

FAQs

What is O₂ Open?

O₂ Open is an employee perks scheme.

How can I find out if my employer has signed up for O₂ Open?

You'll need to check with your employer to see if they're registered for O₂ Open. If they are, you'll need the five character O₂ Open company code which is unique to your employer. The person to speak to will be your employer's HR or benefits manager.

How many O₂ Open discounts can I have?

At any one time, you can have a maximum of two O₂ Open discounts, one on the Airtime Plan of an O₂ Refresh phone tariff, and one on the Airtime Plan of an O₂ Refresh tablet or Mobile Broadband data tariff. The O₂ Refresh Airtime Plan covers the monthly cost of your calls, texts and data. The discount doesn't apply to your Device Plan, which is the monthly cost of your device.

What O₂ Open discounts are available?

For O₂ Airtime Plans with 3GB or more data a month, you can get a 25% discount on the Airtime Plan. And for Airtime Plans with less than 3GB data a month, you can get a 15% discount on the Airtime Plan.

What do I need to do to get my O₂ Open discounts?

There are three quick and easy steps that you need to complete to have your O₂ Open discount applied.

Step 1 – Registration

Start by signing in to My O₂ Open at o2.co.uk/open using your My O₂ username and password. You'll need the five character O₂ Open company code that you'll get from your employer.

Step 2 – Verify your registration

When you register, we need to confirm that you work for the company or organisation, so you will need to give us a valid work email address. We will send a validation link to this email and you will need to click this link to complete validation. Alternatively you can give us your National Insurance number and upload a recent copy of your payslip. We will check these details and send you an email to your personal email address to let you know that you've been validated successfully. This will take up to three days.

Step 3 – Apply your discount

Once we have verified your registration, you can log back into o2.co.uk/open and select the number you would like the discount applied to. Once the O₂ Open discount has been applied, it will continue for the remainder of your O₂ Refresh contract. If you upgrade to a new O₂ Refresh contract, you'll need to re-apply for the O₂ Open discount.

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Why do you need my payslip?

We will use your payslip to verify that you work for the company or organisation you have told us you work for. We don't need to see any details other than your name, the date the payslip was issued, the company you work for and your National Insurance number. The remaining information can be hidden, but ensure that we are able to read the above information to avoid any delay on the discount being applied.

Will you keep my payslip information safe?

Yes, once your payslip has been approved, the stored payslip image will be deleted. If your application is declined, we will store the payslip image for up to a month to allow any problems to be resolved. You are able to start afresh and upload a new payslip. If you do this, the original payslip image will be deleted.

Are there any tariffs and plans not eligible for O₂ Open?

We don't include Pay As You Go, any non O₂ Refresh tariffs, sharer plans or business accounts in the O₂ Open scheme. Sim only deals are also excluded.

Can I request an O₂ Open discount at any time?

You need to request the O₂ Open discount within 28 days of the start of your O₂ Refresh contract.

My O₂ Refresh contract started more than 28 days ago. Can I still get an O₂ Open discount?

If you're not ready to upgrade just yet or your minimum period hasn't finished yet, that's fine. Take your time and once you're ready to upgrade, just remember to request an O₂ Open discount within 28 days of upgrading to a new eligible O₂ Refresh contract.

Are there any devices excluded from O₂ Open?

You can check this at o2.co.uk/open.

I already have a discount. Can I also have an O₂ Open discount?

No. If you already have a discount in place, then you won't be able to add an O₂ Open discount.

I'm currently with another service provider, but I'd like to move to O₂ Open and keep my number. How do I do this?

Want to move to O₂ and O₂ Open? It's easy, and you can even keep your number. Simply get in touch with your current provider and ask them for a PAC code - this is the authorisation code that will let you transfer your number. Then give us your PAC code when you order online, or take it in to your local O₂ store and they'll arrange the rest for you.

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Leaving O₂ Open

If you leave your company after signing up to O₂ Open, or your company or organisation leaves O₂ Open, you'll continue to get your O₂ Open discount until the end of your O₂ Refresh contract.

Who do I speak to if I have a problem with my discount?

To check the status of your O₂ Open discounts, just log into My O₂ Open account at o2.co.uk/open. If you need further assistance then just call 202 free of charge from your O₂ mobile or visit your local store.

Can I get a discount on anything else, like accessories?

Yes, we haven't changed our O₂ Open discounts on accessories and you will still get 20% off in store.

How do I get my accessories discount?

Just pop into store with proof of your employment and receive 20% off our great accessories in store.