

O2 Fixed Line Charges

These charges apply to all customers availing of **O2 Business Phone price plan** or an **O2 Broadband bundle**. Unless otherwise stated, the charges shown below are per minute and are charged to the nearest second.

Call Pricing

Call Charges	Peak	Off-Peak	Weekend
1891 Dial-up Internet	2c	0.82 c	0.82 c
1892 Dial-up Internet	4.13c	0.82 c	0.82 c
National call 0818	10.74c	7.44c	7.44c
Personal 0700	24.79c	16.53c	16.53c
VOIP 076	5.79c	2.48c	2.48c

- All call charges are shown per minute but billed per second unless otherwise stated
- Peak times are Monday to Friday 8am to 6pm. Off-peak times are Monday to Friday 6pm to 8am. Weekends are all day Saturday, Sunday & public holidays.
- Call Set up Charge of 0.0409 applies to above calls.
- Above charges exclude VAT

Directory Enquiry and Other Call Charges

Dialled Number	Service Type	Connection Charge	Peak	Off-Peak	Weekend	Per Call Charge
11811	Directory Enquiry	66.12c	14.88c	14.88c	14.88c	N/a
11850	Directory Enquiry	74.38c	24.79c	24.79c	24.79c	N/a
11890	Directory Enquiry	61.98c	20.66c	20.66c	20.66c	N/a
11818	Directory Enquiry	€1.07	53.72c	53.72c	53.72c	N/a
11824	Directory Enquiry	88c	27c	27c	27c	N/a
11858	Directory Enquiry	88c	27c	27c	27c	N/a
11860	Directory Enquiry	€1.24c	57.85c	57.85c	57.85c	N/a
11888	Directory Enquiry	8.26c	24.79c	24.79c	24.79c	N/a
1850	Callsave	N/a	N/a	N/a	N/a	8.26c
1890	Locall	4.09	6.61c	6.61c	6.61c	
8224	Eirpage	N/a	N/a	N/a	N/a	25.65c
8225	Eirpage	N/a	N/a	N/a	N/a	25.65c
1800	Freefone	Free	Free	Free	Free	Free
190x	Customer Service	Free	Free	Free	Free	Free
1909	O2 Customer Care	Free	Free	Free	Free	Free
1891	Dial-up Internet	4.09c	2c	.82c	.82c	N/a
1892	Dial-up Internet	4.09c	4.13c	.82c	.82c	N/a
0818	National Call 0818	4.09c	10.74c	7.44c	7.44c	N/a
0700	Personal 0700	4.09c	24.79c	16.53c	16.53c	N/a
076	VOIP 076	4.09c	6.61c	6.61c	6.61c	N/a

- All charges are exclusive of VAT
- All charges are shown per minute but billed per second unless otherwise stated
- Peak times are Monday to Friday 8am to 6pm. Off-peak times are Monday to Friday 6pm to 8am. Weekends are all day Saturday, Sunday & public holidays

Premium Rate Call Charges

Dialled Number	Service Type	Peak	Off-Peak	Weekend	Per Call Charge
1559	Premium	€1.03	€1.03	€1.03	N/a
1520	Premium	24.79c	24.79c	24.79c	N/a
1530	Premium	41.32c	41.32c	41.32c	N/a
1540	Premium	57.85c	57.85c	57.85c	N/a
1550	Premium	99.17c	99.17c	99.17c	N/a
1560	Premium	€1.49	€1.49	€1.49	N/a
1570	Premium	€1.98	€1.98	€1.98	N/a
1580	Premium	€2.44	€2.44	€2.44	N/a
1590	Premium	€2.89	€2.89	€2.89	N/a
1598	Premium	€2.31	€2.31	€2.31	N/a
1599	Premium	€2.89	€2.89	€2.89	N/a
1512	Premium	N/a	N/a	N/a	41.32c
1513	Premium	N/a	N/a	N/a	57.85c
1514	Premium	N/a	N/a	N/a	78.51c
1515	Premium	N/a	N/a	N/a	99.17c
1516	Premium	N/a	N/a	N/a	€1.49
1517	Premium	N/a	N/a	N/a	€2.07
1518	Premium	N/a	N/a	N/a	€2.98

- All charges are exclusive of VAT
- Tariffs are rounded to two decimal places for informational purposes
- All charges are shown per minute but billed per second unless otherwise stated
- Peak times are Monday to Friday 8am to 6pm. Off-peak times are Monday to Friday 6pm to 8am. Weekends are all day Saturday, Sunday & public holidays

Other Service Charges

Other Services	Charge Description	Charge - Inc VAT	Charge - Ex VAT
Text to Irish Landline	Per Text	8.01c	6.62c
Text to Irish Mobile	Per Text	10.00c	8.27c
Ringback	Per Set-up	11.99c	9.91c
Speaking Clock		As per local call	As per local call
Alarm Call	Operator Booking Fee	€1.15	95.23c
Call Forward Set-up	Per Event	30.42c	25.14c
Call Forward Check	Per Event	15.21c	12.57c
Alarm Call Set-up	Automatic Booking Fee	43.79c	36.19c
Alarm Call Cancel	Automatic Cancellation Fee	14.59c	12.06c
1471 Missed Call	Per Event	6.66c	5.50c

Phone Rentals and Other Phone Charges

Phone Service	Service Description	Connection Charge	Monthly Rental
SureTel	In the event of an emergency SureTel allows customers to divert calls to planned location.	€190.15	€63.49
Basic Phone	Corded telephone that is rented	0.0000	€2.29
Rented DECT	Cordless telephone that is rented	0.0000	€2.29
Ampliphone		0.0000	€2.21
Watch Receiver		No longer applicable	0.28
Acoustic Hood		€0.00	€2.34
Hooter		€0.00	€3.28
Key and Lamp Unit		No longer applicable	€4.23
Private Meter		No longer applicable	€2.77
Switch as connection apparatus		No longer applicable	36.36c
Secretarial Plinth		No longer applicable	€1.07
Typist's Set		No longer applicable	€2.81

Flat Rate Internet Packages

1893 252525 € 8.26 ex. VAT Flat-rate charge per monthly billing period for 25 hours Evening & Weekend calling. Daytime calls and Evening & Weekend Calls in excess of 25 hours monthly allowance are charged at standard 1892 rates.

1893 606060 €16.52ex. VAT Flat-rate charge per monthly billing period for 60 hours Evening & Weekend calling. Daytime calls and Evening & Weekend Calls in excess of 60 hours monthly allowance are charged at standard 1892 rates.

1893 150150 € 24.79 ex. VAT Flat-rate charge per monthly billing period for 150 hours anytime. Calls in excess of 150 hours monthly allowance are charged at standard 1892 rates.

Call Barring and Number Diversion Services

Call Barring Services	Service Description	Connection Charge	Monthly Rental
Premium Barred	Prevents premium rate calls from being made.	€0	€0
Premium and International Barred	Prevents premium rate and intl. calls from being made. Calls to the UK can still be made.	€20.31	€2.76
Premium, International and UK Barred	Prevents premium rate, intl. and UK calls from being made.	€20.31	€2.76
Premium, International, UK and National Barred	Prevents premium rate, intl., UK and National calls from being made.	€20.31	€2.76
Premium, Mobile Barred	Prevents premium and mobile calls from being made.	€20.31	€2.76
Premium, International, UK, National and Local Barred	Prevents premium rate, intl., UK, National and Local calls from being made.	€20.31	€2.76
Incoming Barred	Prevents calls being received by the customer but they can still make out going calls.	€20.31	€2.76
Temporary Out of Service Connection	Prevents the customer making or receiving any calls and will be used by Collections and Fraud to restrict service.	€20.31	€2.76
Outward Barred	Prevents call from being made by the customer but they can still receive calls	€20.31	€4.14
Number Diversion (Exchange Set Up)		€24.79	€6.91
Number Diversion (Customer Set Up)		€24.79	€2.15

Call Management Services

Call Management Services	Service Description	Connection Charge	Monthly Rental	Note
Call Answering	Voicemail service for fixed line customers	€0	€1.24	
Three Way Calling	Three way calling allows a customer to talk to two other people at the same time.	€0	€0	Call charges apply
Call Forwarding	Allows customers to forward calls to another Irish Landline or Irish Mobile	€0	€0	Set-up Charge and Call charges apply
Calling Line Identification Presentation	Caller Line Presentation presents a customer's phone number on other people's caller displays.	€0	€0	
Calling Line Identification Restriction	Caller Line Restriction on a customer's phone line blocks their number from being displayed on other people's Caller Display units.	€0	€0	
Call Waiting	Call Waiting alerts customers when they have a second caller trying to get through. A soft beep alerts the customer when a second caller tries to contact them.	€0	€0	
Call Answering Multi-Mailbox	This is an extension of voicemail for fixed line customers. Customers can have 1-4 mailboxes on the line.	€0	€1.88	

Line Rental

Phone Lines	Monthly Charges (ex. VAT)	Connection Charges (ex. VAT)
Telephone Line (PSTN) In -situ Connection - where all line work is completely in place and line can be electronically enabled and there has been previous service at the address	€20.96	€20.64
Telephone Line (PSTN) Pre-cabled Connection - where all line work is completely in place and line can be electronically enabled and there has been no previous service at the address	€20.96	€44.03
ISDN Line (Basic Rate)	€32.50	€215.85
ISDN Line (Fractional rate)	€166.49	€3,299.00
ISDN Line (Primary rate)	€277.03	€3,299.00
High Speed Upgrade	€32.50	€87.36

A new connection charge applies for premises that have never had previous service or where line work needs to be completed. An upgrade connection charge applies if you upgrade your existing active telephone line to High Speed line.

International Call Charges

Country	Call to Fixed (ex. VAT)	Call to Mobile (ex. VAT)
UK	See National Call Charges	See National Call Charges
USA (Incl. Alaska & Hawaii)	4.13c	4.13c
Australia	8.26c	28.93c
Austria	8.26c	28.93c
Canada	4.13c	4.13c
China	41.32c	57.85c
Czech Republic	8.26c	28.93c
Egypt	16.53c	33.06c
France	8.26c	28.93c

Country	Call to Fixed (ex. VAT)	Call to Mobile (ex. VAT)
Germany	8.26c	28.93c
Italy	8.26c	28.93c
Latvia	16.53c	33.06c
Lithuania	16.53c	33.06c
Morocco	16.53c	33.06c
Netherlands	8.26c	28.93c
New Zealand	8.26c	28.93c
Philippines	16.53c	33.06c
Poland	8.26c	28.93c
Portugal	8.26c	28.93c
Romania	16.53c	33.06c
Slovakia	16.53c	33.06c
Spain	8.26c	28.93c
United Arab Emirates-Thuraya	€14.46	€14.46
Near Europe	8.26c	28.93c
Mid Europe	16.53c	33.06c
Far Europe and North Africa	41.32c	57.85c
Mexico and Caribbean	41.32c	57.85c
Middle East	41.32c	57.85c
Pacific RIM	41.32c	57.85c
Rest of World	41.32c	57.85c
Inmarsat	€6.20	€6.20
Iridium-8816	€4.13	€4.13
Iridium-8817	€4.55	€4.55
Roaming GSM Aeromobile	€14.46	€14.46
Roaming GSM MPC	€14.46	€14.46

- Call set-up charge of €0.0409 applies to above calls
- UK is charged at the same rate as national fixed and national mobile calls.
- All call charges are shown per minute but billed per second unless otherwise stated
- All call charges quoted exclude VAT