

Email on your phone - Terms and Conditions

1. "The Offer" allows you, a customer, who subscribes to the Offer to receive unlimited (subject to fair usage policy at 11 below) emails on your Device for a fixed monthly fee for pay monthly customers and fixed weekly fee for pay as you go customers.
2. Reply emails can only be sent to the sender of the original email.
3. Copies of emails sent from the phone will not be saved in your email account sent box.
4. The Offer supports most email providers however we cannot guarantee that your email can be set-up.
5. In some cases to receive email on your phone you need to subscribe to a premium service with your email provider to activate mobile email.
6. Emails will only be sent to your Device whilst the service is active. Therefore if the email service is suspended or terminated for any reason then emails sent during this period will not be sent to your Device.
7. You will not be able to access attachments to emails via your Device, however you will be able to view the attachments in the normal way via your email account.
8. The Offer only works in the UK. If you go abroad you will continue to pay for the service however we will not forward on any email. You may send email whilst abroad and normal roaming rates for MMS will apply.
9. The Offer is available to all pay monthly and pay as you go customers regardless of plan or contract term.
10. The Offer is available for small business customers.
11. The Offer will be available from 17 August 2009.
12. Unlimited is subject to a fair usage policy of 1000 emails per month.
13. You must have activated WAP and MMS services to their Device in order to use The Offer.
14. The Offer is available to Devices which support MMS services and you should check that they are compatible prior to subscribing to The Offer. Orange will not accept liability for the incompatibility of The Offer with any Device or email service or other equipment used by you.
15. To subscribe to The Offer the following charges will be applied to the customer's account:-
16. **Pay as you go**
 - a. As a pay as you go customer you will be charged at £1 per week to enable you to receive unlimited emails for one week from the receipt of your payment.
 - b. On receipt of your payment we will respond with a confirmation text message to say you have successfully subscribed to the service. This should take a minute or two to arrive but it could be as long as 24 hours.
 - c. Connection is subject to status and sufficient funds being available on your account.
 - d. If you request the Offer but do not have sufficient funds, you will be sent a SMS text message to request that you top-up your account.

- e. £1 per week will be debited from the account's credit every 7 days. If the account is topped up and 7 days has passed then the service will collect an additional £1 for another 7 days of service.
- f. Emails will only be delivered to the device during the 7 day period that funds have been collected.
- g. If after 28 days has passed consecutively without £1 being topped up to the account, you will be automatically unsubscribed from the service.
- h. On unsubscribing from the service we will send you a confirmation text message, this should take a minute or two to come through but it may be as long as 24 hours.

17. Pay monthly

- a. As a pay monthly customer you are charged at £5 per month which will be added to your account each month.
 - b. Connection is subject to status.
 - c. On receipt of your payment we will respond with a confirmation text message to say you have successfully subscribed to the service. This should take a minute or two to arrive but it could be as long as 24 hours.
 - d. On unsubscribing from the service we will send you a confirmation text message, this should take a minute or two to come through but it may be as long as 24 hours.
18. You can make changes to The Offer service by sending a SMS or MMS text free of charge with the command you want to use as set out below:-

Commands	Description	Examples
ADD	To add an email account and begin receiving the emails on your device text the command to 247 and we will send a text back with the WAP link to use to manage up to five email accounts.	Text to command ADD to 36245
ALLOW ALL	This is the default setting for the service so you will receive email from all email addresses, however you may choose to block email addresses but then decide to revert back to receiving email from all email addresses at a later date you can use this command. When we receive the text we will text you back asking you to confirm that you are sure. To confirm that you are sure, text the command YES ALLOW ALL to 36245 .	Text ALLOW ALL to 36245
ALLOW	To receive email from a specific email address, text this command with the email address you want to allow. Each text of this type can contain one email address.	Text ALLOW email@address.co.uk to short code 36245
BLOCK	To block email from a specific email address, text this command with the email	Text BLOCK email@address.co.uk to

	address you want to block. Each text of this type can contain one email address.	36245
BLOCK ALL	Send this command when you want to block email from all email accounts. We will respond with a text message asking you to confirm that you want to block all emails from being sent to your device. To confirm that you are sure you will need to text the command YES BLOCK ALL to 36245 .	Text BLOCK ALL to short code 36245
EMAIL	Text the EMAIL command to 247 to start using the 'email on my phone' service. We will respond with a MMS that links to the WAP site for you to sign up to the terms and conditions of the service.	Text EMAIL to 247
HELP	Text this command to receive a list of all the commands with their meanings.	Text HELP to short code 36245
PASSWORD	If you have recently changed the password with the supplier of your email account you will need to update this service with the change too. Send a text with this command and we will text back with a WAP link for you to follow and update your password.	Text PASSWORD to short code 36245
REMOVE	To remove an email account you no longer want to receive email to your device from, text this command followed by the email address of the account you no longer want to receive email from.	Text REMOVE email@address.co.uk to 36245
RESUME	Text this command to resume having your emails forwarded to your device again.	Text RESUME to 36245
STOP	Send this command to stop the service entirely and end The Offer.	Text STOP to 36245
SUSPEND	If you want to temporarily suspend receiving emails from your email accounts, text this command to us. (See the RESUME command.)	Text SUSPEND to 36245

19. The customer agrees to check and confirm that the taking up of this Offer does not breach the terms and conditions of any third party e-mail service provider which they use in connection with this Offer. Orange accepts no responsibility for any breach of any terms and conditions which relate to any such e-mail service from which you send or receive e-mails under this Offer and you as customer agree that this is fair and reasonable and the only basis on which Orange are able to make the Offer to you,
20. Orange reserves the right to amend, vary or cancel these terms and conditions or to withdraw the Offer at any time on reasonable notice.

21. Orange reserves the right to suspend or terminate this offer should it reasonably suspect the Offer is being used for illegal, immoral or offensive purposes. The same to be decided at the reasonable discretion of Orange.
22. Service is subject to the standard Terms and Conditions for the Supply of Orange Network Services, a copy of which can be found at the back of your Orange phone User Guide and at www.orange.co.uk.
23. Where there is inconsistency between Terms and Conditions, and the Standard Terms and Conditions for the Supply of Orange Network Services the latter will prevail.