



Connected 24 month plan terms

Joining this plan is subject to status and 24 minimum term contract. Our network terms will apply to you and you can read them at 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 our Connected plan.

- 1. Inclusive Minutes:** Your minutes are for calls to UK landlines (beginning 01, 02, 03), UK mobile networks. Voicemail is free and is for calls made from your phone to your Orange voicemail. You won't be able to make calls from your tablet device.
- 2. Inclusive Texts:** Your texts are for person to person texts to UK mobile networks and UK landlines (as described above). Text message delivery notifications not included. An unlimited text allowance is subject to fair usage of 3,000 texts per month. Use above this amount constitutes abuse and Orange may monitor usage and withdraw the service from your account.
- 3. Inclusive Mobile Internet:** You'll need a compatible tablet and phone. Mobile internet is subject to coverage. The allowance as set out in your plan is for use across both your tablet and phone. 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).
- 4. Inclusive WiFi:** unlimited WiFi (subject to 10GB fair usage) is included on both your tablet and phone at BT Openzone hotspots (to find a hotspot, check out btopenzone.co.uk). If you go over the 10 GB per month, 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. 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. We might swap your WiFi service to another provider in future provided that you'll get the same experience.
- 5. 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. 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 20p/min, and calls to 0845 and 0870 will cost 40p/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 for more information. Answerphone call return will always be charged. If you do not pay by direct debit the charges set out in the Price Guide will apply.
 - ii. Mobile internet:** Once you have used up any inclusive mobile internet allowance across both your tablet and phone you will be charged a daily flat rate of £2 per day. This is subject to a daily fair usage allowance of 50MB, and a monthly download limit of 1GB. 50MB 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 data bundles. Should you regularly exceed the 50MB daily fair usage allowance and as a result, you reach your 1GB 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 use tethering it'll cost a daily flat rate of £2 a day. This is subject to a daily fair usage allowance of 50 MB of 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.
- 6.** Orange may additionally manage customers' data connection at peak times to preserve the best experience for the greatest number of users.
- 7.** Itemised billing is not available. You're not eligible for our Early Upgrade service. If you add a tablet bundle or phone bundle, that bundle will only apply to data use on that equipment.
- 8.** For details of your plan's charges and for details of services not included see the Price Guide at www.orange.co.uk/mobilebbguide