



Talk4 Telecoms
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Contract Summary and Pre-Contract Information as required by Talk4 Communications Ltd
Code

CONTRACT SUMMARY

1. Services and prices

O2 Unlimited Data 100 | 12-Month Contract

YOUR NEW PLAN

Plan Name	O2 Unlimited Data 100 12-Month Contract
Plan Description	Your O2 Unlimited Data 100 gives you Unlimited data, Unlimited text messages and Unlimited minutes calls to use in the UK. And if you have a 5G ready device you also get our fastest 5G speeds. Fair use policy applies.
Plan Cost (inc. VAT)	£13.00
Plan Length	12 months
Data Roaming	Travelling to Europe? Whether you're on Pay Monthly or Pay-As-You-Go, use your data (up to 25GB), minutes and texts at no extra cost across over 45 countries in our Europe Zone. And if you're going further afield, we've made it easier than ever to stay in touch with our O2 Travel Bolt On. EU Roaming. See https://www.o2.co.uk/international_page for countries and details.
Total Monthly Costs (inc. VAT)	£13.00

Prices

For all usage outside your monthly plan allowance, calls, texts and data are chargeable other than emergency numbers and non-geographic numbers starting 0800, 0808, 0500. – Read the O2 Price Plan (<https://www.o2.co.uk/help/account-and-billing/extra-charges-guide>) page for more details.

For calls to 084, 087, 09 and 118 numbers you will be charged the O2 access charge plus the applicable service charge. See more details on the costs to call 084, 087, 09 and 118 numbers.

Annual Price Increases

Your monthly plan price will not increase during your contract term.

2. Speed of the internet access service and remedies in case of problems

Mobile data speeds

Mobile speeds and network coverage may be affected by a number of factors, such as building materials, tree cover, weather conditions, and how many other people are using the network. Coverage will also vary based on your device.

To access 4G or 5G you'll need O2 coverage, a compatible device and an eligible O2 plan. Your 4G or 5G speed will depend on location, number of users and plan. Use the O2 <https://www.o2.co.uk/coveragechecker> to see a detailed breakdown of network coverage in your area.

If the plan you have selected has capped speeds, please refer to the plan description within section 1 for details.

If your speed is regularly lower than expected you should contact us to resolve. You may be entitled to a discount depending on the nature of the disruption. You also have other legal options, see [Citizens Advice website \(http://www.citizensadvice.org.uk/\)](http://www.citizensadvice.org.uk/) page. Significant deviations from the respective advertised download and upload speeds could impact the exercise of the End-Users' rights laid down in Article 3(1) of Regulation (EU) 2015/2120 (the Open Internet Regulation).

Our terms and conditions <https://www.talk4.co.uk/terms-conditions/> tell you how to contact us to sort out a problem and how we'll deal with any complaint or dispute. You may be able to refer the matter to an alternative dispute resolution service to get an independent opinion. More details are given in our terms and conditions.

3. Duration, renewal and termination

Duration

The minimum term for each service is set out above in section 1 of the Contract Summary. For most services, the minimum term starts when the service starts. You can find details in the terms and conditions - <https://www.talk4.co.uk/terms-conditions/>

Renewal

Each service will last for a minimum amount of time (the minimum term), which is set out above in section 1 of the Contract Summary. Once that ends, each service (except Add to Plan) will continue until cancelled in accordance with our <https://www.talk4.co.uk/terms-conditions/>.

If you have other contracts with us their minimum terms may not start or end at the same time as the minimum term for this contract.

Termination

You can cancel each service at any time by contacting us and giving us 30 days' or more notice in accordance with our terms and conditions. Our website sets out details of how you may contact us to cancel.

You may have to pay us a cancellation charge if you end a service during the minimum term in accordance with our terms and conditions.

You may not need to pay a cancellation charge to end a service during the minimum term if we've made a change to it.

In some situations, this contract may form a linked contract with other contracts you take from us. If that is the case, in some situations where you are able to cancel a linked contract without having to pay a cancellation charge to leave early you may also be able to cancel this contract.

Device Credit Agreement

If you end the service before the end of the minimum term and you get equipment from us under a device credit agreement, you will also have to repay all amounts outstanding under the device credit agreement in accordance with that device credit agreement.

5. Other relevant information

For information on the right to cancel, see our terms and conditions