

Monkey Animal package- Updated November 2011

1. Monkey is open to all Orange Pay as You Go Customers. Existing customers moving to Monkey may not be able to return to their old package. All services are UK only unless otherwise stated.

2. By agreeing to these terms you consent to receiving messages and/or emails from us about our products and services as well as news, competitions and offers from brands we think you'll like. If you change your mind you can opt out at any time, however, we reserve the right to move you to another tariff.

3. Any customer wishing to opt out of receiving communications about our partners' products and services can do so at anytime by texting STOP to 20000. Opting out of these communications will not opt you out of all Orange marketing communications. To opt out of all Orange marketing communications, please call Customer Services on 450 from an Orange handset or 07973 100450 from any other phone.

4. The package charges are:

Animal Package

Monkey

Calls to UK mobiles (per minute)

25p

Texts to UK mobiles (each)

12p

Calls to numbers starting 01, 02 and 03 (per minute)

25p

Answerphone (per minute)

25p

Minimum call charge

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. If you top-up by the minimum amount below, your monthly reward will be as follows and is subject to coverage:

Minimum level of top up

Reward

£5 top up

Free music, mobile internet and 25 free texts

£10 top up

Free music, mobile internet and 400 free texts

£20 top up

Free music, mobile internet and 600 free texts

£30 top up

Free music, mobile internet and 1000 free texts

7. The monthly period during which your top-ups accumulate (the "Monthly Period") will start on the date that you register for the Reward by calling 343 for free from your Orange phone. This means that any top-up from this point will be taken into

Everything Everywhere Restricted

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.

8. 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.

9. 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.

10. Your Accumulated Amount will be reset to zero on entering Daily Analysis.

11. When in Daily Analysis, once your Accumulated Amount reaches a minimum of £5, 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.

12. 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.

13. 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.

14. If the Analysis Date falls on the 29th, 30th, or 31st of a month, the Analysis Date will be set to the 28th.

15. Your Accumulated Amount will be reset to zero on each Analysis Date.

16. Orange will inform you by text when you qualify for your Reward/s.

17. 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.

18. 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.

19. Free mobile internet – 2MB UK daily internet pass to be collected from Orange World – any usage over this will be charged at your package's rate for mobile internet, see the link above for details.

20. Free texts – person to person texts to UK mobiles.

21. Free music – you can choose any of the following:

(a) unlimited free web access over WiFi from your computer. Remember to check your WiFi terms as data charges and/or fair use policies may apply;

(b) unlimited free access when you download the Deezer app to your mobile is subject to fair use. Use above this limit may result in network protection controls being applied to your account. Data charges may apply when you download the app and you'll need a compatible phone; and

(c) 10 hours free music per month accessible on your Orange phone when you call 247. After 10 hours you'll be charged 25p per minute.

Remember, we contract with third parties for provision of these music products and can't promise that the products will always be available or that they will work perfectly. Check out Deezer's terms on its website. Cookies may be dropped on your phone or computer to provide these services. If you use the multimedia products to provide content to, or access content provided by our content partners, remember that they own that content and we are not responsible for what you see. These music products are for UK use only. Other terms apply to the app check them out in Orange World.

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 customer's 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:

Minimum top up is £5 for free internet, music and 25 texts. UK only. Minimum call charge 25p. **Internet:** 2MB daily internet pass to download from Orange

World. **Music:** Choose from (i) unlimited free music on app: compatible phone required. UK data is free to stream or download tracks but data charges apply to download the app. Data is subject to fair usage; or (ii) 600 minutes of free music on your phone: coverage required; or (iii) unlimited free music from your PC.

Includes messages from other brands, text STOP to 2000. Calls to call forwarding services (including those beginning 07), 05, 08 and 09 numbers excluded. Calls to 0800 and 0808 will cost 7p/min. Calls to 0845 and 0870 cost 12p/min. Other 08 numbers cost up to 40p/min. 070 numbers cost up to 75p/min. 09 numbers costs up to £2p/m. See www.orange.co.uk/payasyougoguide. Other terms apply, orange.co.uk/terms

