

Pay monthly Animal Packages Terms and Conditions – March 2010

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 and Orange answerphone in the UK.
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).
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** - up to 500MB anytime mobile internet browsing. Usage above 500MB will be charged at the rates set out in the Price Guide - see orange.co.uk/paymonthlyguide.
Unlimited mobile internet – subject to fair usage.
Mobile internet 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). Should you exceed your fair usage limit or such use be detected, notice may be given and Network protection controls applied to ensure the quality and availability of our network to all customers. This may result in, at Orange's discretion, reduced speed of transmission, suspension of data browsing services and/or suspension of your account. For use in the UK only.
6. **Inclusive Photo messages** – 50 photo messages per month. Messages in the UK to UK mobiles only. Any additional photo messages beyond the monthly allowance will be charged at standard rates 30p.
7. **Inclusive Orange Maps** – available on compatible devices only. Unlimited use in the UK only. There may be a data charge of up to 4p each time the GPS fix is initially established. Orange may change the supplier for this service and/or provide another service of equivalent value. If you move away from a plan that entitles you to Orange Maps at no extra charge, the Orange Maps subscription will end on the day on which the change is requested rather than the day on which your tariff comes to an end. Other terms apply - see orange.co.uk/orangemaps
8. **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 - 500MB per month

- iii. Unlimited mobile internet – 750MB per month
- iv. 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.

- 9. **No roll-over** - unused benefits will not roll over to the next month.
- 10. **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.
- 11. **Free Answerphone** - free calls to answerphone will not decrement your inclusive minutes. Includes calls made from your Orange mobile to your Orange answerphone in the UK only. Additional features, such as answerphone call return will be charged
- 12. **Other charges** - see the Price Guide for details. If you do not pay by direct debit or require itemised bills the charges set out in the Price Guide will apply.
- 13. **Existing customers** - see also Our Customers First terms - orange.co.uk/terms
- 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.

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.

Pay Monthly 18 Month SIM only Animal plans

In addition to the standard pay monthly SIM only plan terms above, the following terms apply to 18 month SIM only plans:-

1. You will be subject to a minimum contract term of 18 months
2. 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
3. **Switching service plan** - You may switch to a higher SIM only service plan at any time after your first billing date. You may switch to a lower SIM only service plan after 9 months. 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 can switch to a pay monthly service plan at any time after your first billing date

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 re-contract 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 select another Our Customers First promotion or increase the discount by 5% for your next minimum contract term up to a max of 25%. Our Customers First terms also apply.