

Terms and Conditions

Tariff Promotions

Orange Solo offer terms and conditions

1. Unlimited landline subject at all times to a fair usage policy of 3000 minutes each month. Unlimited landline is for calls in the UK to UK landline 01 and 02 numbers only.
2. Unlimited text is subject at all times to a fair usage policy of 2000 text each month. Unlimited text is for standard person to person texts within the UK only.
3. Calls or texts to 08 and 09 numbers and whilst abroad are not included and will be charged at your standard Service Plan rates.
4. Any inclusive data allowance is for UK GPRS data use only. Any inclusive data allowance that you do not use does not roll over.
5. Usage above fair use policies will constitute abuse and Orange may monitor usage and withdraw the unlimited use offer from your account if the fair usage policy is abused.
6. Once an offer is applied to your subscription you will continue to receive it for the life of your contract. If your account is terminated for any reason, or you migrate to a different service plan (including a different option within Orange Solo) or take another promotion from Orange, the offers will no longer apply and will be removed.
7. These offers cannot be used in conjunction with any other offer except for Orange's Blackberry Internet Service promotion.
8. Offers end 31st August 2007.
9. Orange reserves the right to amend or vary these terms and conditions or to withdraw the whole or part of unlimited use or other offers.

Orange Venture Offers terms and conditions

1. "Offer Minutes" are those in excess of the standard minutes included in your chosen bundle size. Offer Minutes do not roll over. Standard inclusive minutes in your bundle are used before Offer Minutes.
2. Once an offer is applied to your subscription you will continue to receive it for the life of your contract. If your account is terminated for any reason, or you migrate to a different service plan (including a different option within Orange Venture) or take another promotion from Orange, the offers will no longer apply and will be removed.
3. These offers cannot be used in conjunction with any other offer except for Orange's Blackberry Internet Service promotion.
4. Offers end 31st August 2007.
5. Orange reserves the right to amend or vary these terms and conditions or to withdraw the whole or part of unlimited use or other offers.

Orange Momentum Offers terms and conditions

1. Unlimited Orange to Orange means calls made from within the UK to Orange UK mobile. Calls made whilst roaming are not included. Orange numbers that receive a call whilst roaming would be charged standard roaming rates.
2. Unlimited Orange to Orange mobile calls are subject at all times to a fair usage policy of (a) 30000 minutes each month for Orange Momentum 155 to 775 (inclusive) and (b) 50,000 minutes each month for Orange Momentum 975 and above.
3. "Offer Minutes" are those in excess of the standard minutes included in your chosen bundle size. Offer Minutes do not roll over. Standard inclusive minutes in your bundle are used before Offer Minutes.
4. Usage above fair use policies will constitute abuse and Orange may monitor usage and withdraw the unlimited use offer from your account if the fair usage policy is abused.
5. Once an offer is applied to your subscription you will continue to receive it for the life of your contract. If your account is terminated for any reason, or you migrate to a different service plan (including a different option within Orange Momentum) or take another promotion from Orange, the offers will no longer apply and will be removed.
6. These offers cannot be used in conjunction with any other offer except for Orange's Blackberry Internet Service promotion.
7. Offers end 31st August 2007.
8. Orange reserves the right to amend or vary these terms and conditions or to withdraw the whole or part of unlimited use or other offers.

ORANGE PERSONAL COMMUNICATIONS SERVICES LIMITED

Orange Solo Terms and Conditions

1. These terms and conditions apply to all customers on an Orange Solo Service Plan. Orange Solo is available from Orange direct. Orange Solo may not be available to customers that sign up through certain third party retailers or channel partners.
Orange Solo is available to Business customers connecting on line 1 only.
2. Orange Solo pricing is described at www.orange.co.uk/business/solo. Any benefit or offer included within your Orange Solo Service Plan will end if your use of that Service Plan ends.
3. Connection is subject to status and a 12, 18 or 24 month minimum connection period (or such longer minimum connection period) as stated in your agreement with Orange. Unless otherwise stated 12 month minimum connection period is only available for upgrading customers.
4. Existing Customers cannot move to Orange Solo until their current Service Plan minimum connection period(s) have expired.
5. **Migration:** The following rules apply to changes to your Orange Solo Service Plan during your minimum contracted connection period:
 - you can move to a higher Service Plan at any time;
 - If your contract with Orange is an OBSCA or OBSMA, then downward changes to your Service Plan are governed by the terms set out in your agreement;
 - If your contract with Orange is not an OBSCA or OBSMA, then regardless of anything in the Standard Network Terms and Conditions for the Supply of Orange Network Services which states otherwise (a) you may only change down one Service Plan step and on one occasion; and (b) that one step down can only occur after half the minimum connection period contracted for that Service Plan has expired. For example, if you contracted to Orange Solo 40 on a 2 year contract, you can only change to Orange Solo 35 and only after you have used Orange Solo 40 for at least 12 months.
6. **Voice:** Your Anytime Any Network Minutes include UK calls to Orange phones, UK landlines beginning with 01/02, other UK mobile networks and Orange answerphone. Calls to 08 and 09 numbers are not included and are charged at prevailing rates - see price guide for details. Inclusive voice minutes that you do not use will rollover for one month. Inclusive minutes are used before minutes that have rolled over from the previous month. Orange magic numbers does not apply.
7. **Text:** Any text allowance is for standard person to person text messages sent within the UK. Inclusive texts that you do not use will rollover for one month. Inclusive texts are used before texts that have rolled over from the previous month. Out of bundle texts will be charged at your Service Plan rate.
8. **Sharing:** you cannot add any sharers to Orange Solo.
9. **Orange Business Additions:**
 - **Care:** Where Service Plans include Orange Care, Orange Care is included for your minimum connection period and is then chargeable if you wish to keep it. Administration fees may apply to claims. Orange Care is subject to the terms and conditions set out at www.orange.co.uk/businessscare.
 - **Answerphone:** Where Service Plans include free calls to answerphone, those calls do not use inclusive minutes if they are made from your Orange mobile phone to your Orange answerphone whilst in the UK. Calls to your answerphone whilst roaming and use of the additional features such as answerphone call return, will be charged at your standard Service Plan rates.
 - **Itemised billing:** Where a Service Plans does not include free itemised billing, this can be requested and will be chargeable. Itemised billing may be provided online.

- **Best value mid-contract tariff review:** Where the Customer's Service Plan includes this, the Customer may request

Orange to conduct the review. This request must be made within 30 days of the contract mid-point (which is when the

leader has been connected for half the minimum connection period). Orange will promptly conduct the review and inform the Customer of the results. Orange will make a recommendation, based on a review against the current inclusive Service Plan range and will be limited to a single Service Plan step downwards or unlimited steps

upwards,

within Orange Solo. Orange may, in its discretion, recommend a move to another Service Plan Family (such as Venture).

10. Charges for payments not made by direct debit will be applied as set out in the price guide.

11. **Network terms:** Service is subject to Orange's "Standard Network Terms and Conditions for the Supply of Orange Network

Services" which are stated (as appropriate) in:

- your Customer Information Form, Business/Small Business CIF, OBSCA, OBSMA; or

- the pay monthly Standard Terms and Conditions for the Supply of Orange Network Services, a copy of which can be

found at the back of your Orange phone user guide and at <http://www.orange.co.uk/terms>.

With the exception of clause 5 above, where there is any inconsistency between these Orange Solo terms and conditions

and the Standard Network Terms and Conditions for the Supply of Orange Network Services, the latter will prevail.

12. Business is classified as a customer who can provide the following:

- For limited companies, the company registration number and the VAT number;

- For charities, the charity number;

- For all other businesses, a copy of a business chequebook, plus an invoice on company headed paper or a business

utility bill.

13. Orange reserves the right to replace or amend the Service Plans or these terms and conditions or to withdraw the Service

Plans at any time without notice.

14. References to Orange in these terms and conditions are to Orange Personal Communications Services Limited whose

registered office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.

ORANGE PERSONAL COMMUNICATIONS SERVICES LIMITED

Orange Venture Terms and Conditions

1. These terms and conditions apply to all customers connecting on an Orange Venture Service Plan. Orange Venture is

available to Business customers connecting on line 1 only.

2. Orange Venture pricing is described at www.orange.co.uk/business/venture. Any benefit or offer included within your

Orange Venture Service Plan will end if your use of that Service Plan ends. Usage outside of that included with your Service

Plan will be charged at the relevant then current rate.

3. Connection is subject to status and a 12, 18 or 24 month minimum connection period (or such longer minimum connection

period) as stated in your agreement with Orange.

4. Existing Customers cannot move to Orange Venture until their current Service Plan minimum connection period(s) have

expired.

5. **Migration:** The following rules apply to changes to your Orange Venture Service Plan during your minimum contracted

connection period:

- you can move to a higher Service Plan at any time;

- If your contract with Orange is an OBSCA or OBSMA, then downward changes to your Service Plan are governed by the

terms set out in your agreement;

- If your contract with Orange is not an OBSCA or OBSMA, then regardless of anything in your terms and conditions

which states otherwise (a) you may only change down one Service Plan step and on one occasion; and (b) that one step

down can only occur after half the minimum connection period contracted for that Service Plan has expired. For example, if you contracted to Orange Venture 70 on a 2 year contract, you can only change to Orange Venture 50

and

only after you have used Orange Venture 70 for at least 12 months.

6. **Voice:** Your Anytime Any Network Minutes include UK calls to Orange phones, UK landlines beginning with 01/02, other UK

mobile networks and Orange answerphone. Calls to 08 and 09 numbers are not included and are charged at prevailing rates

- see price guide for details. Inclusive voice minutes that you do not use will rollover for one month. Inclusive minutes are

used before minutes that have rolled over from the previous month. Orange magic numbers does not apply.

7. **Sharing:** A leader on Orange Venture can also have sharers. Each sharer is charged a monthly sharer fee as set out in the

pricing information. If the leader of the Service Plan is disconnected for any reason, then Orange may select a sharer to

become the new leader. You cannot change a leader during its minimum connection period. The maximum and minimum

numbers of sharers on each Orange Venture Service plan are set out in the pricing information.

8. **Orange Business Additions:**

- **Care:** Where Service Plans include Orange Care, Orange Care is included for your minimum connection period and is

then chargeable if you wish to keep it. Administration fees may apply to claims. Orange Care is subject to the terms and

conditions set out at www.orange.co.uk/businesscare.

- **Answerphone:** Where Service Plans include free calls to answerphone, those calls do not use inclusive minutes if they

are made from your Orange mobile phone to your Orange answerphone whilst in the UK. Calls to your answerphone

whilst roaming and use of the additional features such as answerphone call return, will be charged at your standard

Service Plan rates.

- **Itemised billing:** Where a Service Plans does not include free itemised billing, this can be requested and will be chargeable. Itemised billing may be provided online.

- **Best value mid-contract tariff review:** Where the Customer's Service Plan includes this, the Customer may request

Orange to conduct the review. This request must be made within 30 days of the contract mid-point (which is when the

leader has been connected for half the minimum connection period). Orange will promptly conduct the review and inform the Customer of the results. Orange will make a recommendation, based on a review against the current

inclusive Service Plan range and will be limited to a single Service Plan step downwards or unlimited steps

upwards,

within Orange Venture. Orange may, in its discretion, recommend a move to another Service Plan Family (such as Momentum).

- **Unlimited calls between sharers:** You won't be charged for calls between users sharing the same plan on your account within the UK (subject to a fair usage policy*) and calls between sharers will not decrement your inclusive

minutes.

**Orange operates a fair usage policy for calls between you and the sharers within your talk-share group. Orange reserves the right to monitor call duration and the number of calls made between sharers. If, in Orange's reasonable opinion, your usage and/or your sharers' usage is excessive (excessive use is currently classified as over 5,000 minutes per user per month but this is subject to change), Orange reserves the right to request that you and/or your sharers reduce your usage and, in the event of continued excessive use, to migrate you and/or some or all of your sharers to an alternative Service Plan for the remaining term of your contract.*

9. Charges for payments not made by direct debit will be applied as set out in the price guide.

10. **Network terms:** Service is subject to Orange's "Standard Network Terms and Conditions for the Supply of Orange

Network Services" which are stated (as appropriate) in:

- your Customer Information Form, Business/Small Business CIF, OBSCA, OBSMA; or

- the pay monthly Standard Terms and Conditions for the Supply of Orange Network Services, a copy of which can be

found at the back of your Orange phone user guide and at <http://www.orange.co.uk/terms>.

With the exception of clause 5 above, where there is any inconsistency between these Orange Venture terms and conditions and the Standard Network Terms and Conditions for the Supply of Orange Network Services, the latter will prevail.

11. Business is classified as a customer who can provide the following:
- For limited companies, the company registration number and the VAT number;
 - For charities, the charity number;
 - For all other businesses, a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill.
12. Orange reserves the right to replace or amend the Service Plans or these terms and conditions or to withdraw the Service Plans at any time without notice.
13. References to Orange in these terms and conditions are to Orange Personal Communications Services Limited whose registered office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.

Orange Momentum Terms and Conditions

1. These terms and conditions apply to all customers on an Orange Momentum Service Plan. Orange Momentum is available to Business customers connecting on line 1 only.
2. Orange Momentum pricing is described at www.orange.co.uk/business/momentum. Any benefit or offer included within your Orange Momentum Service Plan will end if your use of that Service Plan ends. Usage outside of that included with your Service Plan will be charged at the relevant then current rate.
3. Connection is subject to status and a 12, 24 or 36 month minimum connection period (or such longer minimum connection period) as stated in your agreement with Orange.
4. Existing Customers cannot move to Orange Momentum until their current Service Plan minimum connection period(s) have expired.
5. **Migration:** The following rules apply to changes to your Orange Momentum Service Plan during your minimum contracted connection period:
- you can move to a higher Service Plan at any time;
 - If your contract with Orange is an OBSCA or OBSMA, then downward changes to your Service Plan are governed by the terms set out in your agreement;
 - If your contract with Orange is not an OBSCA or OBSMA, then regardless of anything in the Standard Network Terms and Conditions for the Supply of Orange Network Services which states otherwise, you may not change your Service Plan downwards until the minimum connection period contracted for that Service Plan has expired.
- Orange Momentum does not include a mid-contract tariff review.
6. **Voice:** Your Anytime Any Network Minutes include UK calls to Orange phones, UK landlines beginning with 01/02, other UK mobile networks and Orange answerphone. Calls to 08 and 09 numbers are not included and are charged at prevailing rates - see price guide for details. Inclusive voice minutes that you do not use will rollover for one month. Inclusive minutes are used before minutes that have rolled over from the previous month. Orange magic numbers does not apply.
7. **Sharing:** A leader on Orange Momentum can also have sharers. Each sharer is charged a monthly sharer fee as set out in the pricing information. If the leader of the Service Plan is disconnected for any reason, then Orange may select a sharer to become the new leader. You cannot change a leader during its minimum connection period. The maximum and minimum numbers of sharers on each Orange Momentum Service Plan are set out in the pricing information.
8. **Orange Business Additions:**
- **Care:** Where Service Plans include Orange Care, Orange Care is included for your minimum connection period and is then chargeable if you wish to keep it. Administration fees may apply to claims. Orange Care is subject to the terms and conditions set out at www.orange.co.uk/businessscare.
 - **Answerphone:** Where Service Plans include free calls to answerphone, those calls do not use inclusive minutes if they are made from your Orange mobile phone to your Orange answerphone whilst in the UK. Calls to your answerphone whilst roaming and use of the additional features such as answerphone call return, will be charged at your standard Service Plan rates.

- **Itemised billing:** Where a Service Plans does not include free itemised billing, this can be requested and will

be chargeable. Itemised billing may be provided online.

- **Unlimited calls between sharers:** You won't be charged for Orange to Orange calls between users sharing the same plan on your account within the UK (subject to a fair usage policy*) and calls between sharers will

not decrement your inclusive minutes.

**Orange operates a fair usage policy for calls between you and the sharers within your talk-share group. Orange reserves the right to monitor call duration and the number of calls made between sharers. If, in Orange's reasonable opinion, your usage and/or your sharers' usage is excessive (excessive use is currently classified as over 5,000 minutes per user per month but this is subject to change), Orange reserves the right to request that you and/or your sharers reduce your usage and, in the event of continued excessive use, to migrate you and/or some or all of your sharers to an alternative Service Plan for the remaining term of your contract.*

- **Unlimited SMS between your sharers:** You won't be charged for Orange to Orange SMS between users sharing the same plan on your account within the UK (subject to a fair usage policy**), and SMS between sharers will not decrement any inclusive text.

***Orange operates a fair usage policy for SMS between you and the sharers within your talk-share group. Orange reserves the right to monitor the number of SMS made between sharers. If, in Orange's reasonable opinion, your usage and/or your sharers' usage is excessive (excessive use is currently classified as over 2,000 SMS per user per month but this is subject to change), Orange reserves the right to request that you and/or your sharers reduce your usage and, in the event of continued excessive use, to migrate you and/or some or all of your sharers to an alternative Service Plan for the remaining term of your contract.*

9. Charges for payments not made by direct debit will be applied as set out in the price guide.

10. **Network terms:** Service is subject to Orange's "Standard Network Terms and Conditions for the Supply of

Orange Network Services" which are stated (as appropriate) in:

- your Customer Information Form, Business/Small Business CIF, OBSCA, OBSMA; or

- the pay monthly Standard Terms and Conditions for the Supply of Orange Network Services, a copy of which

can be found at the back of your Orange phone user guide and at <http://www.orange.co.uk/terms>.

With the exception of clause 5 above, where there is any inconsistency between these Orange Momentum terms and conditions and the Standard Network Terms and Conditions for the Supply of Orange Network Services, the latter will prevail.

11. Business is classified as a customer who can provide the following:

- For limited companies, the company registration number and the VAT number;

- For charities, the charity number;

- For all other businesses, a copy of a business chequebook, plus an invoice on company headed paper or a

business utility bill.

12. Orange reserves the right to replace or amend the Service Plans or these terms and conditions or to withdraw

the Service Plans at any time without notice.

13. References to Orange in these terms and conditions are to Orange Personal Communications Services Limited

whose registered office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32

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