

O2'S GENERAL CONDITIONS FOR BUSINESS CUSTOMERS

This summarises some of the key contractual provisions for business customers under O2's General Conditions for Business Customers.

1. Charges

- You must pay charges for your calls and monthly subscription every month by the date on your bill. We may charge interest on overdue charges.
- We may require you to pay a deposit.
- **Your monthly subscription charges will be subject to an increase during March 2019 and from 2020, and each year thereafter, during April, they will be subject to a further increase or decrease by the RPI rate. Further details are in paragraphs 5 and 13 of the O2's General Conditions for Business Customers.**
- We may increase or decrease our other prices from time to time.

2. Minimum Agreement Term (excludes certain SIM only)

A Minimum Period applies in respect of the length of time each SIM Card remains connected. You are free to cancel this agreement at any time on 30 days' notice, however, if cancellation takes effect during the Minimum Period, you will be liable to pay the Termination Fee calculated in accordance with the agreement.

3. Use of Service

Service is not available everywhere in the UK. All services are subject to network coverage. Service is not fault free and may be impaired by atmospheric, geographic or other conditions. Details are in paragraph 4 of the O2's General Conditions for Business Customers.

4. Your Responsibilities - We may terminate your contract if you:

- Fail to pay any of the charges due.
- If we have reasonable cause to believe the service is being used fraudulently, in a manner which damages O2's reputation, in connection with a criminal offence or to cause annoyance.
- Are subject of a bankruptcy order, become insolvent or go into liquidation.

Full Terms & Conditions at www.O2.com

The Direct Debit Guarantee



- This Guarantee is offered by all Banks and Building Societies to pay by Direct Debit.
- If there are any changes to the amount, date or frequency of your Direct Debit Telefónica UK Limited will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request Telefónica UK Limited to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit, by Telefónica UK Limited or your Bank or Building Society, you are entitled to a full and immediate refund of the amount paid from your Bank or Building Society.
- If you receive a refund you are not entitled to, you must pay it back when Telefónica UK Limited asks you to.
- You can cancel a Direct Debit at any time by simply contacting your Bank or Building Society. Written confirmation may be required. Please also notify us.