

## **Some legal bits you need to know before signing up to use T-Mobile signal.**

Before you sign up, it's worth reading through the legal stuff to be sure that you're happy. When you do sign up, we'll take it as confirmation that you've read everything and accept our terms.

To sign up to access 2G T-Mobile signal as well as Orange signal, you need to be an Orange pay as you go, SIM only, pay monthly or business customer.

We'll let you know if you are able to sign up. Unfortunately some customers won't be able to opt in at the moment, for example if your Orange account is suspended or if you're a mobile broadband customer.

Any description of where you'll now get T-Mobile coverage is only a prediction of where you should get a T-Mobile outdoor signal if your phone isn't picking up any Orange signal.

All your usual call and text charges apply when you're using T-Mobile signal. That means that a call to a T-Mobile customer will still be treated as a call to the customer of another mobile network.

By telling us the make of your phone, we'll be able to tell you what your experience of picking up T-Mobile signal will be. We'll assume that you got that phone from direct from us or from one of our authorised partners. Remember that you won't necessarily get the same experience on another phone, for example if you bought your phone from an unauthorised seller or if you upgrade to a new phone.

We'll be able to tell you whether there are likely to be any quirks which will affect the experience you get while using T-Mobile signal so that, if you go ahead and sign up, you're aware of any risks. You can talk through the detail with your customer services representative before you sign up. We'll do our best to support you through any issues you have, but we can't promise that we'll be able to fix them right now. If you have OWE and Personal Line services, then we can't provide you with access to the T-Mobile signal just yet. We're working on it though.

The Network Performance Promise will not be available when you are using the T-Mobile signal.

If your phone requires you to switch 'data roaming' on to get internet and email on your phone while using T-Mobile signal in the UK, we are not responsible for any charges that you incur by using an "always on" internet or email service outside the UK. To prevent these charges, just remember to switch off data roaming when you travel abroad outside of the EU.

If you sign up to use both Orange and T-Mobile signal, we'll send an update to your phone. If you later change any of the network settings in your phone (or do so without signing up properly), we aren't responsible for any damage that may result.

To opt out of access to T-Mobile signal, just call us on your usual Customer Services number. We might automatically switch you over to being able to use T-Mobile signal in the future but we'll contact you if we do.

We think you'll enjoy using both Orange and T-Mobile signal.