

Tariff Flexibility from O₂

FAQs

Question	Answer
When can I change my tariff?	You can change your tariff 30 days after your contract start date, and once per billing cycle.
How often can I change my tariff?	You can change your tariff once per billing cycle
Which tariffs can I move to?	<p>During your minimum term, you can move to a tariff if it is the same type and if it was available when you bought your original tariff. For example, if you bought a small business sim only tariff, you must move to another small business sim only tariff.</p> <p>If you bought a business tariff, you must move to another business tariff in the same tier. The tariffs you can move to and the price you will pay will be outlined in your contract.</p>
What will I pay to change tariff?	<p>You won't pay anything to move tariffs. The tariffs and their costs are outlined in your contract. If the new tariff costs more, you will need to pay the price of the new tariff.</p> <p>If you change tariff mid-billing cycle, you will be charged a pro-rata amount and be given a pro-rata data allowance. For the next billing cycle you'll pay the new price. All costs will be included in your commercial schedule.</p> <p>Below is an example of pro-rata allowances:</p> <ul style="list-style-type: none">• You have a 50GB Shared Data Bundle for £50. In the middle of the billing cycle you remove the 50GB Shared Data Bundle and add a 100GB Shared Data Bundle for £75.• For the first half of the billing cycle, you will have a data allowance of 25GB for £25.• For the second half of the billing cycle, you will have a data allowance of 50GB for £37.50.

Tariff Flexibility from O₂

FAQs

Question	Answer
How long will it take for the tariff to change?	If you have over 10 but less than 100 connections, or are changing a shared data allowance, then this can usually be completed the next working day. If you're changing over 100 connections, it can take up to 10 working days.
How will I know when my tariff change has been completed?	<p>The advisor will confirm when the tariff change will happen. If you are changing a shared data allowance or less than 100 connections, then this can usually be completed the next working day. If you're changing over 100 connections, then the advisor can organise for a text to be sent to the mobile phone numbers on the account when the change is complete.</p> <p>After 48 hours, your tariff change will show in My O2 Business. Log in to My O2 Business via https://www.o2.co.uk/business/myo2business</p>
Can I increase and decrease my data allowance?	Yes, you can increase and then decrease your data allowance. However, you will not be able to move to a tariff with a lower data allowance than the minimum detailed in your contract. Contact your account manager to renegotiate if you'd like to move to a tariff lower than your minimum.
Will the data allowance and the cost of my tariff be the only things that change?	Not in all cases. Some tariffs have an allowance of UK to EU minutes and text and data rollover included. If you have moved to a tariff that does not have the same benefits included, then you will no longer be able to use those benefits. Take a look at your contract to see what is included with your tariff.