



Smartphone 12 month SIMO terms

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/mobileterms. 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. Please see your service plan to see which of these great benefits you will enjoy:

1. If you're an existing pay monthly customer upgrading to an 18 or 24 month contract with Orange you may be eligible for our 12 month SIM-only Smartphone plan. We will add a second connection to your existing account. You'll receive one bill per month detailing the use on each line.
2. If you decide to upgrade or cancel your contract you'll need to give us 30 days notice.
3. 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.
4. **Inclusive minutes:** Your minutes are for calls to UK landlines (beginning 01, 02, 03), UK mobile networks.
5. **Inclusive Answerphone:** 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.
6. **Inclusive texts:** Your texts are for person to person texts to UK mobile networks and UK landlines (as described above).
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 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
9. 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 limit for unlimited texts is 3,000 texts per month.
10. **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. Picture messages are not included and charged at 30p per message. Calls to call forwarding services (including those beginning 07), 08 and 09 numbers not included and charged at up to maximum of £2/min. Additional features, such as answerphone call return will 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.
 - 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 500MB 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.

10. Line Rental Discount you may be eligible for a 10% discount from 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.