

Early Upgrade terms and conditions

If you are a SIM Only customer on an 12 or 18 month contract or a pay monthly customer on any other type of plan, and are more than 6 months into your contract with more than 3 months to go before the end of your minimum term, we will let you upgrade onto a new pay monthly price plan with new phone if you pay your Early Upgrade Fee. You can't upgrade to a 30 day SIM Only plan. Your new price plan will have a new minimum term and you might have to pay to get the phone you want.

You won't be eligible for Early Upgrade if you pay by direct debit or cheque and have outstanding debt on your account. Early Upgrade is not available for mobile broadband or business customers.

The Early Upgrade Fee will be calculated as a lump sum equal to the total monthly line rental due for the remaining period of your minimum term (on a pro rata basis if you are part way through a monthly billing cycle). We'll then apply a discount to that amount to get to your final Early Upgrade Fee. You'll need to pay your Early Upgrade Fee straightaway unless we advise you otherwise.

If your monthly line rental already has a promotional discount we might use that lower amount to calculate your Early Upgrade Fee and your promotional discount may continue to apply to your new price plan. However, this is not always the case, so please ask instore for details.

You can either keep your own Orange phone or trade it in for cash using our Recycle and Reward scheme. You can read the full Recycle & Reward terms and conditions here: <http://www.orange-recycle.co.uk/information/terms-conditions>

You can decide to cancel your Early Upgrade by telling us within 14 days. You will need to return your new phone. We'll then put you back on your original price plan and at the same point in your minimum term, and either pay you the Early Upgrade Fee or credit it to your account. Because we can't get your old phone back, the 14 day cancellation policy does not apply if you have chosen to recycle your old phone with Recycle and Reward.