovakia / Slovenia / Spain (inc. Balearic Islands) / Sweden

### EU Zone 2

Channel Islands (Guernsey & Jersey) & Isle of Man / Faroe Islands / San Marino / Switzerland

### RoW Zone 1

Afghanistan / Albania / Anguilla / Antigua and Barbuda / Argentina / Armenia / Aruba / Australia / Azerbaijan / Bahamas / Bahrain / Bangladesh / Barbados / Benin / Bermuda / Bhutan / Bonaire / Bosnia & Herzegovina / Botswana / Brazil / British Virgin Islands / Brunei / Burkina Faso / Cameroon / Cambodia / Canada / Cayman Islands / Central African Republic / Chad / Chile / China / Colombia / Costa Rica / Curacao / Democratic Republic of Congo / Dominica / Dominican Republic / Ecuador / Egypt / El Salvador / Fiji / French Polynesia / Gabon / Georgia / Ghana / Grenada / Guam / Guatemala / Guyana / Haiti / Honduras / Hong Kong / India / Indonesia / Iran / Iraq / Israel / Ivory Coast / Jamaica / Japan / Jordan / Kazakhstan / Kenya / Kuwait / Laos / Lesotho / Macau / Macedonia / Madagascar / Malaysia / Mexico / Moldova / Mongolia / Montenegro / Montserrat / Morocco / Mozambique / Myanmar / New Zealand / Nicaragua / Niger / Nigeria / Oman / Pakistan / Palestine / Panama / Papua New Guinea / Paraguay / Peru / Puerto Rico / Qatar / Russia / Rwanda / Saudi Arabia / Serbia / Seychelles / Singapore / Sint Maarten / Solomon Islands / South Africa / South Korea / South Sudan / Sri Lanka / St Kitts and Nevis / St Lucia / St Vincent / Suriname / Swaziland / Taiwan / Tajikistan / Tanzania / Thailand / The Netherlands Antilles / The Philippines / Togo / Tonga / Trinidad and Tobago / Turkey / Turks and Caicos Islands / Uganda / Ukraine / United Arab Emirates / United States of America / Uruguay / US Virgin Islands / Uzbekistan / Vanuatu / Venezuela / Vietnam / Western Samoa / Yemen / Zambia

**Mobile – Vodafone International Zones cont.**

**RoW Zone 2**

Algeria / American Samoa / Belarus / Bolivia / Cape Verde / Gambia / Guinea / Guinea-Bissau / Kyrgyzstan / Liberia / Malawi / Mauritania / Mauritius / Senegal / Sierra Leone / Zimbabwe

**RoW Zone 3**

Andorra / Burundi / Libya / Mali / Namibia / Nepal / Sao Tome and Principe / Tunisia

**RoW Zone 4**

Angola / Ascension Islands / Australian External Territories / Belize / Comoros / Cook Islands / Cuba / Diego Garcia / Djibouti / Equatorial Guinea / Eritrea / Ethiopia / Falkland Islands / Greenland / Kiribati / Lebanon / Maldives / Marshall Islands / Micronesia / Midway Island / Nauru / New Caledonia / Niue / Norfolk Island / North Mariana / Palau / Saint Helena / Somalia / St Pierre and Miquelon / Syria / Timor (East) / Tokelau / Turkmenistan / Tuvalu / Wallis and Futuna

### Mobile Services – Vodafone EuroSaver and WorldSaver Roaming Bolt-Ons

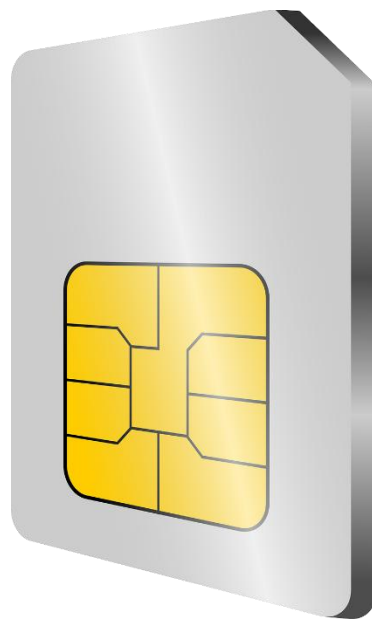
Our EuroSaver and WorldSaver bolt-ons allow customers to roam in Europe and the Rest of World (RoW) countries listed below and use their inclusive allowances as if they were in the UK. This costs just £2.00 ex VAT per day in Europe and £5.00 ex VAT per day for WorldSaver countries. This offers customers the ultimate freedom to roam around the world without the worry of unexpected charges on their return. Usage outside of allowances will be charged at the relevant countries roaming rates.

#### Countries included with EuroSaver

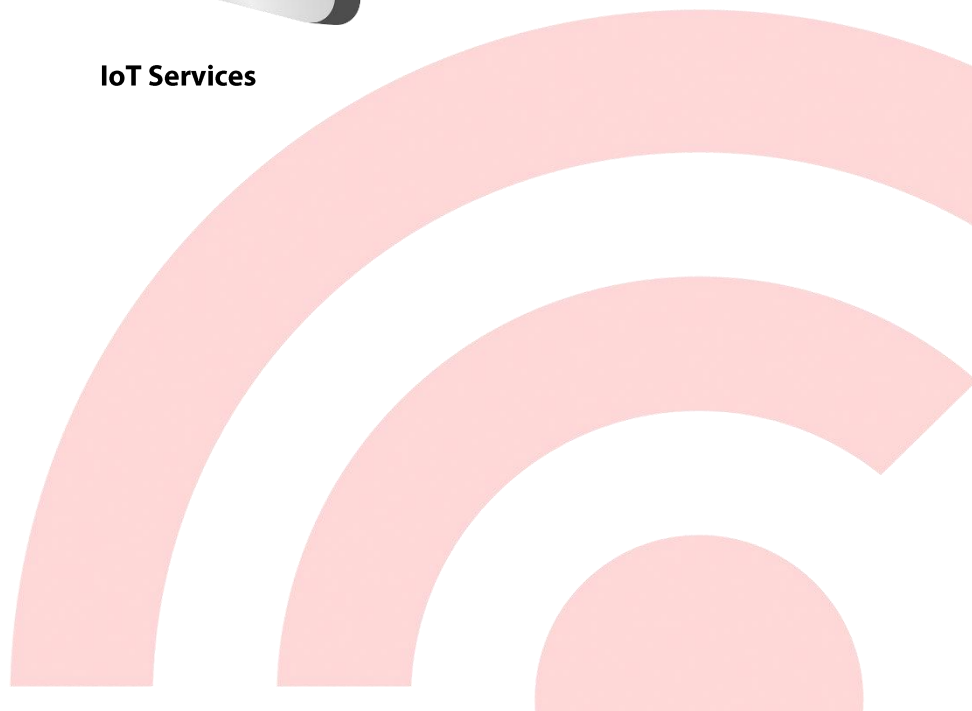
All countries listed within our EU Zone 1 and EU Zone 2 zones are covered by EuroSaver.

#### Rest of World countries included with WorldSaver

Afghanistan / Albania / Andorra / Anguilla / Antigua and Barbuda / Argentina / Armenia / Aruba / Australia / Bahrain / Bangladesh / Barbados / Bermuda / Bonaire / Bosnia & Herzegovina / Brazil / British Virgin Islands / Cambodia / Canada / Cayman Islands / Chile / China / Colombia / Costa Rica / Curacao / Democratic Republic of Congo / Dominica / Dominican Republic / Ecuador / Egypt / El Salvador / Fiji / Georgia / Ghana / Grenada / Guam / Guatemala / Guyana / Haiti / Honduras / Hong Kong / India / Indonesia / Israel / Jamaica / Japan / Jordan / Kazakhstan / Kenya / Kuwait / Laos / Lesotho / Macau / Macedonia / Malaysia / Mexico / Moldova / Mongolia / Morocco / Montenegro / Montserrat / Mozambique / Myanmar / New Zealand / Nicaragua / Oman / Pakistan / Panama / Papua New Guinea / Paraguay / Peru / Puerto Rico / Qatar / Russia / Saudi Arabia / Serbia / Singapore / South Africa / South Korea / South Sudan / Sri Lanka / St. Eustatius / St. Maarten / St. Kitts and Nevis / St. Lucia / St. Vincent / Suriname / Swaziland / Taiwan / Tanzania / Thailand / The Netherland Antilles / The Philippines / Tonga / Trinidad & Tobago / Turkey / Turks & Caicos Islands / Ukraine / United Arab Emirates / Uruguay / USA / US Virgin Islands / Uzbekistan / Vanuatu / Vietnam



**IoT Services**



### Mobile Services – MultiNet SIM

We are pleased to be able to offer our MultiNet data SIM. These SIM offer complete reliability, security and flexibility. Your devices can stay connected with seamless switching between all major UK networks (O2, EE, Vodafone & Three). All SIM come with a single public IP.

Service	AllNet Price
MultiNet 5GB inc Static IP	£32.50
MultiNet 20GB inc Static IP	£85.00
MultiNet 50GB inc Static IP	£160.00
MultiNet 100GB inc Static IP	£300.00

### Mobile – MultiNet Out of Bundle Charges

The below charges apply to any services used outside of the inclusive bundles while in the UK.

Event Type	Cost	Min. Charge	Units
Data – UK (Mobile & MBB)	15p	1MB	Per 1MB

**Note: MultiNet SIM are currently only available for use in the UK**

## General Information

### Unlimited Allowances

Our unlimited bundles are truly unlimited where usage is appropriate to the subscription type. Inappropriate usage would be considered as the following:

- Any usage outside normal commercial practice
- Any usage made via automated means (See Gateway/AIT FUP)
- Any usage that damages or impairs the hosting network
- Any usage considered fraudulent, abusive, illegal or a nuisance
- Data usage where users regularly tether to 12 or more devices or have used 650GB of data twice within a 6-month period
- Data usage where roaming outside of the UK and exceeding more than 25GB within a single billing period\*

We may investigate usage in order to ascertain whether your unlimited usage is in line with these guidelines. In the event inappropriate usage is determined then we reserve the right to restrict services, adjust the plan or terminate the agreement based on the severity of the misuse.

\* In line with the Vodafone changes, in the instance of Vodafone Unlimited data tariffs, standard out of bundle charges will apply after the initial 25GB roaming fair usage allowance is exceeded.

### New Business Only

The tariffs within this guide are aimed at new business only. Existing customers should contact our sales team to discuss the best pricing available for their services.

Change of Tariff Charge (Mid Contract) = £40.00 +VAT

Re-Number Charge = £45.00 +VAT

### **Gateways/Artificially Inflated Traffic (AIT)**

We do not allow SIMs to be used in any equipment which enables the routing of calls or data (including, without limitation, text or picture messages) from fixed apparatus or standard devices to mobile equipment, by establishing a mobile to mobile call or transmission. Nor does it allow the use of any equipment which enables the sending of bulk SMS, voice or data services. We reserve the right to suspend without notice should we believe such equipment is being used.

### **Roaming**

In line with the Roam Like At Home legislation. We have introduced a Fair Usage Policy to ensure end user allowances are being used for purpose whilst roaming.

#### **Policy Terms**

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

If a customer uses their mobile in destinations outside of the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as WorldTravel and/or legislation such as Roam Like At Home) and their roaming use frequently exceeds their domestic use over any four-month rolling period, they will be considered a permanent roamer and charges will apply in line with our standard roaming out of bundle costs.

If a customer's roaming usage continues to exceed their domestic usage, as described above, we reserve the right to disconnect or bar roaming services. Customers will be notified before any action is taken.

### **Early Termination Fees**

Early termination fees are applicable in all cases where a cease request has been submitted and the minimum agreed terms have not been completed. This fee is determined based on the pro rata cost of line rental remaining from the subscription's date of cease up to the end of the agreement, including any required notice periods.

### **Who are Red5 Networks?**

Red5 Networks is a Norfolk-based telephony & internet service provider, specialising in high quality leased line connectivity.

We provide leased line solutions via copper, fibre and our UltraNet wireless infrastructure. We supply traditional and superfast fibre business-class broadband, as well as fixed lines and ISDN. Additionally, Red5 networks can deliver mobile voice and data services, VoIP telephony and hosted telephone systems.

Whatever service you require, Red5 has the experience and ability to get the job done.

### **Standard Terms & Conditions**

For our standard terms & conditions, please visit <http://www.r5n.co.uk/documents>

### **Notes**

All recurring transactions are subject to a minimum 18-month contract unless otherwise stated. Shorter and longer contracts are negotiable.

All prices are exclusive of VAT and subject to change without notice

All equipment prices exclude set up / configuration / labour