

Switching made simple

See how simple it is to switch to us
and get more from your mobile and
on-site internet connectivity



Connectivity means everything

These days it's hard to imagine an effective business without reliable mobile and on-site internet connections.

That's why having the right partner is so important. And when your current provider isn't giving you what you need, then you know it's time to switch.

But we know that changing provider can cause uncertainty. That's why we make the transition as easy as possible.

We've helped thousands of customers make the switch to us, so we have a good idea of what you're likely to need for a smooth migration.



In our experience, it boils down to six key considerations when moving your mobile or on-site internet connections

1. The right plans and devices

The phones, tablets, sims, apps, and internet options you choose aren't just tools for running your business. They're a way to empower your people to work flexibly, remotely, and securely. We'll make sure you can mix and match your devices and plans in line with everyone's needs – from low-cost options through to the latest releases.

2. People

Devices are important. But it's the people using them that really matter and we want to go above and beyond in providing your teams with the best options. For mobile, we include some great extras like employee discounts on their personal O₂ contracts¹, access to exclusive discounts and experiences through Priority² and free O₂ Wifi³.

3. Security

With people connecting across more and more endpoints, security can feel like a nightmare. We'll give you peace of mind by helping to keep your people, customers and data safe. No matter where they are. We can route mobile calls over a secure network and help protect internet and cloud connections from malicious attacks.

4. Implementation

We'll support you all the way through the process of switching, from designing the right solution to getting devices and internet access to your people whether they're working on-site, at home or in the field. Our implementation team is experienced in identifying and mitigating potential risks – making transfers seamless and hassle-free. B&M Waste Services moved their mobiles to O₂ Business. Their migration journey only took a week and their operations carried on uninterrupted. That's how it should be.

5. The partner

Choosing the right provider to switch to is one thing. Making sure you've got the right team working on your migration is another. For all the buzz about tech innovation, it's still people that drive success. That's why we have dedicated Account Managers to work with your teams to understand what you need and where you want to take your business.

6. Future needs

Connectivity can take your business anywhere. So where do you want to go? Towards a more flexible technology infrastructure? Smarter ways to deliver your services? Creating a digital enterprise? We get to know your business and make sure everything fits your future plans. Different contract lengths, the latest devices, shared data tariffs⁴, Data Rollover⁵, security and collaboration tools – you name it, we've got it. So you can take your business wherever you want it to go.

1. 15% discount on monthly Airtime Plan for tariff with less than 3GB of data or 25% discount on monthly Airtime Plan for tariff with 3GB or more of data. O2 Open scheme members only. Discount can be redeemed on purchase of an O2 Refresh contract with an eligible device directly from O2. Terms apply

2. Priority: Active O2 and Virgin Media broadband customers only. 16+. Internet access & registration required. Offers subject to eligibility criteria and availability.

Terms apply, see the Priority App or o2.co.uk/terms.

3. O2 Wifi: Subject to availability. Fair use policy and terms apply, see o2wifi.co.uk

4. T&Cs apply: [Sharer Tariffs](#)

5. Selected tariffs only. [Data Rollover terms](#)

How B&M Waste Services said 'goodbye' to uncertainty

“From the very first phone call, you got an impression that O₂ was interested in the business and wanting to learn how they could help us.”

Andrew Waland, IT Manager, B&M Waste Services

B&M Waste Services chose to work with us to update mobile communications with their fleet of more than 60 waste collection vehicles. The goal: real-time information about where the vehicles were, feeding drivers and customers with updates on the latest status. It's proven to be a great solution for more efficiency and better customer service too. Drivers no longer need to fill in route sheets or bits of paper. The information input onto tablets is processed in real-time and processed straight back to the depot, allowing the customer to have accurate service updates instantly.

Just as importantly, we made sure the whole migration took place in only one week – with zero disruption to day-to-day operations.



Five steps to your mobile migration

Switching your business mobiles to us couldn't be simpler.
The reason? Planning and preparation.

We start working with you long before the switching actually happens, identifying where you want to be and what you need to get there. Implementation itself is then just a series of five well-practised steps:

1

You'll need to contact your current provider and request a Porting Authorisation Code (PAC). This is a numerical code that you must then give to your new provider. A PAC must be provided to you immediately over the phone or within two hours by text. Once you have a PAC, it is valid for 30 days.

2

Unlock any of your existing handsets via your current provider as this process can take up to five working days. If you're taking new devices with us, then you don't have to arrange unlocks.

3

Once the welcome call has been completed by our implementation team, your hardware and sims will be despatched the next day and you can decide a port date. The port date must be within 30 days while your PAC is still valid.

4

You need to provide your employees with their new sims (and new devices if you're purchasing them). You will be given a user list to help you with our sim allocation.

5

On the morning of your chosen port date, your current mobile phone numbers will transfer to the sims provided. Once this is completed, your mobile service with your current supplier is disconnected.

Five steps to switching your internet lines

Super-simple with no disruption. That's what you can expect when you switch your internet lines to us.

Dedicated Internet Access comes with a managed installation at no extra cost. And your existing connection will continue to work throughout so your team can continue what they're doing while we get you all set up in five quick steps:

- 1 Our engineer will install and activate your new connection
- 2 We'll test everything to make sure it's working as it should
- 3 We demonstrate how your connection works
- 4 You can start connecting your devices to the new DIA router
- 5 You can contact your previous supplier to get them to cease their connection



Why choose us



Mobile

Data Rollover

No business can afford to waste data it doesn't use, so we automatically roll over your unused mobile data to the next month⁶.

Flexible tariffs

Every business has its peaks and troughs, so we let you flex your mobile data allowance up... or down as you need⁶.

Range of contract lengths

No business is the same, so we give you a choice of different contract lengths.

Flexible business apps

We offer you apps that help your team stay productive wherever they need to work, including Microsoft 365.

Better coverage

O₂ were voted Best Network for Reliability three years in a row in 2019, 2020 and 2021⁷.



Dedicated Internet Access

Lightning-fast speed

Experience speeds of up to 5Gbps, giving you the power to generate an excellent experience for both your customers and employees.

Symmetrical connectivity

You can finally upload just as fast as you download, empowering your team to be more productive.

24/7 support

We monitor your connection, so we can respond quickly and provide the support you need.



6. Selected tariffs only. [Data Rollover and flexible tariff terms](#)

7. We were awarded Best Network for Reliability by Global Wireless Solutions (GWS) in 2019, 2020 and 2021



Dedicated Account Managers

There's nobody quite like them. They know our products and solutions inside and out. And they practically become part of your team when you're making a move. They're a unique part of the way we remove uncertainty from the switching process.

With a single point of contact from start to finish, it's quick and easy to start enjoying the benefits of our connections.

Once you join us, you'll also be able to access our specialist mobile and Dedicated Internet Access support teams and the option of 24/7 premium support. And at no extra cost, you can opt for a digital consultation with one of our experts to help improve productivity, collaboration, and security. Plus, you can ask us about 1-2-1 tech training to get you up-and-running and making the most of your new connections.



Mobile device management

The devices that people use in and out of the workplace hold the keys to productivity and business security. We offer a suite of digital workplaces and managed services that help your people work smartly and safely. These Mobile Device Management (MDM) solutions provide all the tools you need to manage your mobile fleet, control access and usage and keep your team's devices secure when they're on the move.

Expect more.

Thinking about switching?

We'd love the opportunity to show you how connectivity has evolved and where it can take your business.

Speak to us today.

