

TalkTalk Business MOBILE

CUSTOMER GUIDELINES

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Guidelines and Customer Information

The aim of this document is to provide additional information and guidance applicable to your service.

At no time is the content meant to replace the terms and conditions of the Mobile Service Agreement or any other agreement associated with your service.

1.1. CHARGES

Charges will be incurred relating to your use of the Mobile Services in accordance with your Mobile Service Agreement¹ and the relevant tariff or plan.

The Charges include, but are not limited to, any connection fee (a one off payment if applicable), monthly (or other periodic) charges for calls, SMS, MMS, browsing and data charges and any other charges in respect of the Mobile Services provided to you or someone else using your voice SIM card and / or data SIM card (e.g. charges for the voicemail service, itemised billing, termination etc) which will be charged as advised.

Your inclusive allowances cover standard mainland UK calls, texts and data. Charges incurred outside the UK or through inadvertent roaming (see relevant section below) may differ.

If the chosen tariff or plan includes an inclusive allowance of calls, MMS, SMS and / or data usage for a monthly subscription charge (a "Monthly Allowance") and usage exceeds that monthly allowance at any time during a billing period and the Mobile Services account balance reaches zero, you will be charged for any usage in excess of your Monthly Allowance.

1.2. CALL BUNDLING

There can be delays between calls completing and being presented on an invoice caused by a number of technical reasons. This can cause problems when a customer is charged on the basis of a bundle of calls. Whilst every effort will be made to overcome this situation, calls can appear on an invoice not in call start time order and hence may not necessarily be included in the appropriate bundle if calls are made towards the end of a bundle period.

1.3. INADVERTENT ROAMING

A Customer will be charged for the call on the network that provided the Service, even if this was not the Customer's intended Communications Provider.

To prevent a situation where the network used is not the network of choice customers should turn off automatic network selection and manually select a preferred network. This ensures that calls, text and other charges are not inadvertently routed over another network at a different cost.

¹ The "Airtime Devices Customer Terms" document outlines the terms and conditions applicable to the mobile services supplied. [Click here...](#)

This is particularly important in areas close to national borders and when travelling outside the UK where the preferred Communications Provider may have preferential rates with only one of the available networks.

1.4. TERMINATION OF MOBILE CALLS

Where a call originating on a mobile device (e.g. handset) is terminated other than by the caller pressing the specific button for that purpose, the network will initially assume that contact between the base station(s) and the handset has been temporarily lost - as when passing under a bridge or through a tunnel connection will be maintained and charged for during the first "n"² seconds after contact is lost. Should contact be re-established, the call will continue as before. If however, the caller has switched off the phone, run out of battery capacity or moved permanently out of range of any base station etc, the charges for that call will include the "n" seconds.

In order to minimise the risk of unnecessary charges, users should be careful to end each call as set out in the user instructions for the handset - e.g. pressing the "End" button.

1.5. MINIMUM CALL CHARGES, DURATION & CHARGE PERIODS

1.5.1. FOR O2

<https://www.talktalkbusiness.co.uk/elqNow/elqRedir.htm?ref=https://www.talktalkbusiness.co.uk/Global/Terms%20and%20conditions/TalkTalk%20Business%20Mobile%20Price%20List.pdf>

1.5.2. FOR VODAFONE

<http://www.vodafone.co.uk/business/shop/business-plans/call-charges/>

Calls are measured in per second units dependent on Customer's tariff and individual call charges are calculated to 0.0001 pence. Charges are presented on the Customer's VAT invoice in two decimal places and are rounded to the nearest whole penny before VAT is applied. All call charges are pence per minute, correct as at 10 August 2015, exclude VAT and are rounded up to the nearest penny (1p).

Calls are charged based on 1 minute rounding. The total duration of the call is rounded up to the next full minute for billing purposes.

TalkTalk Business will bill Customer Recurring Charges a month in advance on a pro rata basis. This means that on the Connection date the Customer will be charged 2 month's line rental on the 1st invoice. When the Contract expires the Customer will receive a month's line rental as a credit. The pro rata period can be from 1 month and 1 day long to 2 months in length.

Bank Holidays are charged at the standard weekday rates.

The following charging periods will be applicable if the relevant charge is not applicable to a flat rate:

Daytime: Monday to Friday, 9am to 5pm;

² "n" the number of seconds a Customer will be charged for will vary dependent on the Communications Providers own terms of use.

Evening: Monday to Friday, before 9am and after 5pm;

Weekend: 12 midnight Friday to 12 midnight Sunday.

1.6. ROUNDING WITHIN BUNDLES

If rounding is applied to call durations for calls within bundles, for example, if a call of less than 1 minute will result in 1 minute being deducted from the bundle, this should be made clear in the published tariff.

See 1.4.1 and 1.4.2 above

1.7. INITIAL CONNECTION CHARGES

Any initial connection charge, i.e. a charge which is applied as soon as a call is connected before any usage takes place, is displayed in the published tariff.

1.8. LONG TEXTS

The standard length of a mobile network text message is 160 characters; if this limit is exceeded the network will normally charge for a further message or messages. Most mobile phones are capable of seamlessly splitting and recombining longer messages into multiple texts, often without the user being aware.

Customers with unlimited text bundles may only become aware if they send chargeable texts whilst roaming.

When sending texts that exceed the character limit of a single text, some phones will automatically convert them into picture messages. This can occur with older models of phone; in some models the phone may display a notification when the limit for one message is exceeded. *See SMS Anomalies and General Sections below.*

1.9. INTERNATIONAL AND ROAMING CHARGES

Published tariffs make it clear what charges will be incurred for international and roaming calls and data and which, if any, such calls are included in bundles or inclusive call plans.

We aim to include your overseas call charges on your next available bill to help you keep track of your cost. However, sometimes we receive the details of calls made from another network late and this may cause issues with timely billing. This very rarely happens, but is more common from countries with smaller networks.

1.10. SMS AND RELATED ANOMALIES IN DELIVERY DEPENDING ON HANDSET

It is possible that handset-dependent features or settings could result in anomalous charging or charging which may appear to be anomalous to the customer under certain circumstances.

Charges may occur for text messages even where an allowance remains. This happens when a message is converted to a picture message (MMS) which may not be free.

Some operating systems and phones automatically convert text messages into picture messages. This can occur on any network and is beyond our control and will result in charges at the Standard UK picture message rate. On some devices the character count will change from numbers (characters remaining) to a file size when:

- A non-standard smiley or symbol such as an emoticon or emoji is used
- Sending a group text
- Exceeding the character limit (with some devices this can be 160 characters and others it can be higher)
- Adding text to the subject field

Older phones such as the Samsung Galaxy S1, S2, S3 and S4, the Galaxy Note 1, 2 and 3, and the Galaxy Ace will change a text into a picture message where it includes certain smileys or symbols. If using a downloadable third-party keyboard or emoticon and emoji packs a text will be converted into a picture message when used or added.

If using one of these Samsung devices, switching off this function can be carried out in a few simple steps:

Go to Messaging > Settings > Text Messages > Input mode > select Unicode instead of Automatic

If this issue occurs when using a different device, refer to the user manual or contact the manufacturer directly.

1.11. MESSAGING CHARGES

A text bundle or unlimited UK texts included in a tariff, bundle, plan or allowance will apply only to standard texts sent from the UK to other UK numbers.

The following types of message will not be included:

- Picture messages
- Long texts – when sending texts that exceed the character limit of a single text, some phones will automatically convert it to a picture message. This can occur with older models of phone; in some the phone may display a notification when the limit for one message is exceeded.
- Group texts – when sending texts to large numbers of contacts at once, some phones will convert it to a picture message.
- Emoticons – when including emoticons or a smiley face (even when created by the user), you may be charged for a picture message. Again, this varies by phone.
- Texts sent whilst abroad – charges will be incurred when sending texts while abroad, even if this is to another UK number.
- Texts sent to international numbers - charges will be incurred when sending texts to international numbers.

1.12. EXCLUDED NUMBER RANGES – CLARIFICATION AND RELATED CHARGES

Published tariffs make it clear which number ranges (for example, calls to 08xx numbers, calls to Channel Islands and Isle of Man) are excluded from bundles or in inclusive call plans and what charges will be incurred for calls made to these numbers.

See 1.4.1 and 1.4.2 above

Normally starting with 08, non-geographic numbers are often helplines for organisations like banks, insurance companies, utilities and charities. There are a few special 07 numbers too.

Premium rate numbers usually start with 09 and are used for information or dating services, chat lines or voting on TV shows.

Call short codes – are usually 5 to 7 numbers long and are used for TV or radio shows, competition lines and information services.

All calls to directory enquiries (DQ) numbers/ services starting with 118.

Call charges to 084, 087, 09 and 118 numbers are made up of two parts:

- Access Charge: What TalkTalk business will charge for connecting the call.
- Service Charge³: What the organisation being called will charge you.

Calls of the types listed above will not be included in a monthly minute allowance.

1.13. DATA USAGE AND CHARGES

If the data allowance, bundle or plan is exceeded or data is not included (e.g. whilst roaming) additional charges will be incurred. These charges will be dependent upon the type of activity undertaken and the amount of data used.

When using the internet on your mobile, tablet or other mobile device, data usage is transferred in or travels in both directions (i.e. both to and from your device). Examples⁴ of internet or data usage are as follows:

- Browsing websites
- Checking or sending emails (e-mails with attachments use more data)
- Downloading music, films, apps or games
- Using apps or games
- Using social media
- Using maps or a Sat Nav
- Using business apps or office tools: such as work emails or VPNs
- Uploading pictures or videos

³ A service charge is applicable for calls to service numbers. The organisation offering the service is required to advertise the service charge for the number alongside their service number.

⁴ This list is not intended to be definitive.

Consideration must be taken when reviewing data usage as figures can take around 48 to 72 hours to update. This delay occurs because of the time taken to receive the data records from the network carrier and apply these to the billing system. Such delays are generally rare, but are more common from countries with smaller networks.

1.14. GENERAL

Additional charges may be incurred due to manufacturer specific features on your handset. Refer to the handset user guide for more information.

Specific charges will apply should a monthly allowance be exceeded or where an allowance doesn't include specific services.

Consideration must be taken when reviewing all usage as figures can take around 48 to 72 hours to update. These delays occur due to the time taken to receive call and data records from the network carrier and apply these to the billing system.