

AO Mobile Terms & Conditions

- **AO Mobile** is brought to you by **AO Retail Limited**, of 5A The Parklands, Lostock, Bolton, BL6 4SD. Co Reg no: 03914998.
- References to AO Mobile, AO.com, AO, we, us, our are all references to AO Retail Limited.
- References to members and membership are all references to the AO Members benefits scheme operated by AO Retail Limited.

1. Plan Basics

The Ultimate 500GB plan (**the Plan**) is a SIM-only mobile plan provided by AO Mobile, billed monthly with a 30-day notice period any time.

Price	AO Members	Non-Members
	• £12 per month – which is a discount of £6 on the standard price. • Price Guarantee: No price rises for the first 12 months. • Note: Discount will no longer apply if your membership is cancelled or expires.	• £18 per month – standard price.
Note: We reserve the right to update the Terms & Conditions including prices (subject to our Price Guarantee). Please see the Amendments to Our Terms and Prices section below.		

Monthly Allowances Included in the Plan	Minutes	Texts	Data
	Unlimited calls to: UK landlines and mobiles, including 0800, 0808, 01, 02, and 03 numbers.	Unlimited UK texts	UK: 500GB EU Roaming: 15GB (See list of 'Zone 1' countries in the Price Guide for full details) Note: • Once you reach the data allowance limit, standard out-of-Plan charges and restrictions will apply. • Add-on data bundles can be purchased separately. • See Price Guide and Roaming sections below.
Our Fair Usage Policy also applies (see below).			
Out of Plan use	See the Price Guide for out-of-Plan charges.		

Speed of Internet Services	Maximum Download Speed: 100 Mbps Maximum Upload Speed: 100 Mbps
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	Note: Your data speed may vary due to a number of factors including network coverage, device capability, and network conditions.
Features included as part of the Plan	Full list of features included in the Price Guide. • Calls to Voicemail • Calls to customer services/helpline • Calls to emergency services (999, 112, 111, 119, 101, 105) • Decommissioned freephone (0500) • Text Relay services

Additional features for which you will be charged extra	Feature	Charge
	UK	
	Calls to UK premium rate numbers	40p per minute Note: You may also be charged a separate service charge set by the number you are calling.
	UK Multimedia Messages (MMS)	30p per message
	International calls from the UK	Charge dependent on the country you're calling. See Price Guide section below.
	International texts from the UK	30p per text
	UK out of Plan Data Usage	30p per MB
	International	
	Calls/texts whilst abroad	Charges for making/receiving calls/texts vary dependent on the applicable international Roaming Zone. See Roaming and Price Guide sections below for full details of Zones 1-5.
	Data Roaming	• Reminder: The Plan includes 15GB EU Roaming. • For any other data usage abroad, charges apply based on the international Roaming Zone you're in. See Roaming and Price Guide sections below for full details of Zones 1-5.
	Data Roaming Add-on Bundles	Available to buy. See Price Guide section below for current EU and rest-of-the-world options.

Eligibility	Primary Account Holder	Additional SIMs
	To take out an AO Mobile Plan via AO.com you will need to: • Be a UK resident • Be at least 18 years old • Have full legal and contractual capacity to enter into this	If you wish to add any Additional SIM holders to your AO Mobile Account, each one will need to: • Be a UK resident

	Agreement and to pay all applicable charges • Pass our internal checks which may include identity verification and/or credit checks • Provide valid payment details to enable us to set up the necessary Direct Debit for the Plan's monthly charge	• Pass our internal checks which may include identity verification and/or credit checks Note: The Primary Account holder will have control of all Additional SIMs.
Note: The AO Mobile Plan is strictly for personal non-commercial use only. See Usage Limitations & Fair Usage Policy section below.		

For full details of what is included in the Plan, and prices, see the **Price Guide**.

2. Our Agreement with You

Contract Documents	Your agreement for the Plan is made up of the following documents, which together form the contract between you and AO Mobile (the Agreement): • These AO Mobile Terms & Conditions and any other terms linked • The Contract Information & Contract Summary you are provided during sign-up • AO's Privacy Policy • Fair Usage Policy • Price Guide • Plan details shown on our website • And any other terms notified to you which apply to the Plan.
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By signing up to the Plan, you agree to be bound by all applicable terms.

Important Dates	Your Plan starts when you sign-up via AO.com
	Your statutory 14-day Cooling Off Period starts from the date you receive your AO Mobile SIM card or eSIM. See Your Rights of Cancellation section below which includes information about charges you would still need to pay if you choose to use your Cooling Off rights.

3. Services we will provide

Once you are connected to AO Mobile, we will provide the airtime and data services associated with your Plan. Points to note:

UK Coverage	• AO Mobile's service provides coverage across more than 99% of UK homes (4G), however there may be areas where coverage is limited or unavailable. Check using our coverage checker (link at the foot of this document). • Unfortunately, service availability can't be guaranteed at all times, due to the nature of mobile technology, there may be disruptions. For example, service may be affected by essential maintenance work, geographical location, relying on other operators' networks, or factors outside our control, such as your device limitations, regulatory issues, network faults, weather, or physical obstructions.
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	• 5G service may be available in your area with a compatible 5G-enabled handset. Check using our coverage checker above. • AO Mobile operates on the Vodafone network.
Coverage Abroad & Roaming	• When you are outside of the UK, we will use reasonable efforts to give you access to another operator's network. See Roaming section.
Calls to Emergency Services	• In the UK: Calls to 999, 112, 111, 119, 101 or 105 are free. When making a call to an emergency service, your phone number will always be displayed. • Outside the UK: Your phone will try to connect to another operator's network so that you can call the emergency services. Note: your mobile telephone number and your location will not be displayed.
Premium Services	• Also known as PRS, these are services provided by third parties which have an additional cost set by the third party. E.g. voting in TV shows, charitable donations, entering competitions, downloading games. • AO Mobile enables you to access those third-party services and to charge the cost to your phone account. Always check adverts for Premium Services to understand what the third-party will charge you before proceeding. See also Price Guide section below.
Age-restricted Services	• Any AO Mobile users who are under 18 years old must not access age-restricted services.
Spend Cap	• To protect you from unexpected spend, you will be able to set a monthly spend cap for your Plan at checkout. Note: The monthly spend cap also covers any Additional SIMs linked to your Plan and is exclusive of your monthly Plan price. • The monthly spend cap is there so you can limit what you spend on charges outside of your Plan's allowance, such as roaming charges or data add-ons you choose to buy. When you reach your current spend cap, access to services outside your Plan will be restricted. • You can amend the monthly spend cap via your My AO Mobile account. To remove it, please call our Customer Service Team. Your changes will take effect straight away. See our FAQs for more details on managing your spend cap.

We are not responsible for any loss of services due to something outside of our control.

4. Your Mobile Number and your AO Mobile SIM

When taking out an AO Mobile Plan, you can request a new number or transfer your existing one. Your options are:

A. Keeping your existing number	• If you want to transfer your existing number to AO Mobile, you must request a Porting Authorisation Code (PAC) from your current provider and give it to us when ordering your SIM. • Once you provide your PAC to us, we will arrange the transfer of your existing mobile number to your new AO Mobile account. Your old provider will then close your old account. • Note: You may still receive a further bill from your old provider for any charges owed as well as any early termination charges if applicable. • For a step-by-step guide on requesting your PAC code please see our FAQs.
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B. Getting a new number	- If you wish to disconnect your old phone number and get a new number, you will need to provide us with a Service Termination Authorisation Code (STAC) from your current provider and give it to us when ordering your SIM. - Once you provide your STAC to us, we will arrange the switch, and your previous service will be cancelled. Note: You may still receive a further bill from your old provider for any charges owed as well as any early termination charges if applicable. - For a step-by-step guide on requesting your STAC code please see our FAQs.
C. A brand-new line	If you're signing up for a fresh AO Mobile Plan with no existing accounts to deal with, we'll give you a fresh mobile number.
Note	- We reserve the right to change your phone number if needed. - You may be entitled to compensation if your number port/switch is delayed. This will be reviewed automatically and, if appropriate, any compensation will be applied directly to your account within 30 days.

During sign-up, you will need to specify what type of SIM you would like for your AO Mobile Plan – a physical SIM Card or an eSIM. Your options are:

SIM card	eSIM
- We'll dispatch your SIM card after you've purchased your Plan via AO.com. Allow at least 5 working days for delivery. - Your SIM card will arrive pre-activated, meaning that all you need to do to get started is insert the SIM card into your mobile device. For a step-by-step guide, please see our FAQs. - If you have an old SIM, you should keep using it until it displays "No Service". After that, you can switch to your new AO Mobile SIM card. A brief loss of service is normal during the switchover, and you may need to restart your phone.	- If your device supports eSIM, we can provide one instead of a physical SIM so you can begin using our services without waiting for a postal delivery. - You will need an eSIM-compatible device, a Wi-Fi connection, and the QR code or activation details we send you. For a step-by-step guide of how to get started, please see our FAQs. - If you have an old SIM, you should keep using it until it displays "No Service". After that, you can switch to your new AO Mobile eSIM. A brief loss of service is normal during the switchover, and you may need to restart your phone.
Important: - SIM cards remain the property of AO at all times. You may only use the SIM to access AO Mobile Services via compatible devices, in accordance with your AO Mobile Agreement. We reserve the right to recall the SIM for upgrades/modifications, misuse, or at the end of the Agreement. If you cancel your Plan, your AO Mobile SIM will be disconnected, and you will no longer be able to use it. To clarify, your AO Mobile SIM cannot be used without an active Plan. - If you lose or break your SIM card, report it to us immediately so that we can deactivate it to help prevent unauthorised use of your phone number and services. Your Plan will continue whilst arrangements are made to provide you with a new SIM card or eSIM. For details of your options, please see our FAQs. Note: A fee for sending you a replacement SIM may apply. - For security, we also recommend that you lock your SIM so that a PIN will be needed each time you restart your device or if the SIM is placed in another device. See our FAQs for how to lock your SIM.	

5. Paying for your Plan

- When applying for your AO Mobile Plan, you will need to set up a monthly Direct Debit so that all Plan charges (the monthly fee plus any additional charges) can be automatically taken from your account. See **Plan Basics** section above and the **Price Guide** for details of Plan charges.
- You must ensure that you have always valid payment details recorded on your account. Additional payments may be made via a credit or debit card. **Note:** Your Plan may be suspended or terminated if full payment is not received on time.
- You can manage and update your payment details at any time via your **My AO Mobile** account. If you would like to change the monthly payment date you will need to contact our Customer Service Team. See **Contact Details** section below.

6. How to manage your Plan

- Use your **My AO Mobile** account anytime to do the following: update your personal and payment details, see your monthly bills and usage data, buy add-ons, add additional SIMs to your account, manage your spend cap and access support.
- Alternatively, if you need our help, please get in touch. See **Contact Details** section below.

7. Roaming

When you are outside of the UK, we will use reasonable efforts to give you access to another operator's network. When Roaming, the following applies:

Inclusive Data Roaming	The Plan includes a 15GB EU Roaming monthly allowance (see list of 'Zone 1' countries in the Price Guide for full details).	See Price Guide section below for further details.
Data Roaming Add-On Bundles	For Roaming which isn't included in your Plan, including if you need more than your 15GB inclusive allowance, you can purchase an add-on roaming bundle.	
Other Roaming charges	For any other data usage abroad which isn't included in your Plan or covered by an add-on you have purchased, charges will apply based on the international Roaming Zone you are in.	
Note:	• When Roaming, you are subject to the laws and regulations of the country you are visiting. We are not responsible for any failure to comply with these laws and regulations. • Coverage and data speeds may differ from what you experience in the UK. We cannot be held liable if you are unable to access services abroad, or service quality does not match our UK offering. • If you are close to a national border, your device may connect to a network in a neighbouring country, which could result in roaming charges being applied to your account. You can prevent this by switching your phone to a manual network selection and choosing the 'Vodafone' Network.	

8. Information for AO Members

Exclusive Benefits for AO Members	If you are an AO Member you will receive the following exclusive benefits on your AO Mobile Plan for so long as your membership is live: • The price of the Plan is automatically discounted (see Plan Basics section above). • You can add up to 9 additional SIMs to your AO Mobile account at the same discounted price. Just log-in to My Account on AO.com to get started. • The price of your Plan will be locked-in for the first 12 months. Note: If your membership lapses for any reason, the monthly price will revert to the non-member rate for you and all additional SIMs you've already added to your account. You'll also lose access to any Plan benefits available exclusively to AO members. If you rejoin the AO membership scheme, we will reapply the member discount to your Plan bills after 5 working days.
What happens if your AO Membership ends?	If you don't renew your annual membership the following will apply: • The monthly price for your Plan will revert to the standard (non-member price) for you and for any additional SIMs linked to your account. • You'll also lose access to any Plan benefits available exclusively to AO members.
What happens if your AO Membership is cancelled early?	If your membership is cancelled mid-year (by you or by us) the following will apply: • Where membership is cancelled within the 14-day cooling-off period for the membership subscription, the monthly price for your AO Mobile Plan will revert to the non-member (standard) rate from your next billing cycle and the other exclusive member benefits will no longer apply. • Where membership is cancelled after the cooling-off period and you have already used benefits equal to or greater than the membership fee (meaning you are not entitled to a refund of the membership price) the great news is that you'll continue to receive all membership benefits, including the AO Mobile Benefits, until the end of your current membership year.

9. Additional SIMs

As an AO Mobile account holder, you can purchase up to 9 additional AO Mobile SIMs to be added to your account, each at the same price as you pay. So, if you're an AO Member, any additional SIMs will also benefit from the discounted member price provided your membership remains live. See **Information for AO Members** section above.

Additional SIMs Management:		
	Primary Account holders	Additional SIM holders
Responsibilities	Primary Account holders remain responsible for all SIMs linked to their account, including all usage, bills and charges.	Holders of an additional SIM are also each responsible for complying with applicable obligations in these AO Mobile Terms & Conditions e.g. Fair Usage Policy .

Managing Additional SIMs	Via the My AO Mobile account: - Add up to 9 Additional SIMs (subject to payments on your Plan being up to date) - View usage data for all SIMs connected to the account and manage any spend caps - Buy add-ons and pay for additional services used applicable to any SIM linked to the account - Manage monthly bills	By calling our Customer Service Team (see Contact Details section below): - Buy add-ons and pay for additional services used - Cancel their Plan
Cancellation of Additional SIMs	See Your Rights of Cancellation section below.	

10. Amendments to Our Terms and Prices

- We may revise or amend these Terms & Conditions, including any allowances and prices, from time to time without prior notice to you. However, if you are an AO Member, we will not make any changes to your Plan's monthly price and/or allowances during the first 12 months.
- If any change we make is detrimental to you or results in a price increase, we will notify you in advance. If you continue to use your Plan after any change takes effect, you will be deemed to have accepted it. Alternatively, you may end the Plan by giving us notice – the process will be described in the notification you receive.

11. Your Rights of Cancellation

When you can cancel	
Cancelling within your 14-day Cooling-Off Period	You may terminate your Plan within 14 days from the date you receive your SIM. If you cancel during this Cooling-Off Period, we will refund any monthly Plan price paid. However, you will still be responsible for all charges incurred for calls, texts, data, or any other usage made prior to cancellation at the standard rate. See our Price Guide for more information.
Cancelling After the Cooling-Off Period	If you wish to terminate your Plan after the statutory 14-day cooling-off period, you may give us your 30-day notice of cancellation at any time via your My AO Mobile account or by contacting us. See Contact Details section below. Termination will take effect 30 days after the date you submit your cancellation request. You will be charged for your Plan during this 30-day notice period. Note: You will not receive a refund for any unused allowances and/or add-ons purchased.

Effect of Cancellation:	
Primary Account holders	Additional SIMs linked to the Primary Account
When you cancel your Plan, we will close your AO Mobile account and disconnect your AO Mobile SIM. You will not be able to continue using our	If the Primary Account holder's plan is cancelled/terminated, Additional SIM-holders will be able to continue using AO Mobile so long as the (former) Primary

services and you will forfeit any unused allowances and/or add-ons.	Account holder maintains monthly payments. The (former) Primary Account holder will retain access to My AO Mobile for account management purposes on behalf of additional SIM-holders. • It may be possible for an Additional SIM holder to obtain account management access upon being nominated by the Primary account holder and satisfying the current eligibility criteria. To enquire, contact our Customer Service Team by phone. • If the Primary Account holder cancels <u>all</u> plans, the Additional SIM holders will receive a PAC/STAC code (as appropriate).
If you want to move an AO Mobile number to another provider or switch without keeping your number, you must request a PAC or STAC code from your AO Mobile number. Your Plan will end as soon as your number is ported or the switch is completed. Important: you will lose your phone number unless you request a PAC code before we close your AO Mobile account.	

12. Usage Limitations, Fair Usage Policy

Usage Limitations	You may not use AO Mobile services in any of the following ways: • For commercial (non-consumer) purposes. • By inserting the SIM in any devices which are not a mobile phone, including routers, modems, or other non-handset devices. • For Illegal activities, including fraud and any criminal activities. • For any purpose which we believe to be abusive, harassing, threatening, menacing, defamatory, obscene, offensive or a nuisance. • To send or upload material without permission of the holder of any associated copyright or other intellectual property rights. • To knowingly transmit viruses (or similar) to other devices. • Excessive or abnormal usage of data or other services which is inconsistent with typical consumer patterns. See our Fair Usage Policy below. Note: The services are personal to you as the My AO Mobile account holder, and you are responsible for anyone else who uses services on your device/SIM. We reserve the right to suspend or terminate your Plan if we reasonably believe that you have used the AO Mobile services for any of the above purposes (see also Our Rights of Termination section below).
Fair Usage Policy	Our Fair Usage Policy applies and is included in our Price Guide. See Price Guide section below. In cases of excessive or abnormal data/service usage which exceeds typical consumer patterns, or any other use limited by our Fair Usage Policy, we reserve the right to reduce your connection speed or restrict your use of the services temporarily in order to restore network quality and fair access for all users. Please see our FAQs for additional information. See also Our Rights of Termination section below.

13. Our Rights of Termination

We reserve the right to suspend or terminate your Plan or to end this Agreement in the following circumstances:

Suspension / Termination	We reserve the right to suspend or terminate your Plan (and/or any linked SIMs) if we reasonably believe there has been a breach of any customer obligations under the AO Mobile Agreement, including failure to make required payments on time (see Paying for your Plan above), breach of the Usage Limitations (see above), breach of the Fair Usage Policy (see above), and/or bankruptcy.
Ending this Agreement	We can end this agreement at any time by giving you at least 30 days' notice. Your AO Mobile Plan will finish at the expiry of the 30-day notice period or a later date which we specify.

Points to note in the event of termination or suspension:

Emergency Services	You will still be able to contact the emergency services whilst your account is suspended.
Charges	You will not be charged a termination fee. However, you will remain responsible for your monthly charges whilst your account is suspended together with usage charges incurred during any notice period. We don't offer refunds for any portions of monthly allowances or add-on bundles remaining at the date of termination.

14. Limits on Our Responsibility & Liability

Our obligations in relation to the AO Mobile services are set out exclusively in this Agreement. Except as expressly set out in this Agreement, all other terms, conditions and warranties (whether express or implied) relating to the AO Mobile services are excluded to the fullest extent permitted by law.

Please note:

Exclusions of Liability	• We will not be liable for any loss or damage that we did not directly cause, or for any loss or damage that could not reasonably have been foreseen when our Agreement with you was formed. • For the avoidance of doubt, we shall not be liable for any: a. loss of revenue, profit, business, anticipated savings or goodwill; b. loss, corruption or inaccuracy of data; c. indirect, special, or consequential loss or damage; d. losses arising from network issues, outages, or service degradation caused by third-party operators, maintenance activities, Force Majeure events, or your acts or omissions; or e. losses suffered as a result of the services being suspend/ terminated in accordance with these Terms & Conditions.
Limit of Liability	Our total aggregate liability to you for any claim or series of related claims arising under this Agreement shall not exceed £350 .
Liabilities which are not excluded or limited	Nothing in this Agreement limits or excludes our liability for death or personal injury caused by our negligence, fraud, or any other liability that cannot be legally limited or excluded.

Service Credits	At our discretion we may use service credits as a remedy. For example, in case of a technical fault or billing error. To receive any remedy, you must let us know about the disruption as soon as possible, and in any case, no later than 6-months after it began. Any applicable credit will be applied to your next bill. Note: We will not be responsible for any disruption/ loss of service due to circumstances outside our reasonable control.
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15. Accessibility

Note: If you need a copy of these Terms & Conditions in an accessible format, or if you have other accessibility needs, please contact us so that we may assist you as best we can.

Email: help@ao-mobile.com
Phone: 01204 672 626

For more information, visit our Accessibility Page (link at the foot of this document).

16. Price Guide

You can find our Price Guide using the link at the foot of this document.

17. Privacy Policy and Data Security

- **Your Privacy:** When you send/ upload any content using the AO Mobile services, you are granting us an irrevocable, royalty free, perpetual, and worldwide licence to use, store, transmit, or otherwise deal with this content. All content, including your personal data, will be dealt with in accordance with our privacy policies which you can find using the link at the foot of this document.
- **Security of your Data:**
- While we take steps to keep your personal data and communications secure, we cannot guarantee that this will not be intercepted or accessed by unauthorised individuals. If we, or Vodafone, become aware of a security incident, you will be notified and we will take the appropriate remedial action.
- Services may be suspended if a regulator or law enforcement body, or the government requires it. You will be notified accordingly, and we will aim to restore your access to the services as soon as possible in line with the directions we are given.

18. Intellectual Property

- The intellectual property in the AO Mobile SIM and software in it is supplied to you under a licence for use in accordance with these Terms & Conditions only. Therefore, we may change your AO Mobile SIM or instruct you to return the SIM to us at the end of the Agreement.
- The AO Mobile branding, comprising of all trade marks, names, images, logos, and other intellectual property rights used as part of the AO Mobile services are property of AO Retail Limited and we reserve all our rights in respect of the same.

19. General Terms:

A. Governing Law & Jurisdiction	These Terms & Conditions, and any dispute or claim arising out of or in connection with these, shall be governed by, and construed in accordance with, English law, and the parties irrevocably submit to the exclusive jurisdiction of the courts of England and Wales.
B. Interpretation	Examples and lists in these Terms & Conditions are not intended to be exhaustive.
C. Severance	If any court or competent authority finds that any provision of these Terms & Conditions (or part of any provision) is invalid, illegal or unenforceable, that provision or part-provision shall, to the extent required, be deemed to be deleted, and the validity and enforceability of the other provisions shall not be affected. We may replace any provision that is not valid, legal or enforceable (in full or in part) with a similar provision that is.
D. Waiver	A waiver of any right or remedy under this Agreement or by law is only effective if given in writing and shall not be deemed a waiver of any subsequent right or remedy. A failure or delay by a party to exercise any right or remedy provided under the Agreement or by law shall not constitute a waiver of that or any other right or remedy, nor shall it prevent or restrict any further exercise of that or any other right or remedy. No single or partial exercise of any right or remedy provided under the Agreement or by law shall prevent or restrict the further exercise of that or any other right or remedy.
E. Third-Party Rights	The only person with rights under these Terms and Conditions is the owner of the AO Mobile account (i.e. the Primary Account holder). No other person shall have any rights under or in connection with these Terms and Conditions.
F. Assignment	We may transfer this Agreement, or any of our responsibilities under it, to anyone at any time. However, we will make sure this doesn't reduce your rights or negatively affect your service. You may not transfer this Agreement to anyone else unless we agree to it in writing.
G. Notices	Any notices under this Agreement will be sent to you by post, text, email, phone call or voicemail.

20. Complaints and Remedies

If you wish to raise a complaint about your AO Mobile services, please contact our Customer Service Team using one of the following methods:

- **Email:** help@ao-mobile.com
- **Phone:** 01204 672 626
- **Post:** 5A The Parklands, Lostock, Bolton, BL6 4SD

Note: If you wish to raise a complaint about how we have used your personal data, please email our Data Protection Team at dataprotection@ao.com.

We will deal with your complaint in line with our AO Mobile Complaints Code (link at the foot of this document).

If we cannot fix your issue within 6 weeks, you may refer the matter to an independent ADR (Alternative Dispute Resolution) service. AO Mobile is subscribed to **the Communication & Internet Services Adjudication Scheme (CISAS)**. The ADR service is free of charge for you to use.

See our **Privacy Policy** for information about privacy and data protection complaints.

21. Contact Details

We're always looking for new ways to improve your customer experience with us, that's why we love hearing from you. If you have any questions about this Agreement or if you'd like to terminate the contract, please contact us at **01204 672 626**.

Alternatively, you can write to us at our registered office address – 5A The Parklands, Lostock, Bolton, BL6 4SD.

Helpful Links	Price Guide	https://ao.com/~media/pdf/AO_Mobile_PriceGuide
	Coverage Checker	https://maps.vodafone.co.uk/?configuration=partner
	Accessibility Page	https://ao.com/mobile-phones/ao-mobile/accessibility
	Complaints Code	https://ao.com/~media/pdf/AO-Mobile-Complaints-Code-14-07-26
	Privacy Policy	https://ao.com/help-and-advice/my-ao/privacy-and-security