Mobile Services Information - Issue 12

Red5 Networks Limited

Date: 1st January 2021

What's new?

This document sees some minor revisions to our existing mobile offerings. Our VodaRed/MBB & VodaShare out of bundle charges have been simplified. Our O2 bundles continue to offer fantastic value. Our reseller agreement with EE allows us to offer services from all 3 of the major providers.

O2 eSIM

An eSIM is a virtual SIM that allows users to have multiple numbers and voice/data plans on a single mobile device. eSIM is compatible with any of our O2 tariffs for new and existing customers and includes SIM swaps and resigns.

Mobile Bill Limits - Reminder

From 1st October 2018, new legislation was introduced for all new contracts and re-signs to help reduce 'bill-shock' for customers.

We offer customers the option to set a cap on their plan to control their spend on out of bundle services each month. We'll send you an email when you get near your limit. This limit can only be broken by a few services as mentioned below.

Caps apply to standard out of bundle calls, texts and picture messages; roaming use; calling abroad; and access charges for premium calls and texts to numbers beginning with 09, 118, 084, 087 & 070.

Caps do not apply to standard monthly recurring charges (e.g. plan and bolt-on charges); service charges for premium calls and texts to numbers beginning with 09, 118, 084, 087 & 070; admin charges/late payment fees.

Bill limits can be amended throughout your contract, but we request 5 days' notice to update our systems.

Reaching this limit will restrict access to all chargeable services on the SIM until the next billing cycle.

Where to Start?

Vodafone Business Page 4

O2 Mobile Page 16

EE Mobile Please contact our sales team to discuss current EE pricing (01603 859669)

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RED 5 networks

Mobile Services

R5Doc026, Issue 12

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vodafone business

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Mobile Services – VodaRed

Our VodaRed tariffs offer fantastic value to suit all our customers' needs. All include unlimited minutes and texts to UK landlines and mobiles, Roam Like At Home for use while roaming in the EU and offer data packages to suit all usage. We are also now including 5G with all new VodaRed services. See the bolt-ons section for additional call, data and roaming options.

Description	VodaRed 2GB	VodaRed 5GB	VodaRed 20GB	VodaRed Unlimited
Ref Code	RMVR2	RMVR5	RMVR20	RMVRU
Inclusive Standard Minutes**	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Inclusive Standard SMS**	Unlimited*	Unlimited*	Unlimited*	Unlimited*
Inclusive Data**	2GB	5GB	20GB	Unlimited*
5G Enabled	Yes	Yes	Yes	Yes
Roam Like At Home (EU Zones)	Yes	Yes	Yes	Yes
WorldSaver @ £5.00 per day	Yes	Yes	Yes	Yes
Monthly Rental	£10.00	£12.00	£15.00	£25.00

* 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.

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Mobile Services – VodaRed Services & Bolt-ons

The below bolt-ons can be added to any of our VodaRed SIMs.

Ref Code	Service	Price
RMVRNG300	300 Non-Geo Mins (084 & 087)	£2.00 /month
RMVRIS100	100 International SMS	£3.00 /month
RMVRIM75	75 International Minutes*	£6.00 /month
RMVRIM125	125 International Minutes*	£9.00 /month
RMVRIM200	200 International Minutes*	£12.00 /month
RMVRRD1	Roaming Data 1GB (exc Roaming Zone 4)	£90.00 /month
RMVRRD2	Roaming Data 2GB (exc Roaming Zone 4)	£150.00 /month

* International minutes for calls from the UK to abroad.

Mobile Services – VodaRed Unlimited Services & Bolt-ons

The below bolt-ons are specific to our VodaRed Unlimited packages.

Ref Code	Service	Price
RMVRURD1	Roaming Data 1GB *	£3.00
RMVRURD5	Roaming Data 5GB *	£12.50

* Monthly roaming data bundles can be used in Vodafone Global Roaming Zones. For VodaRed Unlimited plans only.

Please note: All of the bolt ons listed on this page are applied against individual users and inclusive allowances will not be shared. There are no shared bundles available on VodaRed.

Mobile Services – VodaShare

Our VodaShare tariffs offer customers the option of a centralised data pool for their connections. These can be paired with mobile or data only SIM. See the bolt-ons section for additional call, data and roaming options that can be applied individually.

Description	VodaShare Base	VodaShare Data Only
Ref Code	RMVSB	RMVSD
Inclusive Standard Minutes**	Unlimited*	N/A
Inclusive Standard SMS**	Unlimited*	N/A
Inclusive Data**	0GB	0GB
Roam Like At Home (EU Zones)	Yes	Yes
WorldSaver @ £5.00 per day	Yes	Yes
Monthly Rental	£9.00	£4.00

* 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 – VodaShare Data Bundles

Ref Code	Service*	Price
RMSD25	25GB shared data**	£70.00 /month
RMSD50	50GB shared data**	£140.00 /month
RMSD75	75GB shared data**	£190.00 /month
RMSD100	100GB shared data**	£250.00 /month
RMSD250	250GB shared data**	£600.00 /month
RMSD500	500GB shared data**	£1100.00 /month
RMSD1T	1TB shared data**	£2000.00 /month
TBC	Bundles up to 5TB are available on request	

* VodaShare Data Bundles can only be used with VodaShare services.
** 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 types are applied against individual SIM and inclusive allowances cannot be shared.

Service & Bolt-Ons – VodaShare International Minutes

Ref Code	Service	Price
RMVSWM100	100 Int. World Minutes	£20.00
RMVSWM500	500 Int. World Minutes	£75.00
RMVSWM1K	1000 Int. World Minutes	£130.00

* International minutes for calls from the UK to abroad.

Service & Bolt-Ons – VodaShare International SMS

Ref Code	Service	Price
RMVSWS100	100 International Worldwide SMS	£4.00

Service & Bolt-Ons – VodaShare Roaming Data

Ref Code	Service	Price
RMVSRD250	250MB Worldwide Roaming Data*	£35.00
RMVSRD500	500MB Worldwide Roaming Data*	£70.00
RMVSRD1G	1GB Worldwide Roaming Data*	£130.00

* Roaming options exclude Rest of World Zone 4 destinations.

Mobile Services – VodaMBB

Our VodaMBB tariffs are data only SIM 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	VodaMBB 2GB	VodaMBB 5GB	VodaMBB 20GB	VodaMBB Unlimited*
Ref Code	RMVM2	RMVM5	RMVM20	RMVMU
Inclusive Data**	2GB	5GB	20GB	Unlimited
Roam Line At Home (EU Zones)	Yes	Yes	Yes	Yes
WorldSaver @ £5.00 per day	Yes	Yes	Yes	Yes
Monthly Rental	£7.00	£10.00	£13.00	£23.00

* 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 – 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
SMS	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	90p	60 seconds	Per min
International Call – Rest of World	£1.65	60 seconds	Per min
International SMS	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 (VodaRed & MBB) – per GB	£5.00	1GB	Per 1GB
Data – UK (VodaShare) – per GB	£5.00	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.

** Cost is rounded per event to the nearest pence

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
Rest of World Zone 1 – When in a RoW Z1 Country			
Roaming RoW Zone 1 – In Country, In Zone & UK	55p	60 seconds	Per min
Roaming RoW Zone 1 – EU Zones	85p	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	55p	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

Rest of World Zone 2 – When in a RoW Z2 Country			
Roaming RoW Zone 2 – In Country, In Zone & UK	85p	60 seconds	Per min
Roaming RoW Zone 2 – EU Zones	85p	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
Rest of World Zone 3 – When in a RoW Z3 Country			
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

Rest of World Zone 4 – When in a RoW Z4 Country			
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 / Soloman 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

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Mobile Services – Vodafone 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 huge unknown 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 / Western Samoa

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R5Doc026, Issue 12

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Mobile Services – O2 Specials

As well as our standard tariffs, we have a number of special rates available that provide even better value for our customers. Our current deals are included below, but check with our sales team to get the latest offerings.

Description	O2 Special 20GB	O2 Special 40GB	O2 Special Unlimited
Ref Code	RMO2SP20	RMO2SP40	RMO2SPU
Inclusive Standard Minutes**	Unlimited*	Unlimited*	Unlimited*
Inclusive Standard SMS**	Unlimited*	Unlimited*	Unlimited*
Inclusive Data**	20GB	40GB	Unlimited*
Roam Like At Home (EU Zones)	Yes	Yes	Yes
WorldSaver @ £5.00 per day	Yes	Yes	Yes
International Caller (IC)	Optional	Optional	Optional
Monthly Rental	£14.00	£16.00	£20.00
Monthly Rental with IC	£17.00	£19.00	£23.00

* 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.

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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 'Out of Bundle UK 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 Base Tariffs

Our O2 tariffs continue to offer our customers the most flexible services available with the option to attach both individual bolt-ons as well as utilise shared data bundles. This allows the services to be completely customised to their needs and ensures the best value.

Base Tariffs – O2 Standard

Ref Code	Service	Price
RMO2ST	O2 Standard – New contracts only! Unlimited UK landline & mobile minutes*, Unlimited UK texts* EU roaming (RLAH) included	£8.00 /month
RMO2STIC	O2 Standard with IC – New contracts only! Unlimited UK landline & mobile minutes*, Unlimited UK texts* EU roaming (RLAH) included & International caller	£11.00 /month
RMO2LU	O2 Low User – New contracts only! ~ 500 UK landline & mobile minutes, 500 UK texts & 500MB UK data	£7.00 /month

* Unlimited usage subject to fair usage policy. See Pricing Guide for details.
~ O2 Low User cannot be used with any other bolt-ons or bundles

Base Tariffs – O2 MBB/Data Only

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.

Ref Code	Service	Inclusive Data*	Price
RMO2MB0G	O2 MBB – Sharer	0GB	£3.00 /month
RMO2MB3G	O2 MBB – 3GB	3GB	£8.50 /month
RMO2MB10G	O2 MBB – 10GB	10GB	£11.50 /month
RMO2MB30G	O2 MBB – 30GB	30GB	£15.00 /month
RMO2MB50G	O2 MBB – 50GB	50GB	£20.00 /month
RMO2MB100	O2 MBB – 100GB	100GB	£30.00 /month

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

Base Tariffs – O2 Shared Data Bundles

Our O2 Shared Data Bundles can be allocated to some or all of your SIM and allows those devices to access a shared data pool.

Ref Code	Service*	Price
RMO2SD25	25GB shared data	£65.00 /month
RMO2SD50	50GB shared data	£125.00 /month
RMO2SD75	75GB shared data	£175.00 /month
RMO2SD100	100GB shared data	£230.00 /month
RMO2SD250	250GB shared data	£550.00 /month
RMO2SD500	500GB shared data	£1000.00 /month
RMO2SD1T	1TB shared data	£1900.00 /month
TBC	Bundles up to 5TB are available on request	

* 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 Services & Bolt-Ons

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

Service & Bolt-Ons – O2 Data

Ref Code	Service	Price
RMO2D3G	O2 3GB UK/EU Data	£4.00
RMO2D5G	O2 5GB UK/EU Data	£5.00
RMO2D10G	O2 10GB UK/EU Data	£7.00
RMO2D20G	O2 20GB UK/EU Data	£14.00

Service & Bolt-Ons – O2 Non-Geo Minutes

Ref Code	Service	Price
RMO2NG100	O2 100 NGN Minutes	£2.00
RMO2NG300	O2 300 NGN Minutes	£3.50

* Inclusive calls to 084/087/0500 prefixes only

Service & Bolt-Ons – O2 International Minutes

Ref Code	Service	Price
RMO2EM100	100 Int. Euro Minutes*	£3.50
RMO2EM500	500 Int. Euro Minutes*	£7.00
RMO2EM1000	1000 Int. Euro Minutes*	£10.50
RMO2WM100	100 Int. World Minutes*	£20.00
RMO2WM500	500 Int. World Minutes*	£65.00
RMO2WM1000	1000 Int. World Minutes*	£120.00

* International minutes for calls from the UK to abroad.

Service & Bolt-Ons – O2 International SMS

Ref Code	Service	Price
RMO2WS100	O2 100 Int. Worldwide SMS	£3.00
RMO2WS250	O2 250 Int. Worldwide SMS	£7.00
RMO2WS500	O2 500 Int. Worldwide SMS	£13.00
RMO2WS1000	O2 1000 Int. Worldwide SMS	£25.00

Service & Bolt-Ons – O2 Roaming Minutes

Ref Code	Service	Price
RMO2RM100	O2 100 Worldwide Roaming Minutes*	£35.00
RMO2RM250	O2 250 Worldwide Roaming Minutes*	£80.00
RMO2RM500	O2 500 Worldwide Roaming Minutes*	£150.00

* 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.

Service & Bolt-Ons – O2 Roaming Data

Ref Code	Service	Price
RMO2RD250	O2 250MB Worldwide Roaming Data*	£40.00
RMO2RD500	O2 500MB Worldwide Roaming Data*	£75.00
RMO2RD1G	O2 1GB Worldwide Roaming Data*	£140.00

* 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 WorldTravel.

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
SMS	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	90p	60 seconds	Per min
International Call – Rest of World	£1.65	60 seconds	Per min
International SMS	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 per event to the nearest pence

Mobile – O2 Roaming Out of Bundle Charges

The below charges apply to any services used outside of the inclusive bundles when roaming.

Event Type	Cost	Min. Charge	Units
EU Zone 1 – When in an EU Z1 Country			
Roaming EU Zone 1 – UK & In Zone	45p	30 seconds	Per second
Roaming EU Zone 1 – EU Zone 2	95p	30 seconds	Per second
Roaming EU Zone 1 – Out of EU Zones	£1.65	30 seconds	Per second
Roaming EU Zone 1 – Voicemail	45p	30 seconds	Per second
Roaming EU Zone 1 – Inbound	F.O.C	1 second	Per second
Roaming EU Zone 1 – SMS	45p	N/A	Per SMS
Roaming EU Zone 1 – MMS	45p	N/A	Per MMS
Roaming EU Zone 1 – Data	3p	1MB	Per 1MB

EU Zone 2 – When in an EU Z2 Country			
Roaming EU Zone 2 – UK & In Zone	45p	30 seconds	Per second
Roaming EU Zone 2 – EU Zone 1	£1.65	30 seconds	Per second
Roaming EU Zone 2 – Out of EU Zones	£1.65	30 seconds	Per second
Roaming EU Zone 2 – Voicemail	45p	30 seconds	Per second
Roaming EU Zone 2 – Inbound	7p	1 second	Per second
Roaming EU Zone 2 – SMS	45p	N/A	Per SMS
Roaming EU Zone 2 – MMS	45p	N/A	Per MMS
Roaming EU Zone 2 – Data	35p	1MB	Per 1MB

Mobile – O2 Roaming Out of Bundle Charges Cont.

Event Type	Cost	Min. Charge	Units
Rest of World Zone 1 – When in a RoW Z1 Country			
Roaming RoW Zone 1 – In Country, In Zone & UK	£1.65	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

Rest of World Zone 2 – When in a RoW Z2 Country			
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
Rest of World Zone 3 – When in a RoW Z3 Country			
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

Rest of World Zone 4 – When in a RoW Z4 Country			
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	£7.50	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 / Soloman 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/EU for £5.00 ex VAT per day. This offers customers the ultimate freedom to roam around the world without the worry of huge unknown 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 / Western Samoa

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RED 5 networks

Mobile Services

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Date: 1st January 2021

IBM MaaS360

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Mobile Device Management – IBM MaaS360

MaaS360 is the fastest and most comprehensive way to configure devices for organizations, and secure corporate data on smartphones and tablets — all from a single screen.

As a fully-integrated cloud platform, MaaS360 simplifies mobile device management (MDM) with rapid deployment, visibility and control that spans across mobile devices, applications and documents.

Deployment is quick — in just a few clicks, administrators can start enrolling devices and immediately manage the entire mobile device lifecycle — from enrolment to enterprise integration, configuration and management, monitoring and security, support, analytics and reporting.

Meeting your Mobile Device Management Challenges with MaaS360

- Increase security and compliance enforcement
- Reduce the cost of supporting mobile assets
- Enhance application and performance management
- Ensure better business continuity
- Increase productivity and employee satisfaction

Why MaaS360 from Red5 Networks?

- Proven approach to cloud-based mobility management
- Powerful management and security to address the full mobility lifecycle
- Seamlessly integrates with all of your existing infrastructure
- Simple and fast with an exceptional customer experience

Essentials	Deluxe	Premier	Enterprise
Manage and secure users, smartphones, tablets, laptops and apps, enabled by cognitive insights with Watson	Add email and chat containerization to separate personal and business data	Add content management, secure browser, application security and protected network access	Transform your business with the ultimate package for enterprise protection and productivity

Mobile Services

R5Doc026, Issue 12

Date: 1st January 2021

Solution	Essentials	Deluxe	Premier	Enterprise
Mobile Device Management iOS, Android, Win 10, Win 10 Mobile and MacOS	X	X	X	X
Mobile Application Management	X	X	X	X
Container App	X	X	X	X
Mobile Expense Management	X	X	X	X
Secure Mobile Mail		X	X	X
Secure Mobile Chat		X	X	X
Secure Mobile Browser			X	X
Gateway for Browser			X	X
Mobile Content Management			X	X
Gateway for Documents			X	X
Mobile Application Security			X	X
Gateway for Apps			X	X
Mobile Identity Management			X	X
Mobile Document Editor				X
Mobile Document Sync				X
Mobile Threat Management				X
Cost per Device per month	£2.50	£3.50	£4.50	£6.50

Discounts available for volume orders

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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.

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.

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 24 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