

## Best Plan

1. The 'Best Plan Service' ('the Promotion') is available to the following Orange personal pay monthly customers: customers who connected to Orange before the 15th October 2007 with the exception of Talkshare and Family customers; customers who connected to Orange after the 15th October 2007 via Direct channels only (Orange Retail Shops, Orange.co.uk and Orange Telesales). Customers on business tariffs are excluded from the Promotion.
2. Customers are eligible for the Promotion after 6 months of being with Orange and will receive a free usage review every six months.
3. Full details of the Promotion will be sent to customers when they become eligible for the service.
4. If a customer does not wish to receive a Best Plan recommendation then they can choose to opt out of Best Plan communication by contacting customer services.
5. The Promotion will look at a customer's usage over at least the previous 3 months, up to 6 months usage, and will cover mobile UK voice, text and mobile internet usage. A Best Plan recommendation will be based on the customer's average voice, text and mobile internet usage over this period and because of this Orange cannot guarantee that a Best Plan recommendation will always be the most appropriate talk plan for a customer at any given time.
6. A Best Plan recommendation to change talk plan will not be made where a cost saving of 50p or less is identified.
7. A customer will have a period of 60 days from their bill date in which to accept a Best Plan recommendation. The new talk plan will become active on the customer's next bill date providing the customer has responded at least 10 days before their next bill date otherwise the change will take effect from the following bill date.
8. The Best Plan recommendation will be based on the current range of Orange talk plans; however there can be a delay of up to 60 days between a talk plan being released into the marketplace and it being offered as a Best Plan recommendation.
9. If a customer does not accept a Best Plan recommendation within the stipulated 60 day period referred to in clause 7 above, the Best Plan recommendation will expire and our standard migration rules relating to talk plan changes will apply.
10. If a customer chooses to accept a downward migration move as part of a Best Plan recommendation the customer will not be permitted to move down any further under standard migration policy rules until they reach the end of their current contract or receive another Best Plan recommendation.
11. If a customer chooses to accept a downward migration move as part of a Best Plan recommendation this could affect the range of handsets that are available to them when they come to upgrade their handset at the end of their contract period.
12. When a customer migrates talk plan to their Best Plan recommendation they will lose any promotional offers or bundles associated with their old talk plan including text bundles. The customer will retain any loyalty line rental discounts associated with their old talk plan.
13. When a customer migrates talk plan they may lose inclusive benefits associated with that talk plan, including inclusive Orange Care, free Answerphone calls and free itemised billing. The new charges for these services will be included in the Best Plan calculation.
14. Customers will be eligible to move to a different talk plan between reviews but will be subject to our standard migration rules - see [www.orange.co.uk/bestplan](http://www.orange.co.uk/bestplan) for terms.
15. Customers who are part of the Free Broadband promotion will not be given a Best Plan recommendation that causes them to become ineligible for free broadband.
16. Customers who are still within their contract term will only be reviewed against talk plans of the same contract length and which originate from the same point of sale.
17. Customers on a Unique phone plan will only be reviewed against other Unique phone plans.
18. Customers on a Nokia Comes with Music plan will only be reviewed against other Nokia Comes With Music Plans.
19. Customers on a SIM Only plan will only be reviewed against other SIM Only plans.