

pay monthly

mobile price guide



Pay Monthly Plans

Available from 30th October 2013.

24 month plans									
Monthly Cost (Inc VAT)*	£11.99	£16.99	£21.99	£27.99	£32.99	£37.99	£42.99	£47.99	£52.99
Allowance ¹	–			5GB data, unlimited minutes, unlimited texts, WiFi					
	–		1GB data, unlimited minutes, unlimited texts, WiFi					–	
	–	500MB, 1000 minutes, unlimited texts					–		
	250MB, 500 minutes, unlimited texts						–		

*The monthly cost and inclusive allowance of your price plan depends on how much you have chosen to pay upfront.

Service Type	Included in Allowance ^{2,3,7}	Cost of Calls Made Outside of Allowances (Inc. VAT) ⁵
Calls to UK mobile numbers	✓	40p per minute
Calls to certain MVNOs	✓	40p per minute
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man)	✓	40p per minute
Calls to Jersey, Guernsey & Isle of Man	✗	40p per minute
Calls to numbers starting with 0500, 0800, 0808	✗	20p per minute
Calls to all other numbers starting with 08 ⁶	✗	40p per minute
Answerphone retrieval	✓	40p per minute
Standard text messaging to UK mobile numbers ^{2,7}	✓	15p per message
Text messages to certain MVNOs ^{2,7}	✓	15p per message
Photo Messaging	✗	40p per message
Customer Services ⁸	✓	Free
Call Divert ⁹	✓	Standard Call Rates Apply

This is the Plan Price Guide referred to in your full pay monthly agreement with us.
This Plan Price Guide forms part of your agreement with us.

All services are for use in the UK only.

- 1 Monthly cap of 3GB for plans with inclusive WiFi.
- 2 Applies to messages sent from your phone or via the Orange website, orange.co.uk
- 3 Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Calls to numbers beginning with 08 are not included in your inclusive minutes.
- 4 Calls made within your allowance are charged on a per second basis.
- 5 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 6 Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the "Help & Support" section of our website, orange.co.uk
- 7 Calls & text messages to certain call forwarding and MVNO services are not included in your allowance. Text messages are charged at the standard mobile rate. See 'points to note' for more information.
- 8 Calls to our specialist teams may be chargeable.
- 9 Call divert is included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.

Please go to the "Help & Support" section of our website orange.co.uk, for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

Orange SIM Only Plans

30 days SIM only plans					
cost	£10	£13	£18	£23	£28
minutes	500	1000	2000	unlimited	
texts	500	unlimited			
Mobile Internet browsing and tethering	100MB	250MB	500MB	1GB	3GB
WiFi	no			yes	
Magic Numbers					
free Answer Phone					
itemised paper billing	no				

12 month SIM only plans					
cost	£8	£11	£16	£21	£26
minutes	500	1000	2000	unlimited	
texts	500	unlimited			
Mobile Internet browsing and tethering	100MB	250MB	500MB	1GB	3GB
WiFi	no			yes	
Magic Numbers					
free Answer Phone					
itemised paper billing	no				

Mobile Internet out of bundle browsing from 1 February 2013	
use	cost
up to 1GB	£5 for each 250MB
greater than 1GB*	additional £20

* After 2GB your speed is restricted. Maximum charge is £40

Connected tablet and handset plan

24 month package											
cost	£46.00		£51.00		£56.00		£61.00		£66.00		
device	handset	tablet	handset	tablet	handset	tablet	handset	tablet	handset	tablet	
minutes	100		300		600		unlimited				
text	unlimited										
Mobile Internet browsing & tethering ¹	1GB				2GB				5GB		
inclusive WiFi ^{2,3}	unlimited										

¹£2 per day out of bundle charge for data.

²WiFi: BT Openzone hotspots in the UK.

³Subject to fair usage policy of 3GB per month per device.

Connected data bundles		
cost	£15.00	£25.00
Shared data allowance for mobile internet and tethering	3GB	5GB
duration	monthly rolling	

Standard call charges for customers on 24 month Connected handset and tablet plans

zone	cost per minute
standard UK landline (01, 02, 03 numbers)	35p
calls to other Orange customers	35p
calls to other mobile operators including calls to T-Mobile customers	35p
Answer Phone retrieval ¹	35p
Standard Text Messaging	12p per message
Text Message delivery receipt	1p*
Photo Messaging	30.6p per message
Video Messaging	51.1p per message
Video Calling Orange to Orange calls to customers of other UK mobile operators including calls to T-Mobile customers	35p 51.1p

¹ Answer Phone retrieval is chargeable, unless stated otherwise. *Not included within talk plan text message allowance.

Calls made within your bundle are charged on a per second basis.

Outside of your bundle, a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

Standard call charges for customers joining SIM Only plans from 30th April 2013

zone	cost per minute
standard UK landline (01, 02, 03 numbers) (excluding Jersey, Guernsey and Isle of Man)	35p
calls to other Orange customers	35p
calls to other mobile operators including calls to T-Mobile customers	35p
Answer Phone retrieval ¹	35p
Standard Text Messaging	15p per message
Text Message delivery receipt	2p*
Photo Messaging	40p per message
Video Messaging	51.1p per message
Video Calling Orange to Orange calls to customers of other UK mobile operators including calls to T-Mobile customers	35p 51.1p

¹ Answer Phone retrieval is chargeable, unless stated otherwise. *Not included within talk plan text message allowance.

Calls made within your bundle are charged on a per second basis.

Outside of your bundle, a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

Orange Pay Monthly Plans from 30th October 2013

To join, you'll need to pass our standard credit checks and promise to stay with us for 24 months. All services are within the UK only. Your monthly payment is for your internet on your phone, your WiFi allowance (for plans with 1GB of data or more) and your inclusive minutes and texts.

Your inclusive minutes and texts are to other customers of UK mobile networks, to check your voicemail (including visual voicemail) and to call landlines starting with 01, 02 and 03 (excluding the Channel Islands and the Isle of Man).

Internet on your phone includes using your phone as a modem (tethering) but network traffic controls apply.

You can also use your phone for voice over IP calling. Your peer to peer file sharing experience will also be slower during peak hours. Remember, you can only use your SIM card in a mobile phone and you'll need internet coverage, check it at ee.co.uk/coverage. To be clear, this means if you try to use your SIM in a mobile broadband enabled device you won't be able to get online.

If you exceed your monthly data allowance during any billing month you will be charged £5 for each additional 250MB of data you use up to 1GB. If you exceed 1GB of data above your monthly data allowance, you will be charged £20 for an additional 1GB (on top of the 250MB bundles). The charge will be incurred as soon as you exceed your data allowance during the billing month. Any unused data from either your original data allowance or your additional purchased data will not be rolled over to the following month. You will not receive any alerts that your data allowance is approaching expiry, or that it has expired, so remember to monitor your data usage by texting BUNDLE to 150. Once you've used up all the data available to you, you won't be able to use the internet other than limited browsing and email.

Included in plan with a data allowance of 1GB or more is access to our preferred WiFi partner's network; presently this is the BT Wi-fi network. The BT Wi-fi terms, including those about acceptable use, will also apply to you. You can see these at <http://www.btwifi.co.uk/terms-and-conditions/index.jsp>. As we aren'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 preferred partner in future, provided that you get a similar experience. There is a 3GB a month fair use policy.

These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 200 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

Calls to numbers starting with 070, 08 (including 0870), 09 and 118 are not included in your inclusive allowance. Calls to 070 numbers cost up to 75p/min. 08 numbers cost up to 40p/min and 09 numbers cost up to £3/min. See orange.co.uk/terms for further information.

Terms and Conditions: available to customers joining SIM only plans from 30 April 2013

Joining one of our plans is subject to status and a 24 month minimum term. 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 upgrading to this plan.

1. Inclusive minutes & texts: Minutes and person to person texts from the UK to UK mobile networks and landlines beginning 01, 02, 03 (excluding the Channel Islands and Isle of Man. Voicemail is included. Text message delivery reports are not included and cost 2p each.

2. Inclusive Swapable: Swapables are multimedia products. Customers can choose one swapable at a time. We'll send you a text after you join The Works, containing a link to our Orange World mobile website. Swapables are activated when you make your choice in Orange World from your phone. You can change each swapable in Orange World once every 30 days; counting from the last time you changed it. Remember, some multimedia products may be incompatible with some phones, check out our compatibility chart at www.orange.co.uk/swapables We might change the range of swapables available for you to pick from in future.

Upgrading Swapables: You may be able to upgrade an existing swapable on your account for an additional charge. You'll only be able to upgrade a swapable that is existing on your account and if you change the swapable, we'll remove the upgrade at the same time. The terms in 6 below apply.

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

4. Inclusive Mobile Internet & Inclusive Tethering: You'll need a compatible phone. If your plan includes a tethering allowance you'll also need a compatible computer. Mobile internet & tethering are subject to coverage and the allowances set out in your plan Mobile internet browsing & tethering (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. WiFi: On selected plans you'll get 3GB of inclusive WiFi to use at BT WiFi hotspots (to find a hotspot, check out btwifi.co.uk). You'll need a compatible phone. 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 WiFi. You can see these here: <http://www.btwifi.co.uk/terms-and-conditions/>

6. Charges outside of any inclusive allowance: i. Minutes and Texts: Calls are rounded to the nearest minute. Calls to call forwarding services (including those beginning 07), 05, 08 and 09 numbers are not included. Texts to call forwarding numbers will be charged 15p each. Calls to 08 numbers cost 35p/min. 070 numbers cost up to 76.6p/min. 09 numbers cost up to £2.25 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 or require itemised bills the charges set out in the Price Guide will apply. ii. Mobile Internet & tethering: If you exceed your inclusive mobile internet and tethering allowance you'll be charged £5 for each 250MB of mobile internet or tethering you continue to use up to 1000MB. After that we'll charge you £20 for an additional 1GB of mobile internet or tethering use, subject to a £40 bill cap until your next billing cycle. After that if you continue to use mobile internet or tethering, you won't be charged anymore but we will apply network protection controls 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. Multimedia products: You may be able to buy multimedia products from Orange World. You'll need a video enabled device with 3G connection to stream TV or video and a GPS enabled device to use satellite navigation products. Some products are available to buy for a one-off download charge; other products will have a monthly subscription charge which will continue until you tell us to stop it by calling 150 from your Orange phone. We can't provide a pro-rata refund when a multimedia product is cancelled or removed. Remember, you'll need to browse the internet to use some multimedia products, and other multimedia products are apps, which will always be connected to the internet, so data charges may apply. Use is also subject to coverage and the fair use policies for mobile internet and WiFi set out in these terms. We contract with third parties for provision of the multimedia products and can't promise that the products will always be available or that they will work perfectly. If you use the multimedia products to provide content to, or access content provided by our content partners, remember that they own that content and we are not responsible for what you see. You may be asked to accept software updates at any time, and you must download these updates in order to continue receiving the most up to-date functionality of the products. Multimedia products are for UK use only and additional data charges may apply if you use the products outside of the UK. Other terms apply to each multimedia product, check them on your phone in Orange World at <http://orangeworld.co.uk/swapables>

The terms for our Connected plans:

Subject to any minimum term contract stated. Monthly price subject to payment by direct debit and non itemised billing. All services are for use in the UK only, unless otherwise stated and subject to coverage and allowances as set out in your plan. If you choose a SIM only plan, your phone may need to be unlocked by your old network, who may charge you. Unused benefits will not roll over.

Inclusive minutes for all plans: calls to UK landlines (beginning 01, 02, 03), UK mobile networks whilst in the UK.

Inclusive texts: person to person texts in the UK. Text message delivery notifications not included.

Call usages outside of inclusive allowance: Calls to call forwarding services (including those beginning 07), 05, 08 and 09 numbers are excluded from bundle. Calls to 0800 and 0808 will cost 20p/min, and calls to 0845 and 0870 will cost 40p/min. For Panther Extra customers calls to 0800 and 0808 cost 7.4p/min, and calls to 0845 and 0870 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/min. Once your allowance is used up, all calls are rounded to the nearest minute (except on Panther Extra where they're rounded to the nearest second and subject to a one minute minimum call charge). Calls to UK landlines and UK mobile networks are charged at 35p per minute and 35p to answerphone on Animal plans; 35p per minute and 35p to answerphone on 6 month SIMO iPhone plans (answerphone is free on remaining iPhone plans in the UK); 25p per minute and 25p to answerphone on Panther Extra. Texts are 12p each.

Inclusive international calls: are calls made from your mobile to mobiles and landlines in the countries listed at orange.co.uk/paymcamel

Fair usage policies: inclusive benefits are subject to Orange fair usage policies which vary from time to time: Unlimited talk, texts and landlines - 3,000 texts or minutes per month; Unlimited email - 500MB per month; and Magic Numbers - 3 hours per Magic Numbers per day. Usage above these amounts will constitute abuse and Orange may monitor usage and withdraw the benefit from your account.

WiFi: 3GB a month on all plans apart from Connected iPhone and iPad plans, where it's 10GB a month instead.

Magic Numbers: Orange to Orange calls only, other terms apply, see orange.co.uk/terms These terms may also apply to your plan and services, depending on which are included in your plan or selected by you to add to your plan. Inclusive e-mail: UK use only and you'll need a compatible phone. Email terms can be seen at www1.orange.co.uk/emailonyourphone/terms.html BlackBerry® service is subject to further terms at orange.co.uk/business/bis/terms Inclusive mobile internet and/or tethering: you'll need a compatible phone and/or computer. Browsing is not to be used for other activities (e.g. non-Orange internet based streaming services, voice or video over the internet, instant messaging, peer to peer file sharing). Does not include event charges such as for ringtones or games (transport costs for these events are included).

Mobile Internet: A daily flat rate of £1 per day applies 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.

Tethering: A daily flat rate of £1 per day applies for out of bundle use. If you're on a plan that includes mobile internet and tethering, you'll pay £1 a day if you use tethering and £1 a day if you use mobile internet for out of bundle use. This is subject to a daily fair usage allowance of 25MB 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. iPhone tethering bundles available on iPhone plans only.

Inclusive WiFi: Inclusive WiFi on compatible phones or tablets gives you unlimited WiFi use each month at BT Openzone hotspots in the UK (to find a hotspot, check out btopenzone.co.uk). If you go over your plan's fair use policy amount, we may monitor usage and restrict your data connection and/or data consumption and/or require you to move to a service plan or bundle more appropriate to your use and/or disconnect you. 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

Inclusive Swapables for Panther and Panther Connected customers (except Panther Extra and Panther SIMO): Swapables are multimedia products and subject to the terms below. Panther 24 month plans costing less than £20.50 a month and Panther 18 month plans costing less than £26 a month can choose one Swapable at a time, all other Panther customers can choose two. You can change each Swapable in Orange World once every 30 days. We might change the range of Swapables available for you to pick from in future.

Upgrading Swapables: You may be able to upgrade an existing Swapable on your account for an additional charge. If you change a Swapable, we'll remove the upgrade at the same time. First month free: applies to multi-media products, where we say so, and where a product is taken for the first time. 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.

Panther Extra: plans are available on selected phones only.

Connected plan: Answer Phone is included in allowance except on plans costing £41 or more a month where it's free. Inclusive mobile internet allowance for use on both your mobile broadband device and phone.

Unlimited WiFi: subject to 10GB fair use. Once you have used up any inclusive mobile internet and tethering allowance across both your mobile broadband and phone you will be charged a daily flat rate of £2 per day (subject to fair usage of 50MB per day) Just to be clear, the Orange Bill Promise doesn't apply to your Connected plan. Other terms apply, see orange.co.uk/terms

ORG1GB22NB24DIRSEP13	ORG1GB22IP24DIRSEP13
ORG5GB27NB24DIRSEP13	ORG5GB27IP24DIRSEP13
ORG25012NB24DIRSEP13	ORG25012IP24DIRSEP13
ORG50017NB24DIRSEP13	ORG50017IP24DIRSEP13
ORG1GB27NB24DIRSEP13	ORG1GB27IP24DIRSEP13
ORG5GB32NB24DIRSEP13	ORG5GB32IP24DIRSEP13
ORG25017NB24DIRSEP13	ORG25017IP24DIRSEP13
ORG50022NB24DIRSEP13	ORG50022IP24DIRSEP13
ORG1GB32NB24DIRSEP13	ORG1GB32IP24DIRSEP13
ORG5GB37NB24DIRSEP13	ORG5GB37IP24DIRSEP13
ORG25022NB24DIRSEP13	ORG25022IP24DIRSEP13
ORG50027NB24DIRSEP13	ORG50027IP24DIRSEP13
ORG1GB37NB24DIRSEP13	ORG1GB37IP24DIRSEP13
ORG5GB42NB24DIRSEP13	ORG5GB42IP24DIRSEP13
ORG25027NB24DIRSEP13	ORG25027IP24DIRSEP13
ORG50032NB24DIRSEP13	ORG50032IP24DIRSEP13
ORG1GB42NB24DIRSEP13	ORG1GB42IP24DIRSEP13
ORG5GB47NB24DIRSEP13	ORG5GB47IP24DIRSEP13
ORG25032NB24DIRSEP13	ORG25032IP24DIRSEP13
ORG50037NB24DIRSEP13	ORG50037IP24DIRSEP13
ORG1GB47NB24DIRSEP13	ORG1GB47IP24DIRSEP13
ORG5GB52NB24DIRSEP13	ORG5GB52IP24DIRSEP13
ORG25037NB24DIRSEP13	ORG25037IP24DIRSEP13
ORG50042NB24DIRSEP13	ORG50042IP24DIRSEP13
ORG1GB22BB24DIRSEP13	ORG1GB22NB24INDSEP13
ORG5GB27BB24DIRSEP13	ORG5GB27NB24INDSEP13
ORG25012BB24DIRSEP13	ORG25012NB24INDSEP13
ORG50017BB24DIRSEP13	ORG50017NB24INDSEP13
ORG1GB27BB24DIRSEP13	ORG1GB27NB24INDSEP13
ORG5GB32BB24DIRSEP13	ORG5GB32NB24INDSEP13
ORG25017BB24DIRSEP13	ORG25017NB24INDSEP13
ORG50022BB24DIRSEP13	ORG50022NB24INDSEP13
ORG1GB32BB24DIRSEP13	ORG1GB32NB24INDSEP13
ORG5GB37BB24DIRSEP13	ORG5GB37NB24INDSEP13
ORG25022BB24DIRSEP13	ORG25022NB24INDSEP13
ORG50027BB24DIRSEP13	ORG50027NB24INDSEP13
ORG1GB37BB24DIRSEP13	ORG1GB37NB24INDSEP13
ORG5GB42BB24DIRSEP13	ORG5GB42NB24INDSEP13
ORG25027BB24DIRSEP13	ORG25027NB24INDSEP13
ORG50032BB24DIRSEP13	ORG50032NB24INDSEP13
ORG1GB42BB24DIRSEP13	ORG1GB42NB24INDSEP13
ORG5GB47BB24DIRSEP13	ORG5GB47NB24INDSEP13
ORG25032BB24DIRSEP13	ORG25032NB24INDSEP13
ORG50037BB24DIRSEP13	ORG50037NB24INDSEP13
ORG1GB47BB24DIRSEP13	ORG1GB47NB24INDSEP13
ORG5GB52BB24DIRSEP13	ORG5GB52NB24INDSEP13
ORG25037BB24DIRSEP13	ORG25037NB24INDSEP13
ORG50042BB24DIRSEP13	ORG50042NB24INDSEP13

Information correct as at October 2013

This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.

For further information about Orange and our products and services please visit our website at orange.co.uk

The information contained within this booklet is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it, and services may be modified, supplemented or withdrawn. For up to date information on the latest prices please visit orange.co.uk

All prices include VAT unless otherwise stated.

© Everything Everywhere, UK registered company 02382161.
Hatfield Business Park, Hatfield, Hertfordshire, AL10 9BW
orange.co.uk

All other trademarks are acknowledged.

EE81009094_1213



This booklet is printed entirely on recycled paper containing 100% post-consumer recovered fibre. You can recycle this publication again.

