



## Pay monthly 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](http://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 the Panther Extra plan with a Blackberry phone.

1. **Inclusive minutes:** Calls to UK landlines (beginning 01, 02, 03), UK mobile networks. Voicemail is included.
2. **Inclusive texts:** Person to person texts on the UK mobile networks and UK landlines. Text message delivery notifications not included.
3. **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](http://www.orange.co.uk/business/bis/terms).
4. **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).
5. **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](http://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](http://www.btopenzone.com/terms-and-conditions/index.jsp).
6. **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 texts:** 3,000 texts per month
  - ii. **Unlimited email:** 500 MB per month
7. **Charges outside of any inclusive allowance:**
  - i. **Minutes and Texts:** Once your allowance is used up, all calls are rounded to the nearest second and are subject to a minimum charge of 25p. Calls to UK landlines (as described above) and UK mobile networks are charged at 25p per minute and 25p 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 7.4p/min, and calls to 0845 and 0870 will cost 12.4p/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](http://www.orange.co.uk/paymonthlyguide) for more information. Answerphone call return will always be charged. 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](http://www.orange.co.uk/terms).

## 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.