

Genesis Communications

O2 Customers Making Calls from the UK to other countries

International Traveller Service (ITS)

International Traveller Service (ITS) is included on all current business tariffs for free, customers can make massive savings of up to 84% whenever they call abroad from the UK.

The table below shows ITS rates and standard rates

Customers connecting to the current Best for Business tariffs post March 2008 with inclusive minutes can call selected EU countries* for 8p per minute

Zone	Countries	ITS Rates	Standard Rates	ITS
		Making a Call	Making a Call	Sending a Text
1	Ireland	11.9p	72.34p	10.2p
2	Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Faeroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, San Marino, Vatican, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Switzerland	14.5p	76.59p	
3	Albania, Bosnia & Herzegovina, Croatia, Iceland, Libya, Macedonia, Montenegro, Morocco, North Cyprus, Serbia, Tunisia, Turkey.	34p	80p	
4	USA & Canada	14.5p	84.25p	
5	Australia, Hong Kong, Japan, Malaysia, New Zealand, Singapore, South Africa	25.5p	84.26p	
6	Rest of the World	76.6p	127.65p	

All prices are per Minute and exclude VAT

NB: For calls made from the UK, Jersey, Guernsey and Isle of Man are treated as National calls

ITS - International calls made from the UK are charged in one second increments, rounded up to the nearest second and then rounded up to the nearest penny. Minimum call charge is 1.7p excluding VAT

Calls made to landlines in Kosovo from any destination will be priced as a World Zone 3 call

* Europe includes:

Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Faroe Islands, Gibraltar, Liechtenstein, Monaco, Norway, San Marino and Switzerland.

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O2 customers making calls when travelling abroad

Zone	Countries	Receiving a call		Making a call								Text Messages
		While Abroad		Back to the UK		In Country		In-Zone		Out of Zone		
		ITS	Standard	ITS	Standard	ITS	Standard	ITS	Standard	ITS	Standard	
1	Guernsey, Jersey, Ireland, Isle of Man	15.32p		29.79p		29.79p		29.79p		79p	149p	21p
2 EU (VAT Area)	Austria, Belgium, Bulgaria, Canary Islands, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Ghiana, Germany, Greece, Guadeloupe, Hungary, Italy & Vatican, La Reunion, Latvia, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden.	15.32p		29.79p		29.79p		29.79p		79p	149p	21p
2 (non-EU)	Andorra, Faeroe Islands, Gibraltar, Iceland, Kosovo, Leichtenstein, Norway, Switzerland.	15.32p		29.79p		29.79p		29.79p		79p	149p	21p
3	Albania, Algeria, Bosnia & Herzegovena, Croatia, Macedonia, Montenegro, Morocco, North Cyprus, Serbia, Tunisia, Turkey.	51.06p	84.26p	80.85p	136.17p	80.85p	136.17p	80.85p	136.17p	179p	199p	30p
4	Canada, USA	38.30p	102.13p	90p	136.17p	90p	136.17p	90p	136.17p	179p	199p	25p
5	Australia, Hong Kong, Malaysia, New Zealand, Singapore, South Africa.	42.55p	110.64p	59.57p	84.26p	59.57p	84.26p	59.57p	84.26p	179p	199p	30p
6	Rest of the World	84.26p	140.43p	119.15p	169.36p	119.15p	169.36p	179p	199p	179p	199p	40p

Prices shown in red exclude VAT but will attract it

Prices shown in blue are exempt from VAT charges

Terms and conditions:

1. All prices shown to 2 decimal places
2. Prices are quoted as pence per minute
3. Roamed calls to UK, In Country, In Zone and Out of Zone have a minimum one minute charge and are then charged in 15 second increments
4. Charges are in one second increments for receiving calls while abroad with no minimum
5. Calls received while abroad & all calls or text from any Zone 1 or Zone 2 (EU) country will attract Uk VAT
6. VAT does not apply to calls made in Guernsey and Jersey
7. Calls made between Zone 1 and Zone 2 are priced as In Zone, not Out of Zone
8. Calls made to landlines in Kosovo from any destination will be priced as a Zone 3 call

Receiving calls whilst abroad

When a customer receives a call whilst abroad, they will be charged for the incoming part of the call. The person calling will pay their standard call charge to a mobile, regardless of where they are. If a customer receives a call whilst abroad they will be charged in one second increments with a minimum call charge of 5p