

EU Mobile Internet Bundles

Eligibility

- The EU mobile internet bundles are only available to Orange Pay Monthly customers on selected devices
- Roaming must be provisioned on your phone or mobile broadband device in order for the bundle to be applied to your account. Connection to roaming, which is an Orange additional service, is subject to status. To apply to enable roaming, just call Orange Customer Services on 150 from your Orange handset.

Charges

- You can choose between a 30 day bundle or a monthly bundle. The price of your bundle will depend on how much data allowance you choose. You can choose a £15 bundle giving you 30 MB of data or a £50 bundle giving you 150 MB of data or a £150 bundle giving you 500MB of data.
- You will be charged for your bundle once your order has been activated.
- If you purchase a 30 day bundle, you will only be charged once. If you purchase a monthly bundle, you will be charged on a pro rata basis for the period from the date of activation up to the end of the current billing month, and you will be charged in full for each billing month after that.
- Remember, if you purchase any of the EU mobile internet bundles, your EU data limit will be removed. You will need to call us on 150 from an Orange handset if you want to be opted back in to the EU data limit.
- Each session of data roaming usage is rounded up to the nearest byte.
- Any data use in the EU over and above any inclusive allowance will cost £3.07 per megabyte consumed.
- If your service plan is inclusive of roaming data charges, then the allowance under your bundle will be used first.
- Charges incurred whilst roaming may be billed several months in arrears.
- Your monthly bill will show your data use for that month that has been processed in time to appear on your bill. Data roaming that has been processed too late to appear in the bill for that month will be shown in later bills.

Usage

- You can use your bundle whilst roaming for GPRS and 3G browsing of the internet (subject to availability), up to the monthly data limit you have ordered..
- Unused data will not roll over into the next month.
- The bundle does not include download charges for example, charges for downloading ringtones or games.
- The bundle only applies whilst roaming in the Republic of Ireland and Channel Islands zone or the Europe 1 zone. Please see www.orange.co.uk/abroad for zone information.
- Remember, mobile internet browsing is not to be used for other activities (e.g. using your phone handset as a modem, non-Orange internet based streaming services, voice or video over the internet, instant messaging, peer to peer file sharing).

Ordering and Cancellation

- To order a Monthly Bundle, you must contact an Orange store or contact Customer Services on 150 (Pay Monthly) from your Orange handset. The bundle will normally be activated within 24 hours of your order, but you may ask for it to be activated at any time up to 28 days in advance. Until activation, you will be charged at the rates set out in your plan for data roaming. See orange.co.uk/abroad to check your plan rates.
- The 30 day bundle last for a fixed period of 30 days and cannot be cancelled. The monthly bundle recurs each month in line with the billing cycle, and will be on your account either until you decide to remove it or until Orange withdraws the bundle.
- To remove your Monthly Bundle simply call Orange on 150 from your Orange handset. The cancellation will take effect on the next Billing Date following the expiry of 10 days from the day you notify Orange.
- Once a bundle expires or is cancelled, the benefit of any unused data roaming included in the bundle will be lost.
- No credit will be given for any unused data roaming included in a bundle either before or after the expiry or cancellation of the bundle.
- You can only have one of our EU mobile internet data bundles on your account at any one time.

General

- Roaming services are subject to connection to foreign networks and cannot be guaranteed. Please see www.orange.co.uk/international for more information.
- Orange reserves the right to replace or amend the bundles or these terms and conditions at any time on reasonable notice. Orange reserves the right to withdraw a whole or part of the bundles upon providing not less than thirty (30) days' notice.