**The O2 Rugby Offer – FAQs**

**What’s the O2 Rugby offer all about?** – The offer is a reflection of the O2 Open offer. We have extended the employee and membership perks scheme for our rugby community customers.

**What’s the deal, in simple terms?** – The O2 Rugby offer gives new customers 30% off O2 Refresh Airtime Plans.

**I want to get a Simplicity (SIM only) deal as I don’t need a new phone. Can I benefit from the O2 Rugby offer?** – No. The O2 Rugby deal is only available on O2 Refresh Airtime Plans.

**I’ve received my O2 Rugby code and I’d like to take up the offer. What do I do now?** – Pop down to your local O2 store and talk to one of our expert advisors. They’ll help you to choose the right deal. Discount cannot be applied retrospectively to existing O2 mobile accounts, although when an account is due for renewal it may be applied then on presentation of the O2 Rugby code.

**I’ve lost my O2 Rugby code. Where can I get a replacement?** – You can get it re-issued online from the O2 Rugby website.

**What happens if I leave the Rugby Club?** – You’ll continue with your O2 Rugby mobile deal until the end of your contract. Once you’ve left the rugby club, you’ll no longer be eligible to receive O2 promotional deals as part of the O2 Rugby scheme.

**Do I need to go to the store or can I access the scheme online?** – You generate your O2 Rugby code online, but you must take your O2 Rugby code to an O2 store to redeem your offer and they’ll do the rest.

**Are there any exceptions?** – We don’t include the iPhone 5s, Pay & Go, any non O2 Refresh tariffs or business accounts in the O2 Rugby scheme

**How do I get my friends and family signed up to O2 Rugby?** – Unfortunately this offer is not available to friend or family members.

**My current contract doesn’t run out for several months, what can I do?** – The O2 Rugby offer is on-going, so if you’re still in a contract with your current provider, you can transfer when you’re ready.

**I’m currently with another service provider, but I’d like to move to get this O2 Rugby offer and keep my number. How do I do this?** – Simply get in touch with your current provider and ask them for a PAC code. This is the authorisation code from your current provider that will let you transfer your number. Then take this number along to your local O2 store and they’ll arrange the rest for you. (Please note that PAC codes are only valid for 30 days).

**How many times can I use the code?** – It can be used to purchase one new O2 Refresh deal per person.

**For any queries please email us at rugbyoffer@o2.com**

**What do I need to take with me when I go to the O2 store?**
Please take:
• Your O2 Rugby code.
• Two proofs of identity – e.g. driving licence, recent utility bill, valid passport or council tax bill if you wish to buy a contract phone.
• Your PAC code (if you want to keep your number).
• Bank or credit card details will be required to complete the direct debit mandate.
• If you are under 18 you’ll need a guarantor who’ll be responsible for the credit agreement.