

## Pricing Conditions

### 1. Plans and prices for mobile phones

The phone subscriptions offered by Onoff Business depend on the nationality of the telephone number subscribed. These subscriptions are billed according to the below-mentioned rates (excluding tax) on the payment due principle.

Number	Connect	Advanced	Max
French (+33)	£9/month	£25/month	£40/month
American (+1)			
Belgium (+32)			
Israeli (+972)			
Swedish (+46)			
UK (+44)	£12/month		
Canadian (+1)	£18/month		
Estonian (+372)			
Polish (+48)			

When purchasing the subscription, the phone number can be activated either in the Onoff Business mobile application and or in the Onoff Business web application. The chosen plan applies for the whole account, for all numbers.

### 2. The plans and communication limits

Those subscriptions include the following communications and are subject to the conditions described below:

Plan	Connect	Advanced	Max
National calls	2000 minutes	4000 minutes	Unlimited

National SMS / MMS	2000 messages	4000 messages	Unlimited
Calls in Europe*	600 minutes	600 minutes	Unlimited
International calls outside Europe	usage with credits**	usage with credits**	Unlimited calls to landlines (more than 100 countries) Unlimited calls to mobile numbers (USA, Canada, China)
Fair usage policy - maximum number of correspondents	500	750	Unlimited

\* list of countries is defined further in the same document

\*\* credit prices are available in the administration interface

### 3. Detailed conditions

#### 1. Appels vocaux

A **valid SIM card** is required in the user's device. Incoming and outgoing calls can be made via GSM (Onoff Calls) or via VoIP in the user's device settings. GSM calls will be deducted from the mobile plan of the user. VoIP calls require internet connection (3G and/or 4G and/or 5G or Wifi mobile data plan).

Calls to **paid or non-geographic numbers** are not included in the plans. Calls to these numbers can be made using credits.

Calls to **landlines and mobiles in Europe** include the following destinations: Austria, Belgium, Cyprus, Denmark, Estonia, Faroe Islands, France, Germany, Greece, Hungary, Iceland, Ireland, Lithuania, Ireland, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden and United Kingdom.

Calls in the Max plan include the following destinations:

1. Africa: Algeria, Angola, Cameroon, Egypt, Mauritania, Mayotte;
2. the Americas: Netherlands Antilles, Argentina, Bermuda, Bolivia, Brazil, Canada, Chile, Colombia, Costa Rica, El Salvador, United States, Ecuador, French Guiana, Guadeloupe, Guatemala, Honduras,

Martinique, Mexico, Panama, Paraguay, Peru, Puerto Rico, Dominican Republic, Suriname, Uruguay, Venezuela;

3. Asia: Saudi Arabia, Bahrain, Bangladesh, Cambodia, China, South Korea, Cypress, Hong Kong, India, Indonesia, Iraq, Israel, Japan, Jordan, Kazakhstan, Kuwait, Lebanon, Malaysia, Mongolia, Myanmar, Nepal, Oman, Pakistan, Palestine, Philippines, United Arab Emirates, Singapore, Sri Lanka, Taiwan, Thailand, Turkey, Uzbekistan, Vietnam, Yemen;
4. Europe: Albania, Germany, Andorra, Austria, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Spain, Estonia, France, Greece, Hungary, Ireland, Iceland, Italy, Liechtenstein, Lithuania, Luxembourg, Macedonia, Monaco Norway, Netherlands, Poland, Portugal, Romania, United Kingdom, Slovakia, Sweden, Switzerland, Ukraine;
5. Oceania: Australia, New Zealand.

## **2. SMS**

Incoming & outgoing SMS use the internet (Wifi or SIM data plan).

In order to prevent spamming, traffic has to be reasonably balanced (considering the difference between incoming and outgoing volume).

SMS from and to short code numbers are not guaranteed. If there's any issue, please contact the third-party's support team, as they may be able to provide assistance on this matter.

## **3. MMS**

Incoming & outgoing MMS are using the internet (Wifi or SIM data plan). Outgoing MMS are sent through a text including a web link to download media.

In order to prevent spamming, MMS traffic has to be balanced (the difference between incoming and outgoing volume).

## **4. Optional international tariffs**

Optionally for existing clients, until the release of credits, Onoff Business proposes a possibility to subscribe to **international calls' and SMS' packages** that include a specific volume of calls and SMS to a defined list of countries. These packages are billed according to the below-mentioned rates (excluding tax) on the payment due principle.

### **a. Call packages + SMS by zone**

<b>ZONES :</b>		<b>Asia</b>	<b>Europe</b>	<b>Latam</b>	<b>Middle East</b>	<b>Business</b>
Calls and SMS included	1 hour + 20 SMS	£10	£10	£15	£15	£10
	3 hours + 20 SMS	£24	£24	£35	£35	£24
	6 hours + 20 SMS	£40	£40	£60	£60	£40

The calls and SMS allowance is **valid during the period of one month** and reset every month. The calls and SMS will be blocked in case the monthly volume is exhausted

Destinations included in each zone:

- ★ **Asian Zone:** Australia, Bangladesh, Cambodia, China, Hong Kong, India, Indonesia, Japan, South Korea, Malaysia, Mongolia, New Zealand, Pakistan, Singapore, Taiwan, Thailand, Uzbekistan, Vietnam.
- ★ **European Zone:** Austria, Belgium, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Lithuania, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland, United Kingdom.
- ★ **LATAM Zone:** Bermuda, Brasil, Chile, Colombia, Costa Rica, Dominican Republic, Mexico, Panama, Paraguay, Peru, Venezuela.
- ★ **Middle Eastern Zone:** Egypt, Israel, Jordan, Kuwait, Lebanon, Qatar, Saudi Arabia, United Arab Emirates.
- ★ **Business Zone:** Australia, Bangladesh, Brasil, Canada, China, Hong Kong, India, Israel, Japan, South Korea, Mexico, New Zealand, Puerto Rico, Singapur, Taiwan, Thailand, United States

## **b. World SMS package**

Onoff Business offers a package of 100 SMS messages sent to all global destinations at a rate of 15€ (excluding tax). The volume of SMS is valid for a period of one month and is reset each month.