



Pay monthly Animal Packages (Excluding Panther Extra) Terms and Conditions

Joining one of our plans is subject to status and minimum term contract. Our network terms will apply to you and you can read them at orange.co.uk/terms. All services are within the UK only unless otherwise stated. These terms apply to you if you are a new pay monthly customer or an existing customer who moves onto one of our current range of plans.

1. **Inclusive Minutes:** Your minutes are for calls to UK landlines (beginning 01, 02, 03), UK mobile networks. Voicemail in the UK is included in allowances on all plans, apart from our SIM only plans, where its charged, and on Panther and Dolphin 24 month plans costing £41 or more a month and Dolphin and Panther 18 month plans costing £46 or more a month, where its free.
2. **Inclusive International Calls:** are calls made from your mobile in the UK to mobiles and landlines in the following countries: Antigua and Barbuda, Australia, Austria, Bahamas, Bangladesh, Belgium, Bermuda, Brazil, Canada, China, Cyprus, Czech Republic, Denmark, Dominican Republic, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Kenya, Luxembourg, Malaysia, Malta, Moldova, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Poland, Portugal, Puerto Rico, Romania, Russia, Singapore, Slovakia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Trinidad and Tobago, Turkey, US, Vatican City, Virgin Islands US.
3. **Inclusive Texts:** Your texts are for person to person texts to UK mobile networks and UK landlines (as described above). Text message delivery notifications not included.
4. **Swapables for Panther customers (except SIM only):** Swapables are multimedia products and subject to the terms in 11 below. Customers on Panther 24 month plans costing less than £20.50 a month and Panther 18 month plans costing less than £26 a month can choose one swapable at a time, all other Panther customers can choose two. We'll send you a text after you join Panther, containing a link to our Orange World mobile website. Swapables are activated when you make your choice in Orange World from your phone. You can change each swapable in Orange World once every 30 days, counting from the last time you changed it. We might change the range of swapables available for you to pick from in future.
5. **Upgrading Swapables:** You may be able to upgrade an existing swapable on your account for an additional charge. You'll only be able to upgrade a swapable that is existing on your account and if you change the swapable, we'll remove the upgrade at the same time. The terms in 11 below apply.
6. **Inclusive Email:** You'll need a compatible phone. E-mail solution will vary by device and must be activated by you from your device. Email terms can be seen at <http://www1.orange.co.uk/mobileterms/pdfs/Orange-Mobile-Email-Terms-and-Conditions-20110401.pdf>. Blackberry service is subject to further terms at www.orange.co.uk/business/bis/terms.
7. **Inclusive Mobile Internet:** You'll need a compatible phone. Mobile internet is subject to coverage and the allowance set out in your plan. Mobile internet browsing (whether as part of an inclusive allowance or not) is not to be used for other activities (such as non-Orange internet based streaming services, voice or video over the internet, instant messaging, peer to peer file sharing).
8. **Inclusive Tethering:** You'll need to be on one of our selected plans and have a compatible phone and computer. Tethering is subject to coverage and the allowances set out for your plan. Tethering (whether as part of an inclusive allowance or not) is not to be used for other services such as non-Orange internet based streaming services, voice or video over the internet, instant messaging, peer to peer file sharing.
9. **Inclusive WiFi:** You'll need to be on one of our selected plans and have a compatible phone to get unlimited (subject to 3GB fair usage) WiFi use each month at BT Openzone hotspots (to find a hotspot, check out btopenzone.co.uk). If you go over the 3GB, we (Orange) may monitor your usage and suspend your usage or withdraw the offer from your account. As Orange isn't the provider of the WiFi service, we aren't responsible for whether there is WiFi available where you want it, or for the quality of that service. We might swap your WiFi service to another provider in future, provided that you get the same experience. Remember that BT's terms, including those about acceptable use, will also apply to you when you use BT Openzone. You can see these here: www.btopenzone.com/terms-and-conditions/index.jsp.
10. **SIM only plans:** If you decide to upgrade or cancel your contract you'll need to give 30 days notice to us. Before you can use your Orange SIM in your existing phone you may need to get your previous network to unlock the handset. A charge may be payable.
11. **Fair usage policies:** inclusive benefits are subject to Orange fair usage policies which vary from time to time. Usage above these amounts will constitute abuse and Orange may monitor usage and withdraw the benefit from your account. The fair use amounts are:
 - i. Unlimited talk, texts and landlines - 3,000 texts or minutes per month
 - ii. Unlimited email - 500 MB per month



12. Charges outside of any inclusive allowance:

- i. Minutes and Texts: Once your allowance is used up, all calls are rounded to the nearest minute. Calls to UK landlines (as described above) and UK mobile networks are charged at 35p per minute and 35p to Answer Phone. Texts (as described above) are charged at 12p each. Calls to call forwarding services (including those beginning 07), 05, 08 and 09 numbers are not included. Calls to 0800 and 0808 will cost 20p/min, and calls to 0845 and 0870 will cost 40p/min. Other 08 numbers cost up to 76.6p/min. 070 numbers cost up to 76.6p/min. 09 numbers cost up to £2 p/min. See www.orange.co.uk/paymonthlyguide for more information. Answerphone call return will always be charged and voicemail will be charged on our SIM only plans. If you do not pay by direct debit or require itemised bills the charges set out in the Price Guide will apply.
- ii. Mobile Internet Once you have used up any inclusive mobile internet allowance you will be charged a daily flat rate of £1.00 per day for out of bundle data usage. This is subject to a daily fair usage allowance of 25MB, and a monthly download limit of 500MB. 25MB provides enough data for normal levels of email usage and browsing. However, for customers who are planning to download and stream data we would recommend that you take up one of our 500MB or 1GB data bundles. Please note, should you regularly exceed the 25MB daily fair usage allowance and as a result, you reach your 500MB limit before the end of the monthly period, network protection controls may be applied to your service. This may result in a reduced speed of transmission and/or disconnection. See Mobile Internet terms for details of prohibited activities. Other terms apply, see www.orange.co.uk/terms.
- iii. Tethering: If you have used up any inclusive tethering allowance you may have, or if you use tethering on a plan without an inclusive allowance, it'll cost a daily flat rate of £1 a day. If you're on a plan that includes mobile internet and tethering and you use up your total data allowance for both services, you'll pay £1 a day if you use tethering and £1 a day if you use mobile internet (as described above). This is subject to a daily fair usage allowance of 25MB tethering. Please note, should you reach your 500MB limit before the end of the monthly period, network protection controls may be applied to your service. This may result in a reduced speed of transmission and/or disconnection.

13. Multimedia Products: You may be able to buy multimedia products from Orange World. Remember, some multimedia products may be incompatible with some phones, check out our compatibility chart at www.orange.co.uk/swapables. You'll need a video enabled device with 3G connection to stream TV or video and a GPS enabled device to use satellite navigation products. Some products are available to buy for a one-off download charge; other products will have a monthly subscription charge which will continue until you tell us to stop it by calling 150 from your Orange phone. We can't provide a pro-rata refund when a multimedia product is cancelled or removed. Remember, you'll need to browse the internet to use some multimedia products, and other multimedia products are apps, which will always be connected to the internet, so data charges may apply. Use is also subject to coverage and the fair use policies for mobile internet and WiFi set out in these terms. We contract with third parties for provision of the multimedia products and can't promise that the products will always be available or that they will work perfectly. 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. You may be asked to accept software updates at any time, and you must download these updates in order to continue receiving the most up to-date functionality of the products. Multimedia products are for UK use only and additional data charges may apply if you use the products outside of the UK. Other terms apply to each multimedia product, check them out on your phone in Orange World at <http://orangeworld.co.uk/swapables>.

PAYM Animal Promotions

First Month Free

1. First Month Free offer applies to multi-media products, where we say so, and where a product is taken for the first time.
2. Your First Month Free will last for 30 days and then automatically roll to a monthly charge unless you tell us to stop it by following the procedure set out in the product or by calling 150 from your Orange phone before the end of the 30 day free period. You can cancel your monthly subscription at any time in the same way.

Line Rental Discount 10% discount off your monthly line rental for your contract term if you recontract with Orange and stay on the same plan or accept the plan as a Best Plan recommendation. At the end of your minimum contract term you will be able to increase the discount by 5% for your next minimum contract term up to a max of 25% in line with the above condition.