

# ARO Efficiency - Tariff Terms & Conditions

## Definitions

<b>Connections</b>	means individual mobile phone numbers connected to the Network.
<b>End Users</b>	means a person permitted to use the Mobile Services by the Customer, such person to be a genuine, bona fide user of the Mobile Services for their own use.
<b>End User Number</b>	means a telephone number allocated by ARO to the Customer for use by a Customer for the purposes of obtaining the Mobile Services by means of the Network.
<b>Network</b>	means the Electronic Communications Network operated by or on behalf of Virgin Media O2 and /or its suppliers.
<b>Tariff</b>	means the ARO Efficiency Tariff and its variants on the O2 network.

1. The following terms relating to Charges will apply:
  - a) All chargeable calls will be allocated to the connection that made the call and not charged centrally.
  - b) Calls to 084/087/118/09 numbers will incur an access Charge for the initial minute or part minute and in one-minute increments thereafter, in addition to the service Charge of the call as defined by the service provider.
  - c) All variants of picture messages (MMS) will be charged per message at all times and are not eligible within any bundle.
  - d) All chargeable calls will attract a minimum call charge of 5p at all times.
  - e) All call Charges are calculated on the rates shown on a per minute basis and are then rounded up to the nearest penny.
  - f) All data Charges will be rounded up to the nearest GB.
  - g) Early termination Charges for individual connections will be calculated based on the monthly rental Charge over the number of months remaining until the end of the Agreement term.
  - h) All charges are exclusive of VAT.
2. The following terms relating to the Tariff will apply:

- a) The Customer may have Connections with different minimum term commitments (30-day, 12-month, 24-month and so on) within the same Product Agreement. However, the Unlimited data option can only be applied to none of or all the Connections within the Product Agreement.
  - b) If the Customer has Connections with different minimum term commitments (30-day, 12-month, 24-month and so on) within the same Agreement, each Connection will retain this commitment, and the commitment tenure cannot be transferred to other Connections.
  - c) If the Unlimited data option is applied to Connections, it can only be so for the duration of the term commitment.
  - d) The ARO Efficiency tariff is only available to Customers with a minimum of 10 Connections.
  - e) The 30-day term commitment variant requires 30-days' notice to cancel. All other variants require notice as per ARO's Standard Terms and Condition.
3. The following terms relating to roaming will apply:
- a) Connections subscribed to the Unlimited data option will have access to a 25GB data allowance each calendar month when roaming. Thereafter, data usage will be charged at a rate of £1.50 per GB and Charges are rounded up to the nearest GB.
  - b) Roaming is charged as a daily access fee and is triggered when an eligible call is made, SMS is sent or data session started.
  - c) Connections will only be charged on the days used (00:00 to 23:59 GMT) for all roaming usage.
  - d) Data roaming is to be on an occasional and infrequent basis and the network provider may contact ARO where usage is deemed to be persistent and/or excessive whilst roaming requesting a change of tariff is made which ARO may do at its discretion.