

PAYG Animal Packages – Terms and Conditions – June 2011

1. PAYG Animal Packages are open to all Orange Pay as You Go Customers. Existing customers moving to a PAYG Animal Package may not be able to return to their old package. All services are UK only unless otherwise stated.
2. When you join, you will be on our Starter plan until you pick an Animal plan to move on to, which you can do by calling 343.
3. If you take up the Racoon package you will lose your benefit to any other Orange offers, including but not limited to Magic Numbers, Bright Top Ups, Phone Fund and Reserve Tank.
4. The package charges are:

Animal Package	Starter	Racoon	Camel	Dolphin	Canary
Calls to UK mobiles (per minute)	25p	12p	20p	25p	25p
Texts to UK mobiles and landlines as below (each)	12p	12p	10p	12p	12p
Calls to numbers starting 01, 02 and 03 (per minute)	25p	12p	20p	25p	25p
Answerphone (per minute)	25p	12p	20p	25p	25p
Minimum call charge	25p	12p	20p	25p	25p

5. For all other charges on these plans, see the Price Guide at: http://www1.orange.co.uk/service_plans/payasyougo/services_price_guides_overview.html.
6. The Rewards are:

Animal Package	Camel	Dolphin	Canary
Minimum Top up Reward	£10	£10	£10
	Free international calls	Free texts and access to the internet on your phone	Free evening and weekend minutes, texts and photo messages to UK mobiles

7. If you top-up by the minimum amount below, your monthly reward will be:

Minimum level of top up	Camel	Dolphin	Canary
£10 top up	60 minutes of international calls	400 texts and free internet access	100 free evening and weekend minutes plus 100 evening and weekend texts or photo messages to UK mobiles
£20 top up	120 minutes of international calls	600 texts and free internet access	200 free evening and weekend minutes plus 200 evening and weekend texts or photo messages to UK mobiles
£30 top up	240 minutes of international calls	Unlimited texts and free internet access	300 free evening and weekend minute plus 300 evening and weekend texts or photo messages to UK mobiles

8. The monthly period during which your top-ups accumulate (the "Monthly Period") will start on the date that you register for the Reward. This means that any top-up from this point will be taken into consideration at the end of that Monthly Period. The Monthly Period does not necessarily start on the 1st of the month. It will run from 00.00.00 on the first day of the Monthly Period and will end at 23.59.59 on the last day of the Monthly Period. At the end of the Monthly Period we calculate the Reward. Where you qualify for the Reward on the 29th, 30th or 31st day of a month, the Monthly Period will run to the 28th of the next month.
9. If you currently have a pay as you go Offer, your new Offer will take your existing Analysis Date. Any top-ups that count towards your existing Offer will also be considered for your new Offer.

10. If you do not currently have an Offer, your top-ups over the previous 30 days will be taken into consideration. If this Accumulated Amount is £10 or greater, you will receive the appropriate Reward/s within 72 hours and the Offer will move onto Monthly Analysis. If this Accumulated Amount is less than £10, you will not receive any Reward/s and your Offer will move onto Daily Analysis.
11. Your Accumulated Amount will be reset to zero on entering Daily Analysis.
12. When in Daily Analysis, once your Accumulated Amount reaches a minimum of £10, the appropriate Reward/s will be provisioned within 72 hours, your Analysis Date will be reset to one month in the future and the Offer will go onto Monthly Analysis.
13. When in Monthly Analysis, all top-ups made during the Monthly Analysis Period will be analysed on the Analysis Date and the appropriate Reward/s will be provisioned within 72 hours.
14. If you do not qualify for your Reward/s on your Analysis Date, no Reward/s will be given and the Offer will move onto Daily Analysis.
15. If the Analysis Date falls on the 29th, 30th, or 31st of a month, the Analysis Date will be set to the 28th.
16. Your Accumulated Amount will be reset to zero on each Analysis Date.
17. Orange will inform you by text when you qualify for your Reward/s.
18. Any Reward/s you may have earned prior to joining the Offer will remain on the account for the duration of their original reward period, except for the Mob Mates Rewards which will be removed immediately.
19. The Reward will be applied within 72 hours of qualifying for the Reward. You will be sent a free text message letting you know when your Reward starts. Rewards last for a calendar month, we will tell you by text message when that period is up.
20. If you change plans while using your reward, you'll lose any service that you haven't already used up
21. **Free texts** – texts are person to person texts to UK mobiles. Unlimited free texts subject to fair usage policy of 3000 texts per month. Usage above this amount will constitute abuse and Orange may monitor usage and withdraw the benefit from your account.
22. **Free evening and weekend minutes, texts and photo messages** - calls and texts to UK mobiles made between 7pm and 7am Monday to Friday and 7pm Friday to 7am Monday. Photo messages are to other UK mobiles.
23. **International calls** – calls made from your mobile to mobiles and landlines in the countries, excluding special numbers such as premium rate numbers, listed at www.orange.co.uk/payasyougo.
24. **Free internet (mobile internet browsing)** – usage is subject to a 100MB cap – any usage over this will be charged at your Animal plan rate. Orange considers 100MB sufficient for typical mobile internet browsing usage. It is insufficient for streaming of audio/video content, peer to peer file sharing or Voice over Internet Protocol (VOIP) calls and internet tethering. If customers do any of

the above they should expect to exceed the 100MB cap and will be charged at standard data rates.

25. Further terms apply – see www.orange.co.uk/terms.

Terminology

Offer – Orange PAYG Animal package

Monthly Analysis - all top-ups made during the Monthly Analysis Period are analysed on the Analysis Date and the appropriate Reward/s provisioned within 72 hours.

Monthly Analysis Period - the period of time during which customers' top-ups will count towards the total Accumulated Amount. This period will run from 00.00.00 on your Analysis Date until 23.59.59 on the day before your next Analysis Date.

Daily Analysis - the customers Accumulated Amount is checked daily to determine if they receive a Reward, rather than waiting until the next monthly Analysis Date.

Accumulated Amount - the value of a customers accumulated top-ups that will be used to determine if the customer qualifies for a Reward.

Analysis Date - the date on which a customers Accumulated Amount is analysed to determine if they qualify for a Reward.

Short terms

Dolphin: Reward subject to minimum top-up of £10 a month. UK only. Reward starts from 400 person to person texts to UK networks. Unlimited texts subject to a fair usage policy and £30 monthly top-up. 100MB free internet.

Canary: Reward subject to minimum top-up of £10 a month. Evening and weekend calls, texts and photo messages to UK mobiles only. Reward starts from 100 mins, texts and photo messages for £10 monthly top-up and goes up to 300 mins, texts & photo messages for a £30 monthly top-up.

Racoon: If you take up the Racoon package, you will not be able to get any other Orange offers.

Camel: Reward subject to minimum top-up of £10 a month. Rewards starts from 60 minutes of international calls for £10 monthly top-up and goes up to 240 minutes of international calls for £30 monthly top-up. International calls are calls made from your mobile to mobiles and landlines in the countries listed at www.orange.co.uk/payasyougo.

All Animal packages: Calls to 07 call forwarding services, and to 070, 0800, 08 and 0870 numbers are not included in bundle. They will be charged up to

25p/min for 07 call forwarding numbers, 75p/min for 070 numbers, 25p/min for 0800 numbers, 40p/min for 08 numbers and 40p/min for 0870 numbers- minimum call charges vary. Calls and texts to standard UK landlines/mobiles. Minimum call charge 12p for Racoon, 20p for Camel and 25p for all other service plans. For full terms and price guide: www.orange.co.uk/payasyougo