



Pay monthly Animal Packages Terms and Conditions

Connection is subject to status, a minimum term contract stated in your service plan and acceptance of the network terms available at orange.co.uk/terms. Please see your service plan to see which of these great benefits you will enjoy. Details of our current service plans can be seen at orange.co.uk/paymonthlyguide

1. **Inclusive minutes** - calls to UK landlines (beginning 01, 02, 03), UK mobile networks. Calls to call forwarding services (including those beginning 07), 08 and 09 numbers not included and charged at up to maximum of £2/min.
2. **Inclusive texts** - person to person texts in the UK. Text message delivery notifications not included.
3. **Inclusive landline** - calls in the UK to UK landlines (beginning 01, 02, 03). Voicemail in the UK is included in allowances on all plans, apart from the following, where it's free: Panther and Dolphin 24 month plans costing £40 or more a month and Dolphin and Panther 18 month plans costing £45 or more a month. Additional features, such as answerphone call return will be charged.
4. **Inclusive email** - available on compatible devices only. 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/emailonyourphone/terms.html>. Blackberry service is subject to further terms at www.orange.co.uk/business/bis/terms.
5. **Inclusive Mobile Internet** - Your inclusive mobile internet is subject to such allowance as is set out in the plan. Mobile internet browsing is for use within the UK only. Any use outside the UK will be charged at the relevant international rate. Mobile internet browsing is not to be used for other activities (e.g. using your handset as a modem, non-Orange internet based streaming services, voice or video over the internet, instant messaging, peer to peer file sharing).
6. **Inclusive Photo messages** - 50 photo messages per month apart from on Panther Extra plans. Messages in the UK to UK mobiles only. Any additional photo messages beyond the monthly allowance will be charged at standard rate of 30.6p per message.
7. **Inclusive WiFi** - Inclusive WiFi on compatible phones gives you unlimited (subject to 3GB fair usage) WiFi use each month at BT Openzone hotspots in the UK (to find a hotspot, check out btopenzone.co.uk). If you go over the 3GB allowance, we (Orange) may monitor your usage and suspend your usage or withdraw the offer from your account.
8. **Mobile internet** A daily flat rate of £1.00 per day applies 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 See Mobile Internet terms for details of prohibited activities. Other terms apply, see www.orange.co.uk/terms.
9. **Fair usage policies** - inclusive benefits are subject to Orange fair usage policies which vary from time to time:
 - i. Unlimited talk, texts and landlines - 3,000 texts or minutes per month
 - ii. Unlimited email - 500 MB per month
 - iii. Magic Numbers - 3 hours per Magic Number per day

Usage above these amounts will constitute abuse and Orange may monitor usage and withdraw the benefit from your account.

10. **No roll-over** - unused benefits will not roll over to the next month.
11. **Magic Numbers** - person to person calls to a Magic Number made in the UK will be included. You may choose an additional Magic Number every 6 months. You may also change any Magic Number once every 6 months. A Magic Number can only be a personal phone number managed by Orange UK on the Orange Mobile UK network or a 2nd line number on the Orange UK Broadband Access network as part of any eligible Orange home package. On entry of a Magic Number, Orange will check to ensure that this number is within permitted number ranges and not one that has been excluded by Orange in its absolute discretion. If a number ceases to be within these ranges or is excluded it will be removed from your Magic Numbers. It could take up to 24 hours for Magic Number changes to become active.



12. **Other charges** - see the [Price Guide](#) for details. Usage above your inclusive allowance will be charged at the rates set out in the Price Guide – see orange.co.uk/paymonthlyguide. Calls to UK landlines and UK mobile networks are charged at 25p per minute and 25p to Answer Phone. Texts (as defined above) are charged at 12p each. If you do not pay by direct debit or require itemised bills the charges set out in the Price Guide will apply.
13. **Minimum call charges:** All calls are rounded to the nearest second and out-of-bundle calls have a minimum charge of 25p.
14. Orange reserves the right to replace, amend or withdraw the Service Plans (in whole or part) or these terms at any time on reasonable notice.
15. Panther Extra plans are only available on selected phones.

Panther Extra 60 plan:

The terms above apply, subject to these additional terms:

1. Tethering offer includes 250MB of data to be used in the UK whilst your mobile phone is connected to a lap dock and/or an HD multi-media dock (if either or both are available to purchase separately) for the purposes of providing an Internet connection.
2. Mobile internet browsing whilst using a tethering connection is not to be used for other activities (e.g. peer to peer file sharing).
3. Any data use over and above the inclusive allowance will be charged at 5.1p/MB.

Pay monthly SIM only animal plans

1. **Handset unlocking** 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.
2. **Switching service plan** You may switch to another SIM only service plan after your first billing date. Only one change per month. If you do wish to switch you must give us not less than 10 days notice before your billing date. Changes will take effect from your next bill date. You must complete 3 months on your SIM only service plan before you may migrate to a pay monthly service plan.
3. Out of bundle calls will be charged on a per minute basis, and will be rounded up to the nearest minute. Inclusive calls will be charged on a per second basis. See [Price Guide](#) for details.

PAYM Animal Promotions

1. **First Month Free** available to new connections and upgrades only
 1. You cannot take a product that is included in your service plan or that you already have on your account
 2. Your First Month Free will last for 30 days and then automatically roll to a £5 monthly charge unless cancelled
 3. Only one per customer
 1. **Orange Games Zone** – 2 inclusive games every month and 20% off all other content whilst a member. Available on compatible devices only.
 2. **Sky News & Sport** – available on compatible devices. Other terms apply see <http://www1.orange.co.uk/entertainment/tv/termsSkyTV.php>
 3. **500MB Mobile Internet, 50 Photo Messages, Orange Maps** – terms apply – see PAYM Animal Terms.
2. **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.