

get started

with your SPV C600

welcome

Congratulations on your new Orange Phone.

This guide will take you through registering with Orange, inserting your SIM Card and using the main features of your phone for the first time.

While your battery is charging, why not take five minutes to explore your phone and the exciting services that Orange has developed for you.

the future's bright, the future's Orange

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1

get going

register with Orange

- 1 Find the IMEI number on the sticker inside your phone, usually found underneath the battery. You may need the number in future if your phone is lost or stolen.



- 2 Find the SIM Card number on the back of your SIM Card. You will need this number when you register your phone.



- 3 If you are **already with Orange** when you register, you will be asked for your Orange password. If you are **new to Orange** you should have a new password ready.
- 4 If you bought your phone from an Orange shop, it may already be registered. If not, you will need to call Orange Customer Services to register.

register with Orange

pay monthly customers

new pay monthly customers

Call **980** from your Orange phone or
07973 100 980 from any other phone

upgraded pay monthly customers

Call **0800 079 0027**

pay as you go customers

new pay as you go customers

Call **0800 079 0006**

upgraded pay as you go customers

Call **0800 079 0006**

After you register

Orange will update your SIM Card over the air with a text message. When you first turn your phone on, you will see the SIM update message. You can leave it in your inbox until you are ready to delete it. Turn your phone off and back on again to enable it to make your first call.

And lastly

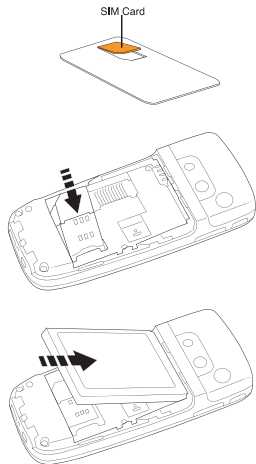
When you apply to register on the Orange network, you and Orange agree to be bound by the Orange terms and conditions set out in this guide. You may want to take time to read and consider them before you register.

insert your SIM Card

It's very important that you use your new SIM Card in your new phone. If the SIM Card is in the box with your phone, please follow the instructions below. If there isn't a SIM Card, don't worry, it has already been inserted for you. Make sure you have made a note of your SIM number for registration purposes.

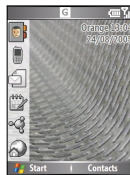
- 1 Remove the SIM Card from its plastic surround. Its contacts are easily damaged so take care when doing this and try to avoid touching them.
- 2 Remove the battery cover and battery and insert your SIM Card so that the cut off corner fits into the surround.
- 3 Slide the SIM Card up and into place.

Note: If you've upgraded your phone you must insert your new SIM Card to use Multi Media Messaging. Your Orange phone number will not change.



your Home screen

Orange has added the Home screen to your phone so that you can quickly link to the features you use the most as well as see at a glance any missed calls or new messages.



quick access

The Home screen lets you launch key features of your phone and great services from Orange in as little as two key presses. Whether you want to send a text message, take a photo or start exploring Orange World, you can now do it faster than ever.



all the options

Each time you select one of the icons you're presented with a list of options that give you even more choice. So, for example, when you want to browse Orange World, you can choose to go direct to Info, Fun, Tools or Your Page.

your Home screen

get an overview

Another great feature of the Home screen is that you can see at a single glance whether you've missed any calls, received any messages or have any live appointments. To get more details, all you need to do is scroll to the relevant icon and click.

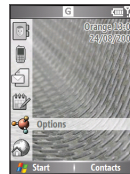
come back soon

Whenever you finish using a feature on your phone, you'll be returned to the Home screen. It will soon become a familiar starting point for exploring the great services that Orange has to offer.

your Home screen

Orange business customers

Business customers will be interested to know that we've created the Expert Home page 🧑🔧 to make your phone even more useful. The Expert Home screen gives you the option to choose your favourite Applications and create shortcuts to them from the Home screen.



You can deactivate the Expert mode Home screen by choosing Options from the Expert icon menu on the Home page. Unchecking the box will activate your regular Home screen and the Expert icon will be replaced by the Camera icon.


Orange World



Use Orange World to stay informed, in touch and in control wherever your day takes you.

We understand that you need to stay ahead of the game even when you're away from your office, and Orange World is full of useful applications and features that perfectly complement your SPV to make sure you know what's going on.

You can easily personalise your homepage for fast access to the pages you need, whether you're looking for information, to get organised or simply to have fun.

Why not explore Orange World now and try out a download? Simply use the  icon in the Home screen to open Microsoft® Pocket Internet Explorer and follow the links from there.

set up your email account

Set up multiple email accounts on your SPV C600 so you can stay in touch wherever you have your phone. Remember to set up and name each mailbox separately, even if they use the same service.

Before you can send emails, you must set up your data connection, then insert your email account details.

To **set up your email account:**

- 1 Press Start from the Home screen. Scroll to messaging. Choose Outlook E-Mail.
- 2 Press Menu and scroll to Options. Select Account Options then press Menu and select New to define a new account.
- 3 You will enter the email setup process. Enter your name and email address.
- 4 Check the Automatic Setup box and press Next. Auto-configuration will begin. This means your SPV C600 connects to your email server to automatically download the settings you need. If successful, you can begin sending and receiving emails immediately.
- 5 If auto-configuration is unsuccessful, you will need to manually enter the information. You may need to contact your IT department for some of the settings.

set up your email account

- 6 Enter your username and password for your email account. Press Next.
- 7 Scroll left or right to choose your server type.
- 8 Enter a name for this email account then choose a type of network for the account.
- 9 Enter the details for your incoming and outgoing mail and press Next.
- 10 Choose your email download preferences. Press Finish, and this account will be ready to use.

Orange Email settings	
Your name	_____
Orange Email address	_____ *@orange.net
Server type	POP3
Incoming mail server	pop.orange.net
Outgoing mail server	smtp.orange.net
Network	Orange Internet
User name	_____ *
Password	_____ *
Domain	_____ *

* If you have an Orange Email account you will have received these settings when you first subscribed to Orange Internet.

send your first email

Once you have set up your email accounts, sending email couldn't be simpler.

To **send an email message**:

- 1 Press Start from the Home screen. Scroll to Messaging.
- 2 Choose the email account you wish to use. Press New.
- 3 Fill in the To and (if necessary) Cc or Bcc fields. You can enter contacts manually or press the Action key to use your Address Book.
- 4 Enter a subject for your email and then write the full message.
- 5 You can add attachments by pressing Menu.
- 6 Press Send to send your message.

To manually check for new email, select the email account you wish to check. Press Menu and select Send/Receive.

synchronise your phone

why connect?

Your SPV C600 has several methods of connecting to different devices, allowing you to access your company intranet, connect to the Internet, synchronise information using ActiveSync® and send and receive data without wires using Bluetooth®.

By synchronising your SPV C600 and your PC, you can make sure that all of your important information, like emails and contacts, are kept up to date. You can also use synchronisation to add new programs and exchange files between your computer and your SPV C600.

First, you will need to install Outlook 2002 (if you don't have this already) and the new version of Microsoft® ActiveSync® 4.0 from the Companion CD that came with your SPV C600, as earlier versions will not work with your SPV C600.

synchronise your phone

do not attach your phone to your PC yet

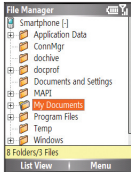
- 1 Insert the SPV C600 Companion CD into the CD-ROM drive of your desktop computer. Don't attach your SPV C600 to your PC yet. The CD will autostart. Simply follow the onscreen instructions for installing Microsoft® Outlook 2002 and Microsoft® ActiveSync® 4.0.
- 2 Restart your computer, then connect your SPV C600 using the USB connection cable. ActiveSync® will autostart when it detects your phone, and the connection wizard will open. Work through each screen of the wizard, completing information as necessary.
- 3 At this stage you can decide whether you wish to create an exclusive Standard partnership with the PC you are working on, or only a temporary Guest partnership (for example, if you are using a borrowed laptop or friend's computer). When you have finished, your PC and SPV C600 will synchronise.

Note: If your company or wireless service provider supports synchronising directly with its Exchange Server you can set up your device to sync with it.

synchronise your phone

to exchange files between your phone and a PC

- 1 Connect your SPV C600 to the PC.
- 2 On your PC click on My Computer and go to Mobile Device to explore and manage the files on your phone.
- 3 You can now manage and exchange any file between your SPV C600 and your computer by simply dragging and dropping the file between the desired locations.



To browse your phone:

- 1 Click Start and scroll to and select File Manager.
- 2 Click on My Document then choose the folder where you have saved the file.

Bluetooth® is a new radio technology that enables you to make wireless connections between your phone and other electronic devices. This allows for the easy exchange of both information and files and enables you to use your phone as a modem for your laptop.

You may already have a Bluetooth® headset, you may be considering buying one, or you may have Bluetooth® on your laptop or PDA. For any of the devices, before you can begin transferring information you must pair them. It only takes a few seconds to do.



To pair two Bluetooth® devices:

- 1 Ensure both devices are within 10 metres of each other and both have Bluetooth® active.
- 2 Press Start and select Comm Manager then press 2. Select Settings then choose 1.
- 3 Click on Menu then press 1. Select Menu again, and choose New.

Bluetooth®

- 4 Your SPV C600 will search for other devices. After a few seconds you will see a list of devices found.
- 5 Select the name of the device you want to connect with, then press Next. Enter the Passkey if required or click on Next.

2

get extras

conference calling

Speak with up to five other people at the same time

Not available to pay as you go customers

We all know how difficult it is to set up meetings or arrange a social get-together. Conference calling on your mobile can change all that.

You can chat with up to five people at a time while you're out and about, wherever you are.

To activate Conference Calling, call Customer Services on 150 from your Orange phone or 07973 100 150 from any other phone.

Note: If you are abroad the availability of this service depends on the network you are using. You are charged your standard Service Plan rate for each call you make.

Keep your business and personal lives separate by using two different lines

Not available to pay as you go customers

Did you know that you can have two separate numbers on one phone? Orange gives you the perfect solution to a business and personal line. To activate Line 2, call Customer Services on 150 from your Orange phone or 07973 100 150 from any other phone.

There is a one-off connection charge and you receive a reduced monthly charge on your Line 2 Service Plan. You will receive a SIM update when the service has been activated.

The following tariffs are not available on Line 2:

- Orange Everytime 20 if it includes an option to call other networks
- Orange Everytime 400
- Orange Everytime 1000
- Orange Talk 150
- Orange Talk 200
- Orange Talk 500.

When you receive a call on Line 2, your phone will ring without you having to have Line 2 selected. You receive a separate Answer Phone for your Line 2 which you can also personalise. Call your Answer Phone in the usual way but remember to switch to Line 2 first.

Line 2

Line 2

Note: Line 2 does not support Fax and Data, and you can receive, but not send, text messages from Line 2.

Note: For more information on Line 2, see your manufacturer's guide.

Caller id

know who is calling you, or hide your number when you make a call

Note: If you are abroad the availability of the services described in this section depends on the network that you are using.

Your Caller id identifies you to a person you are calling and identifies a caller to you.

To hide your number when calling another person, simply dial 141 before the number.

To hide your number permanently, call Customer Services on 150 from your Orange phone or 07973 100 150 from any other phone. If you are a pay as you go customer, please call 450 from your Orange phone. While your number is hidden you will not be able to see the Caller id of any incoming calls.

Memory Mate

backup your SIM Card phonebook

Make sure that losing your phone doesn't mean losing all of the important contact information stored on your SIM Card. So, if the worst happens, you will never lose a contact number.

For a low, one-off charge you can purchase a Memory Mate card from any Orange shop which will backup your SIM Card phonebook. Then, simply return to your Orange shop regularly to have any new information backed up at no additional cost.



Memory Mate ensures that all the contact details you have stored on your SIM Card are safely backed up.

And, if you're joining Orange from another network, Memory Mate can be used to transfer the contacts and text messages saved on your old SIM Card to your new Orange SIM Card, keeping your move totally hassle-free.

For more information, visit your nearest Orange shop and one of our representatives will be happy to assist you.

Orange Answer Phone

what happens when you get an Answer Phone message?

When someone leaves a message on your Answer Phone,  will appear on your phone's display along with the message New Voice Message. The following symbol  will remain until the message has been listened to. Answer Phone messages that have not been listened to will be saved for up to 21 days.

listening to your Answer Phone messages

To listen to your Answer Phone messages, press and hold the 1 key. Listen to the simple steps to save, listen to or delete messages. You can save messages that you have listened to for up to seven days.

Answer Phone Call Return

You can use Answer Phone Call Return to return a call after someone has left a message on your Answer Phone, without having to remember or make a note of their number.

To use Answer Phone Call Return:

- 1 Listen to your Answer Phone message as normal.
- 2 When you have finished, if you want to return the call, simply press # while you are still connected.
- 3 Orange Answer Phone will automatically dial the caller's number and connect you.

Note: Answer Phone Call Return is only available if the network you are calling supports this service. You are charged your standard call rate.

Orange Answer Phone

use Answer Phone shortcuts to manage your messages efficiently

Your Answer Phone is quick to use as there are several single-key presses to help you move through your messages.

When listening to your messages press:

- 1 to listen to your message again
- 2 to save your message
- 3 to delete your message
- 7 to rewind 10 seconds
- 8 to skip to the next message
- 9 to fast forward 10 seconds
- # to return the call
- 0 for help.

personalising your Answer Phone greeting

Your Answer Phone comes with a standard greeting but you can record your own personal greeting so your callers know they've got through to you.

- 1 Call your Answer Phone by pressing and holding the 1 key. Listen to the simple steps and select option 3, then option 1, then option 1 again.
- 2 Record your greeting followed by the # key.
- 3 Press 2 to save it.

Orange Answer Phone

set up an Answer Phone PIN

For added Answer Phone security, you can set your Answer Phone to request a PIN (Personal Identification Number) each time you want to listen to your messages.

To set up an Answer Phone PIN:

- 1 Call your Answer Phone by pressing and holding the 1 key.
- 2 Select option 3, then option 2.
- 3 Enter your chosen Answer Phone PIN which should be between 4 and 10 digits long, followed by the # key.
- 4 Press 1 to save your Answer Phone PIN.

listen to your Answer Phone messages from any other phone and while abroad

If you do not have access to your Orange phone, you can listen to your Answer Phone messages from any other phone, even while abroad.

To use this service you must set up an Answer Phone PIN.

To access your Answer Phone messages from any other phone or while abroad:

- 1 Call +447973 100 123 from any phone.
- 2 Enter your Orange number followed by the # key.

Orange Answer Phone

- 3 Enter your Answer Phone PIN followed by the # key.
- 4 Follow the simple steps to listen to your messages.

Note: The cost to call your Answer Phone depends on your Service Plan.

Orange Directory Enquiries

The new number for Directory Enquiries is 118 000. So save 118 000 to your phone now, and it'll be there the next time you're out and about and need a number in a hurry.

Otherwise, it's the same convenient service from Orange. Simply call 118 000 and tell the operator the name or place you are looking for and they will tell you the number (you can request three numbers per call). Then, they will send a text message to your phone at no extra cost, allowing you to call the number directly from the message or add it straight to your phonebook.

text alerts

text and MMS alerts

Set up text alerts for sports results, horoscopes, news and lottery numbers.

Want to find out how your football team is doing, or get a daily weather forecast for your area? Set up Orange text alerts to stay updated. Or sign up for a multi media alert with pictures, for subjects that include film and Chill Out.

To **set up an Orange text or multi media alert simply call 277 free from your Orange phone:**

- 1 Call 277 free.
- 2 Follow the voice prompts.

To cancel an alert dial 277 and follow the prompts.

Note: You can receive text alerts when roaming but you cannot set them up.

Note: You will be charged 12p for each text alert received and 25p for each multi media alert.

voice alerts

voice services

If you prefer to listen to the news rather than read it, simply call 177.

When you call 177 you can listen to up-to-date information on a variety of subjects including Lotto results, the weather in your local area, your horoscope and a selection of topical information from around the UK.

- 1 Call 177.
- 2 Simply follow the voice prompts to hear the information you want.

Note: You will be charged a set price of 40p per minute to call 177.

Orange Plus

use Orange Plus to get information direct to your phone

Orange Plus allows you to get in touch with Orange directly from your mobile, and stay up to date with Orange information.

To access Orange Plus, select Orange Plus from your phone's main menu.

Call Orange enables you to...

- speak to Customer Services
- listen to Answer Phone messages
- listen to traffic news
- call Orange Directory Enquiries
- call International Directory Enquiries
- request Orange text alerts on breaking news.

with Orange Information you can request text messages on:

- sports, news and results
- lottery, horoscopes, weather and jokes
- stocks, indices and foreign exchange.

Orange Plus

Orange Plus Pay as you go enables you to...

only available to pay as you go customers

Check your balance, top-up your talk time and link your phone to an Orange Top-up Swipe Card. Use the Pay as you go option to:

check your balance

- 1 Select Balance.
- 2 You will receive a text message, which will show your current balance.

Top-up your Talk time using a nominated card

- 1 Choose Top-up, then select Voucher.
- 2 Enter your Orange Top-up Voucher number and press OK.
- 3 You will receive a message asking if you want to proceed. Choose Yes to proceed.
- 4 You will receive a text message, which will show your current balance.

Orange Plus

Top-up your Talk time using a nominated credit or debit card

Register your nominated card by calling Orange on 450 and selecting option 1.

- 1 Choose Top-up, then select credit or debit card as appropriate.
- 2 You will automatically be connected to Customer Services to complete the transaction.

link an Orange Top-up Swipe Card to your account

- 1 Choose Top-up, then select Swipe Card.
- 2 Enter your Orange Top-up Swipe Card number, which is the number following 894412, and press OK.
- 3 A message will appear confirming the Orange Top-up Swipe Card number. Choose Yes to proceed.
- 4 You will receive a text message. The message will tell you that your Orange Top-up Swipe Card has been linked to your pay as you go account.

your account online

your account online

Your Account is a great way to manage your Orange account online. Simply go to www.orange.co.uk and click on 'your account' on the left of the screen.

If you're a pay monthly customer, managing your Orange account has never been more straightforward. Through our easy to use website you can now:

- view and change your account details online
- view and change your talk plan
- view your current bill and the two previous ones
- view your remaining inclusive minutes

- pay your bill by setting up a Direct Debit, or by using your credit or debit card
- display your Personal Unblocking Key (PUK) code – this will be required should your phone become blocked due to entering the incorrect PIN code three times in a row.

your account online

If you're a pay as you go customer, there is now an easier way to manage your pay as you go phone. You now have the freedom to do all your phone tasks online:

- top-up your credit using your credit or debit card, or an Orange voucher
- view your remaining credit
- view, register and delete the details of your Orange Top-up swipe cards
- display your Personal Unblocking Key (PUK) code – this will be required should your phone become blocked due to entering the incorrect PIN code three times in a row.

3

get international

get international

Orange International services

Whether it's two weeks in the sun or a quick business trip, take Orange with you when you go abroad and have the reassurance that it's the affordable way to keep talking.

With Orange's low fixed price rates it's simple to work out exactly what you will be charged when abroad. So it really does make sense to use your Orange phone.

To call, text or photo message from abroad simply add the international dialling code before the number you call or text.

For safety and security, always pack your Orange phone in your hand luggage and switch it off before boarding a plane.

Orange International top tips

- If the worst happens while you are away you may want to ensure that all your numbers are safely stored in one place. Memory Mate can do this. Once you have saved all your numbers onto the card, simply leave it at home.
- If you lose your phone or it's stolen while you are abroad call +44 7973 100 150 if you pay monthly or +7973 100 450 if you pay as you go.
- Remember to pack your charger and travel adaptor.
- Remove any temporary bars on international calls.
- If you have Line 2 we recommend that you divert all Line 2 calls to your Orange Answer Phone as this service is not available abroad.

get international

pay monthly check list before you travel

- 1 Activate roaming on your phone by calling Customer Services on 150 from your Orange phone, or 07973 100 150 from any other phone.
- 2 To use Orange Answer Phone/ Answer Fax you will need to activate it on your account at least 24 hours before you leave. Call 150 from your Orange phone or 07973 100 150 from any other phone.

pay as you go check list

It's easy to top-up your credit when you're abroad. You can:

- Use your nominated credit or debit card and call 450 from your Orange phone
- Top-up using a Swipe Card in Ireland, Spain, Portugal, Greece or Italy
- Use vouchers bought in the UK and call 450 for free from your Orange phone.

get international

Orange International top tips

- Store numbers you will call from abroad in the international format.
- To find out the cost of a call from a foreign country text FROM followed by the country eg FROM FRANCE to 159 if you pay monthly or 452 if you pay as you go.
- You can even find out how much it costs to call a foreign country by texting UK TO followed by the country to 159 if you pay monthly or 452 if you pay as you go. Costs will be sent via text message. These are free to receive if requested in the UK.
- Tell others you are going abroad so they can expect the international dialling tone or if you are out of coverage they might hear a recorded message in a foreign language.

when you go abroad, you need to select a partner network to use

Orange has partnerships with a range of networks in a variety of countries. When you go abroad, you may need to tell your phone to select a network.

- 1 Press Start then Settings and Phone.
- 2 Chose Network.
- 3 Under Network selection, select Automatic for your phone to automatically select a local network, or select Manual to choose from a selection of local networks.

For more information on using your phone abroad either call 150 from your pay monthly phone or 450 from your pay as you go phone. Alternatively, visit www.orange.co.uk or connect to **Orange World** on your phone for current information on where you can use your Orange phone and find international dialling codes.

Note: The availability of Orange products and services when roaming is dependent upon the partner network.

get international

how do I know which countries I can call from and to using my Orange phone?

Call 150 if you are a pay monthly customer or 450 if you are a pay as you go customer. Alternatively, visit www.orange.co.uk

4

stay secure

stay secure

Orange Care

Life's difficult enough, without having to worry about the expense and hassle of replacing your phone.

With Orange Care you get:

- Worldwide cover for 12 months against loss, theft, accidental or malicious damage and phone breakdown.
- A replacement phone of the same model dispatched within 24 hours of our acceptance of your claim, to any UK address.
- The same number and the same service on your replacement Orange phone that you enjoyed on your old one, so you're never out of touch for long.

- Great value cover for £5 per month.

To get Orange Care call **150** if you pay monthly, or **450** if you are a pay as you go customer.

Note: Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in the Reference Section. You should read these carefully.

protecting your phone

Accidents happen – which is why we offer Orange Care. However, we do ask that you take good care of your phone and follow just a few basic steps to help protect your phone:

- Don't leave your phone unattended in a public place.
- Don't leave your phone in a vehicle. If this can't be avoided, please make sure it's locked in the boot or glove compartment.
- Never loan your phone to someone else.
- Don't leave your phone on transport, for instance buses, planes or trains.

How to claim:

- Report the loss, theft or damage to Orange as soon as possible.
- Loss, theft or malicious damage claims must be reported to the police immediately (or as soon as possible within 24 hours of discovery).

stay secure

- To make a claim or to have your phone barred to prevent unauthorised use simply call Orange Customer Services on **07973 100 150**, or if you are abroad call **+44 7973 100 250**.
- To speed up your claim make a note of the key facts before calling, eg, time of theft, where you lost it, how it got damaged and what the damage is, steps taken to recover your phone and any other relevant details. You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- Remember, if your phone is stolen or maliciously damaged we need a crime reference number or a lost property number if it is lost.

stay secure

- Once your claim is accepted and the administration fee of £15 is paid, Orange will despatch your replacement phone. Please see the Orange Care terms and conditions for more information.

5

reference

safety

1 network services

The mobile phone described in this guide is approved for use on the Orange network. A number of features included in this guide are called Network Services. These are special services that you can arrange through Orange. Before you can take advantage of the Network Services, you must subscribe to them through Orange. Instructions for these services are included in this guide.

2 everyday use of your phone

Hold your phone as you would any other telephone, with the antenna pointing up and over your shoulder. If your phone has an extendible antenna, extend it fully. Do not touch the antenna unnecessarily when the phone is switched on, as this will affect call quality and may cause the phone to operate at a higher power level than is needed. As with any other radio transmitting equipment, you are advised that for the satisfactory operation of your phone and for your own safety, you should use your phone only in the normal operating position.

3 using your Orange phone in a vehicle

Safety comes first, and is the ultimate responsibility of the driver. Therefore:

- Orange recommend that you do not use your phone when driving, unless you are using a wired personal handsfree kit or personal handsfree car kit.
- If you need to make or receive a call and you have a personal handsfree kit or personal handsfree car kit, make sure it is done sensibly using speed dialling or voice activation where possible, and keeping calls brief and to a minimum.
- If you don't have a personal handsfree kit or personal handsfree car kit, stop and park your vehicle safely with the engine off before using your phone, although never on a motorway slip road or hard shoulder even if it is urgent.

- Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, its parts or accessories and always store your phone safely and securely.
- You should always use a phone holder in your car to secure your phone safely. Never place the phone on the passenger seat or where it can break loose in a collision or sudden stop.

Remember: Always give your full attention to driving. There is a personal handsfree kit and personal handsfree car kit available for most Orange phones which you can purchase separately by calling the Orange Accessories Hotline on **0500 178 178** or by visiting your local stockist.

4 car kit installation

- Only qualified personnel should install or service the personal handsfree car kit or the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If a personal handsfree car kit is improperly installed and the air bag inflates, serious injury could result.
- Check regularly that all mobile phone equipment in your vehicle is mounted and operating properly.

5 fuse replacement

- Always replace a blown fuse with a fuse of the same type and size. Never use a fuse of a higher rating.

6 emergency calls

If your phone offers the features listed below, and if you have restricted or barred outgoing calls from your phone, calls to emergency numbers (999 or 112 in the UK) may still be possible. The features are:

- Restricted dialling lists
- Call barring
- Fixed dialling lists
- Calls to closed user groups
- Keypad locking.

Ensure the phone is switched on and in service. Give your location to the operator.

To make an emergency call:

- 1 If the phone is not on, switch it on. Check for adequate signal strength.
- 2 From the main display key in the emergency number for your location (eg 999, 112 or other official emergency number).

When making an emergency call, remember to give all the necessary information as accurately as possible. Remember that your phone may be the only means of communication at the scene of an accident – do not cut off the call until given permission to do so by the operator.

7 one touch emergency dialling

If your phone supports preprogrammed one touch emergency dialling, using the 9 key to call the emergency number may not be possible when you have restricted or barred outgoing calls from your phone. This depends on the type of restriction you have chosen, and the type of barring option you have selected.

One touch emergency dialling does not operate when certain other features are in use (such as keypad locking and others).

Note: Official emergency numbers (e.g 999, 112 or other official emergency number) may vary by location. However, only one official emergency number is programmed into your phone, which may be incorrect if you are using your phone overseas. Please check with our Partner Network abroad for the emergency number

that is used in that location. Your Orange phone, like any mobile phone, operates using radio signals, mobile and fixed line networks which cannot always guarantee connection in all conditions. Therefore never rely solely upon your mobile phone for essential communication such as medical emergencies. Do not hang up during an emergency call until you are told to do so by the operator.

Note: When using voice dialling you must say the name exactly as you said it when you recorded it, which may be difficult in, for example, a noisy environment or during an emergency. Do not rely solely upon voice dialling in all circumstances.

Note: A valid SIM Card must be inserted in your phone in order to make emergency calls. Pay as you go customers do not need to have talk time available, but need to have used the phone in the previous six months.

8 operating environment

Remember to follow any special regulations in force in any area, and always turn off your phone wherever it is forbidden to use it, or when it may cause interference or danger. When connecting the phone or any accessory to another device, read its user guide for detailed safety instructions. Do not connect incompatible products.

9 pacemakers

■ Pacemaker manufacturers recommend that a minimum separation of 16 cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research of and recommendations of Wireless Technology Research. Users with pacemakers should therefore:

- Always keep your phone at least 20 cm (8 inches) away from your pacemaker when the phone is switched on.
- Never carry your phone in your breast pocket.

- Use the ear opposite to the pacemaker to minimise the potential for interference.
- Switch off your phone immediately if you suspect that interference is being caused.

10 hearing aids

Certain hearing aids can be interfered with by your mobile phone. If this occurs, please consult the hearing aid manufacturer.

11 other medical equipment

Operation of any radio transmitting equipment, including mobile phones, may interfere with the working of other inadequately protected medical devices. Consult a physician or the manufacturer of the medical device if you have any questions. Always switch off your phone in health care facilities when any regulations posted in these areas instruct you to do so.

12 aircraft safety

Using your phone while in the air is prohibited. Switch off your phone before boarding any aircraft. The use of mobile telephones in an aircraft may be dangerous to the operation of the aircraft, disrupt the mobile telephone network, and is illegal.

Note: Failure to observe this instruction may lead to suspension or denial of Orange phone services to the offender, or legal action or both.

13 explosive materials

- You are advised to switch off your phone when at a petrol station or other refuelling point. You must observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas); chemical plants or where blasting operations are in progress.
- Areas with a potentially explosive atmosphere are often but not always clearly marked. They include: below deck on boats; chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains

chemicals or particles, such as grain, dust or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

Note: The functioning of your phone can be affected by localised conditions, and we cannot guarantee coverage inside buildings. If you have difficulty in making or receiving calls, you should contact Orange customer services.

14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always store the phone with the covers attached. Never use a phone without a cover.
- Remember to always make backup copies of all important data.
- Your phone must be switched on to access games, ring tone composer, calendar, calculator, wap, infrared, timer and other similar features. Do not switch your phone on when mobile phone use is prohibited or when it may cause interference or danger.
- The information or services you have accessed using wap are stored in the cache of your phone, which is a memory used to store data temporarily. You should empty the cache of your phone after each use to ensure that any confidential information cannot be accessed by anyone using your phone.
- Parts of the phone are magnetic. Metallic materials may be attracted to the phone. Always secure the phone in its holder because metallic materials may be attracted by the earpiece. Do not place credit cards or other magnetic storage media near the phone, because information stored on them may be erased.
- Always switch your phone off in any facility where posted notices so require.

15 phone and battery care

Warning: Use only batteries, charger and accessories approved for use with this particular phone model. The

use of any other types may invalidate any approval or warranty applying to the phone, and may be dangerous.

- Do not charge the battery when either of your phone's covers are removed.
- Keep the phone and all its parts and accessories out of children's reach.
- Your phone is not water resistant. Keep it dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
- Do not use your phone in dusty, dirty areas. Its moving parts can be damaged.
- Your phone is powered by a rechargeable battery. Note that a new battery's full performance may only be achieved after two or three complete charge and discharge cycles.
- The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
- Temperature extremes may affect the ability of your battery to charge: allow it to cool down or warm up first.
- Never use any charger or battery which is damaged or worn out.
- Always unplug the charger when not in use. Do not leave the batteries connected to the charger for longer than a week, since overcharging may shorten its lifetime. If left unused, a fully charged battery will discharge itself over time.
- Do not paint your phone as this can clog its moving parts and prevent operation.
- Only use the antenna supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- Keep all SIM Cards out of children's reach.
- Use your phone battery only for its intended purpose, and never use any charger or battery which is

damaged or worn out.

- Never allow the battery terminals to short circuit, as this can cause damage to the battery or to the connecting object (a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between the + and – terminals of the battery). Therefore, always take adequate precautions when carrying a spare battery in a purse or pocket.
- Batteries must be recycled or disposed of properly and according to your local regulations, and must never be disposed of in household waste. Never dispose of batteries in a fire.
- When you disconnect the power cord of any accessory, including the charger, grasp and pull the plug, not the cord.
- For good operation times, discharge a NiMH battery from time to time by leaving your phone switched on until it turns itself off.
- Do not attempt to open the casing on your phone or its battery. Non-expert handling may damage it.
- Do not drop, knock or shake the phone. Rough handling can break the internal circuit boards.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean your phone. Wipe it with a soft cloth slightly dampened in a mild soap and water solution.
- Do not store it in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.
- Do not store your phone in cold areas. When it warms up (to its normal temperature) moisture can form inside the phone which may damage electronic circuit boards.

All of the above suggestions apply equally to your phone, battery, charger or any accessory. If any of them is not working properly, contact Orange customer services on 07973 100 150 or, if you are a pay as you go customer, on 07973 100 451, from any other phone for assistance.

paperwork

14-day phone return

The 14-day phone return only applies to new phones and excludes upgrades and reconditioned phones. If you are unsatisfied with our service in any way, you can return your phone within 14 days of purchase, and we will reimburse you the cost of purchase and your connection charge. All we request is that you pay for the calls you've already made and a percentage of the monthly subscription. Simply fill in the form supplied with your phone and take it along with your phone to your stockist. You should retain the form for your records.

data protection

We will use the personal information you supply us to help manage your Orange account efficiently, for example, to assist in handling queries, sending bills (excluding pay as you go) or to send you information on products and services which may be of particular interest to you. From time to time, we may pass information about you to third parties or government agencies. Full details are given in the terms and conditions booklet.

Please call Orange customer services on 07973 100 150 or, if you are a pay as you go customer, on 07973 100 451 if you do not wish to receive any marketing materials related to Orange and its services, or if you do not wish us to pass on your details to any other reputable organisations for sales and marketing purposes.

direct debit

Paying by Direct Debit is a convenient way to pay. If you're a pay monthly customer you will still be sent a detailed monthly statement but won't have to remember to send a cheque each month. To set up a Direct Debit payment call 150 from your Orange phone.

If you're a pay as you go customer you can combine control with peace of mind, topping up from as little as £10 a month to £100. You can change or cancel your

Direct Debit anytime, just give 14 days notice. To set up a Direct Debit payment call 450 from your Orange phone.

allowing access to your Orange account

It can sometimes be useful for someone else to have access to your account, for example if you have more than one Orange phone in your name. As an account holder you can choose to allow information only access and access which will allow changes to be made. Please call customer services who will send you a form.

Orange useful booklets

If you would like to receive a free booklet containing useful information on an Orange product or service call Orange Customer services on 07973 973 150 or, if you are a pay as you go customer, 450 from your Orange phone.

Orange Care terms and conditions

1 interpretation

- 1.1 In these terms and conditions Insurance refers to the provisions of clause 3 and Warranty to the provisions of clause 7, together Insurance and Warranty are referred to as Orange Care.
- 1.2 Orange Care is subject at all times to the provisions of these terms and conditions and does not apply and cannot be purchased in relation to any second line activated on your Orange phone. (Orange Care only applies to approved and Orange branded phones).
- 1.3 To check whether your chosen service plan includes Orange Care or requires Orange Care to be purchased as an optional extra please call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Pay as you go customers can purchase Orange Care by calling 450 from their Orange phone or 07973 100 450 from any other phone.

2 insurance terms

- 2.1 Orange Personal Communications Services Limited (Orange) is monitored by HSBC Insurance Brokers Limited which is authorised and regulated by the Financial Services Authority.
- 2.2 Orange is authorised by the insurer to collect premiums, to accept or decline claims, to arrange repairs and issue replacement phones on behalf of the insurer. For the purposes of this Insurance "phone" means handset, standard battery, SIM card and charger, originally supplied as part of the standard package.

- 2.3 The Insurance is arranged with an authorised insurer whose details are available upon request to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 2.4 The following paragraphs describe the conditions and cover provided under the terms of this Insurance which forms part of a master policy arranged by HSBC Insurance Brokers Limited on behalf of Orange. This Insurance is subject to the terms and conditions of the master policy, a copy of which can be obtained from HSBC Insurance Brokers Limited. Requests should be made in writing, stating your Orange phone number.

3 cover for lost stolen and damaged phones

Your phone which must be in your possession or in the possession of an authorised user is insured worldwide subject to the terms and conditions of the Insurance policy (see clause 6.14 in respect of conditions outside the United Kingdom). If your phone (or parts thereof) is lost, stolen or damaged you will be entitled to a replacement or repair "free of charge" subject to payment of the administration fee as detailed in clause 9.6, subject to compliance with all the following terms and conditions of the policy. For your information an authorised user is the Orange registered customer, other users officially notified to Orange by the customer and authorised by Orange, the registered customer's spouse/partner, members of his/her immediate family, all of whom would normally reside at the registered customer's address and employees of the registered customer who use the phone with permission of the customer.

- 3.1 Loss, theft or malicious damage claims must be reported to the Police immediately but in any event within 24 hours of discovery of the occurrence. In respect of claims arising outside the United Kingdom please refer to Clause 6.14.
- 3.2 Your claim must be reported to Orange as soon as possible but in any event not more than 24 hours

after you discover the loss, theft or damage. In respect of claims arising outside the United Kingdom please refer to Clause 6.14. To make a claim you must provide the following:

- 3.2.1 the crime reference number in respect of theft or malicious damage claims or the lost property reference number if the phone has been lost;
 - 3.2.2 full details of how the loss, theft or damage occurred; and
 - 3.2.3 any other information and evidence as may reasonably be requested by Orange regarding the cause of loss or damage.
- 3.3 Orange will arrange repair or replacement on behalf of the insurers.
 - 3.4 Lost, stolen or damaged antennas will be repaired/replaced, where appropriate, free of charge once only.
 - 3.5 You or any authorised user of the phone must at all times act with due care in looking after the phone and take all reasonable precautions to safeguard it against loss, theft or damage.

4 exclusions

- 4.1 A replacement or repair will not be provided under the terms of the Insurance where the loss or damage is caused by or consists of:
 - 4.1.1 normal wear and tear or deterioration, depreciation, rusting or oxidation, atmospheric or climatic conditions or other gradually operating cause;
 - 4.1.2 confiscation or detention;
 - 4.1.3 improper maintenance, repair or modification;
 - 4.1.4 defective materials or workmanship covered by the manufacturer's warranty;
 - 4.1.5 breakdown of or interruption to the network service;
 - 4.1.6 loss of use or consequential loss of any kind;
 - 4.1.7 cosmetic damage which does not impair the normal functions of the phone;
 - 4.1.8 loss of or theft of items left unattended in a public place;

- 4.1.9 theft of items from an unattended vehicle unless the item was in a locked boot or locked glove compartment and the vehicle itself was securely locked;
- 4.1.10 any wilful act, neglect or failure to take reasonable care by you or any authorised user or any wilful act or neglect carried out at the direction or instigation of you or any authorised user;
- 4.1.11 disregard of manufacturer's and/or operating instructions;
- 4.1.12 damage resulting from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
- 4.1.13 war and hostilities;
- 4.1.14 loss, destruction or damage in Northern Ireland due to civil commotion unlawful or wanton act committed maliciously in connection with any unlawful association;
- 4.1.15 radioactive contamination;
- 4.1.16 loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.

- 4.2 A replacement or repair will not be provided if:
 - 4.2.1 Orange has reason to believe you have made a fraudulent claim;
 - 4.2.2 you do not make reasonable efforts to recover any lost or stolen items;
 - 4.2.3 the phone is not registered and connected to the Orange network in your name;
 - 4.2.4 at the time of loss, theft or damage the phone was not being used or in the possession of you or an authorised user.

5 premium payment

Insurance cover will cease if any premium is not paid on the due date unless such delay is due to a processing error by any clearing bank or similar. Your phone will not be replaced or repaired if any sum is due by you to Orange.

6 general

- 6.1 It is a condition of this policy that the replacement of any phone will only be made with an Orange product. Wherever possible, reasonable efforts will be made to ensure that the replacement phone is of the same or similar specification.
- 6.2 Replacement phones may be supplied from refurbished stock that have been tested and are fully functional.
- 6.3 In the event of a claim you are only entitled to repair or replacement (at the option of Orange) of your phone. There is no entitlement to any monetary settlement under the terms of the Orange Care Insurance policy.
- 6.4 The Insurance period will be unaffected by the replacement of your phone and will continue to apply from the date the Insurance first came into force.
- 6.5 Should you find a phone that you have reported lost or stolen before you have received a replacement, you must report this to Orange immediately so that the delivery of the replacement can be cancelled. If you fail to do so we reserve the right to impose a charge for any attempt to deliver the replacement.
- 6.6 When a replacement phone has been supplied due to accidental or malicious damage the original phone must be returned to Orange.
- 6.7 When a replacement phone has been supplied because of loss or theft, if the original phone is subsequently recovered it must be returned to Orange as it is the property of the insurer.
- 6.8 If there is reason to believe that you have not taken reasonable care of your phone any claim may be referred to Chartered Loss Adjusters in order to carry out a special investigation into the circumstances of the claim. No free replacement or repair will be provided unless and until the adjusters confirm your claim is acceptable under the terms of the policy.
- 6.9 If Orange believes that you have persistently failed to take reasonable care of your phone your cover will be cancelled.
- 6.10 Orange may at its option require you to return your phone for examination before a replacement is supplied.

- 6.11 If Orange has reasonable cause to believe you have made a fraudulent claim your cover will be cancelled.
- 6.12 You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- 6.13 A replacement item will be refused or you will be charged for any replacement if you have not complied with the terms of the Insurance policy and of Orange Care.
- 6.14 If your phone is lost or stolen or maliciously damaged whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as possible but in any event as soon as reasonably practicable after you discover loss theft or malicious damage. A replacement phone will not be sent to you until you return to the United Kingdom.
- 6.15 Where a replacement phone is issued under the warranty the original phone must be returned to Orange.
- 6.16 You may be charged the recommended retail price of any battery charger or antenna returned to Orange which is shown not to be that originally supplied with the phone or of any phone returned to Orange which is shown to have been deliberately damaged.
- 6.17 If your phone is lost or stolen, or maliciously or accidentally damaged so that it is no longer operable and such loss theft or damage falls outside these terms and conditions then Orange may entirely at its discretion agree to sell you a replacement phone at prevailing replacement phone prices. The charge for any replacement phone so supplied will be applied to your Orange account.
- 6.18 Orange will use its reasonable endeavours to dispatch any replacement phone to you within 24 hours of agreeing to issue such replacement, however, for reasons beyond our control this may not always be possible.
- 6.19 Orange will arrange with you a place and time period for any replacement phone to be delivered, on payment of the administration fee detailed in clause 9.6. We reserve the right to impose a delivery charge if you are unavailable for the delivery as agreed.

6.20 Any replacement phone received under either clause 3 or clause 7 will not attract a further period of Insurance or warranty. For the avoidance of doubt (subject to the provisions of clause 6) the periods stated in clauses 8.1, 9.1 and 10.2 as appropriate will continue to apply from the date such cover originally came into effect.

6.21 Any claim accepted under Orange Care purchased as an optional extra with your Pay Monthly service plan will be subject to an administration fee. See clauses 9.6, 9.6.1, and 9.6.2. for details

7 warranty – defective materials or workmanship

7.1 If your phone (or parts thereof) becomes defective due to faulty materials or workmanship Orange will (at its option) repair or replace it at no charge (on payment of the administration fee, if applicable, as detailed in clause 9.6) provided that:

- 7.1.1 it has been used in accordance with the operating instructions;
- 7.1.2 any repairs which may have been, or are to be undertaken have been arranged by Orange;
- 7.1.3 you have complied with the foregoing terms and conditions;
- 7.1.4 the Orange phone is registered and connected to the Orange network in your name;

7.2 This Warranty is an extra benefit and is additional to your legal rights;

7.3 Batteries only have a 12-month warranty.

8 term & payments – Service Plan inclusive of Orange Care

8.1 Where you are connected to a service plan which includes Orange Care the Insurance and Warranty will come into force when you register the phone on the Orange network. The Insurance and Warranty will remain in effect for a period of 12 months, unless you switch to a different service plan as indicated in clauses 11.2 and 11.6.

8.2 Orange Care cover may be purchased separately once the initial period of 12 months has expired.

8.3 Where phones share an Orange Group service plan then each phone will be covered separately.

9 term & payments – pay monthly Service Plan with optional Orange Care

9.1 Where you are connected to a service plan which requires Orange Care to be purchased as an optional extra the Insurance and Warranty will come into force 24 hours after you call to request cover or 24 hours after we receive your written request for cover and will each have a minimum term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

9.2 Premiums will be invoiced monthly by Orange on behalf of the Insurer on your Orange account and must be paid along with your Orange charges.

9.3 Premiums may be varied at any time and will be effective 90 days after you have been notified in writing or other durable form, unless the premium is varied at the annual renewal date of the policy. If your premium is increased you may terminate this policy on not less than 10 days notice (before your bill date). If you do not give notice within one month of notification of any increase you will be taken to have accepted the increase.

9.4 In the event that any tax payable on premiums should be increased or any new tax imposed then such increase or new tax may be passed onto you.

9.5 Where phones share an Orange Group service plan then Orange Care must be purchased separately for each phone.

9.6 Any claim accepted under Orange Care will be subject to an administration fee charged to your account in advance of any repair or replacement being undertaken. Details of the current administration fee are available on request from Orange and are published in our periodically updated price guide. The administration fee is

subject to change and is payable in respect of all accepted claims made under Orange Care with the exception of those set out in clause 9.6.1.

9.6.1 The administration fee will not be payable in respect of a claim for defective material or workmanship of a new phone (including standard battery and charging unit but excluding reconditioned and/or second hand phones) where the defective material or workmanship has been brought to Orange's attention within 6 months of the date of purchase of the phone.

9.6.2 For the avoidance of doubt the administration fee is not refundable.

9.7 You may terminate Orange Care on or after the minimum term by giving not less than 10 days notice before a bill date. As a concession, if you are also terminating your Orange account then you may terminate Orange Care within the minimum term and it will not be necessary for the notice to expire on your bill date but in such event you will not be entitled to a refund of any premiums paid.

9.8 Orange will negotiate renewals of the Insurance policy on your behalf and may change Insurer. The Insurer and Orange may vary the terms of the policy from time to time but will give you 90 days notice of any such changes. If your rights under the policy are restricted or removed you may terminate Orange Care on giving not less than 10 days notice ending on an invoice date. If you do not give notice within one month of notification of any changes you will be taken to have accepted the changes.

10 term and payments – pay as you go Service Plan

10.1 When you are connected to a pay as you go service plan which requires Orange Care to be purchased as an optional extra the premium must be paid in advance.

10.2 The policy only applies to approved and branded Orange pay as you go phones and may be purchased for any phone within the current pay as

you go range. If you pay by credit card or debit card the policy will come into force 24 hours after your call to request cover. If you pay by cheque then the policy will come into force within 24 hours of clearance of your cheque. The Insurance and warranty within the policy will each have a term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

10.3 You may request that the policy is terminated at any time during the 12 month period in which event Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due.

11 cancellation rights

You may cancel Orange Care at any time within 14 days of cover coming into force or receipt of the policy summary, whichever is the latter and your premium will be refunded.

If a claim occurs during this period you will be charged on a pro rata basis. The administration fee will also apply.

12 switching between Service Plans

12.1 In the event that you wish to switch from one pay monthly service plan to another both of which include Orange Care, or, from one pay monthly service plan to another both of which require Orange Care to be purchased as an optional extra then Orange Care will continue unaffected.

12.2 In the event that you wish to switch from a pay monthly service plan which includes Orange Care to a pay monthly service plan which requires Orange Care to be purchased as an optional extra the inclusive Orange Care will automatically cease.

12.3 In the event that you wish to switch from a pay monthly service plan which requires Orange Care to be purchased as an optional extra to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be

covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.

- 12.4 In the event that you wish to switch from a pay as you go service plan for which Orange Care has been purchased to a pay monthly service plan which requires Orange Care to be purchased as an optional extra Orange Care will automatically cease. Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy in which event no refund will be due..
- 12.5 In the event you switch from a pay as you go service plan to a pay monthly service plan which includes Orange Care then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 8.1 calculated from the day your phone was first registered on the Orange network.
- 12.6 In the event you switch from a pay monthly service plan inclusive of Orange Care to a pay as you go service plan Orange Care will automatically cease.
- 12.7 In the event that you wish to switch from a pay monthly service plan for which Orange Care has been purchased as an optional extra Orange Care will automatically cease but in such event you will not be entitled to any refund of premiums paid.

13 claims

- 13.1 To make a claim under this Insurance you should call **150** from your Orange pay monthly phone or **07973 100 150** from any other phone if you are a pay monthly customer. Pay as you go customers should call **451** from their Orange phone or **07973 100 451** from any other phone. Small Business customers should call **345** from their Orange phone or **07973 100 345** from any other phone and Business Solutions customers should call **158** from their Orange phone or **07973 100 158**

from any other phone. Your claim will be handled fairly and promptly.

- 13.2 In certain circumstances, particularly where there is a dispute over your claim Orange may refer the matter to independent Chartered Loss Adjusters for investigation and review.

14 complaints

- 14.1 If you have any queries or complaints regarding this Insurance you should in the first instance address this to Orange. Call **150** from your Orange pay monthly phone or **07973 100 150** from any other phone. Pay as you go customers should call **451** from their Orange phone or **07973 100 451** from any other phone. Small Business customers should call **345** from their Orange Phone or **07973 100 345** from any other phone and Business Solutions customers should call **158** from their Orange phone or **07973 100 158** from any other phone. Alternatively you can write to Product Insurance, Orange PCS Ltd., Senhouse Road, Darlington, DL1 4YG. Orange will acknowledge receipt of your complaint within 5 working days and do its best to resolve the problem with 28 working days. If Orange cannot do this, Orange will let you know when an answer can be expected.

If Orange is unable to resolve your problem or you remain dissatisfied the matter should be referred to HSBC Insurance Brokers Ltd., Quay West, Trafford Wharf Road, Manchester, M17 1PL. Telephone number 0161 253 1000 or fax number 0161 253 1058.

If you are still dissatisfied HSBC Insurance Brokers will put you in touch with the insurers who, if they are unable to rectify the situation within 8 weeks of your original complaint, will provide you with information about the Financial Ombudsman Service. Your complaint will be resolved as quickly as possible and in a fair manner but if you are still dissatisfied with the outcome and you are an Eligible Complainant you may refer the matter to

the Financial Ombudsman Service within 6 months of receiving a final response from insurers.

Generally an Eligible Complainant is one who is:-

- a private individual
- a business which has a group annual turnover of less than £1 million at the time that the complaint is made
- a charity which has an annual income of less than £1 million at the time that the complaint is made
- a trustee of a trust which has a net asset value of less than £1 million at the time that the complaint is made.

15 general

- 15.1 In so far as general insurance products are concerned Orange is an authorised Appointed Representative of HSBC Insurance Brokers Ltd. who are authorised and regulated the Financial Services Authority.
- 15.2 Orange Care insurance is not a product which is regulated by the Financial Services Authority.

pay monthly terms and conditions

1 definitions

The following words and expressions shall have the following meanings:

Accessories

Products approved by Orange which you use in conjunction with your Device. They include (without limitation) batteries, chargers, car kits, headsets and carry cases.

Account

our records of your payments and outstanding Charges, plus your personal details.

Age Restricted Services

any Services which are specified for use only by customers over a specific age.

Bar

a block placed by us on some or all of the Services you normally use (except for calls to emergency services). It may include us restricting the Service whereby you will automatically be re-directed into Orange when you attempt to make an outgoing call from your Device.

Billing Date

the day on which your billing statement will be issued after you have been connected.

Charges

all charges for Services, as published in our periodically updated Price Guide. These include any reasonable administration charges.

Connection

the process of giving you access to a Service.

"Disconnection" and "Re-connection" have corresponding meanings.

Content

information, communications, images and sounds, software or any other material contained on or available through the Services.

Contract

these terms and conditions which are binding on both you and Orange for each Device you connect to the Orange Network.

Customer Communication

information made available to you by Orange which provides information on Orange Services. It may be made available on your Device or provided electronically or distributed with new Devices or in mailings to some or all Orange Customers.

Deposit

refundable amount that Orange may ask you to pay before we Connect or Re-connect you to the Network or before providing any Service.

Device

a mobile telephone, device or data card (excluding Accessories) which is approved by Orange for connection to its Network.

Line One and Line Two Line One is the primary means by which you have access to the Services. Line Two is a second line on the same Device with its own phone number.

Minimum Term

the minimum period for the supply of Services as specified in your Service Plan commencing on the date of Registration; where no period is specified in the Service Plan a minimum period of 12 months from the date of Registration will apply.

Network

the electronic communications system by which Orange makes Services available in the United Kingdom. Orange Additional Services optional Services (including but not limited to Roaming, International Calling, Premium Rate Services and Content provided by Orange) which may cost extra whether they are supplied in conjunction with Service Plans or outside Service Plans.

Orange

Orange Personal Communications Services Limited, or any organisation that may succeed it as the assignee of this Contract. Referred to in this Contract from time to time as “we” “us” or “our”.

Price Guide

a list of our current Charges which is updated from time to time and is available from us upon request.

Registration

our acceptance of your application for Services and our record of your data and any User data prior to Connection. “Register” has a corresponding meaning.

Roaming

An optional Service that allows you to use your Device on other operators’ networks, usually in foreign countries.

Services

Network and other Services, including Orange Additional Services, provided or procured by us for you to use.

Service Plan

a number of products which shall include but not be limited to bundles of airtime, text, and/or Orange Additional Services and/or additional discounts offered by Orange for an agreed monthly or other periodic payment.

SIM

a card or other device which shall for the avoidance of doubt include a USIM which contains your personal telephone number and which is programmed to allow you to access the Network.

Suspension

the temporary disconnection of Services. “Suspend” has a corresponding meaning.

User

you, or another person named by you, who is authorised to incur Charges to your Account.

2 your Contract and the Minimum Term

your Contract runs for at least the Minimum Term

- 2.1 For each Device you own, your Contract starts on the date of Registration and will continue for the Minimum Term and thereafter you have limited rights to terminate your Contract during the Minimum Term as described in Section 4.

what happens when the minimum term ends

- 2.2 After the Minimum Term ends, we will continue to supply you with Services as normal until your Contract is terminated in any of the ways described in Section 4.

3 provision of Services

what we aim to provide in the UK

- 3.1 We will take all reasonable steps to make the Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. We cannot guarantee a continuous fault-free service. Please note that:

- 3.1.1 the quality and availability of Services may sometimes be affected by factors outside our control, such as local physical obstructions, atmospheric conditions, other causes of radio interference, features or functionality of your Device, the number of people trying to use the network at the same time, and faults in other telecommunication networks to which the Network is connected
- 3.1.2 the quality of our Services may not be at its best inside buildings or below ground.

- 3.2 When you move outside the Orange enhanced service area this may result in:
- 3.2.1 the call being terminated if you are on a video call
- 3.2.2 the speeds at which data is downloaded being affected.
- 3.3 Any coverage maps are our best estimate but not a guarantee of service coverage, which may vary from place to place.

Services may sometimes be affected by maintenance and upgrading

- 3.4 The Network and the Services may from time to time require upgrading, modification, maintenance or other works. These may result in some or all of the Services becoming temporarily unavailable. In such cases,

we’ll do everything we can to keep the period of non-availability to a minimum. However, some interruption may be inevitable.

suspension of Services

- 3.5 We may suspend some or all of the Services you use, without giving you notice, if:
- 3.5.1 we have good reason to believe that you haven’t complied with one or more of the terms of your Contract
- 3.5.2 you don’t pay your bill within the time stipulated in Condition 6.2; we reserve the right to place a Bar on some or all of the Services from your Device (with the exception of calls to the emergency services). This Bar will remain in force until you’ve paid everything you owe us. At our discretion, we may charge you for Reconnection and removal of the Bar
- 3.5.3 a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated
- 3.5.4 we have good reason to believe that your mobile phone number is being used for fraudulent or improper purposes
- 3.5.5 we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars
- 3.5.6 you notify us that your Device has been lost or stolen
- 3.5.7 we are required by the emergency services or other government authorities to suspend your Services.
- You will remain liable for all monthly or other periodic Charges during any period of Suspension.

suspension of Orange Additional Services

- 3.7 We reserve the right to change, suspend or withdraw part or all of any Orange Additional Service on giving reasonable notice.

monitoring the Services you use

- 3.8 For the purposes of good management and security and to make sure we follow your instructions correctly and to improve our service to you through training of our staff, or to monitor instances of unsolicited messages we may monitor or record communications. Where we have good reason to believe such communication is unsolicited you agree we may but are not obliged to block such communication.

roaming Services outside the UK

- 3.9 Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about Roaming services.
- 3.10 If you use Services from a country outside the UK your use of the Services may be subject to different laws and regulations that apply in that other country. Orange is not liable for your failure to comply with those laws or regulations.

storage and transmission of information on our Network

- 3.11 We may establish limits concerning the use of the Services, for example the maximum size of an email message that may be sent or receive and the maximum capacity allocated to you for storage of Content on the Network which you access via the Services.
- 3.12 You agree that Orange has no responsibility for the deletion, corruption or failure to store any Content maintained or transmitted by the Network.
- 3.13 While Orange has no responsibility to monitor the use of the Services if you exceed the use limits we reserve the right to refuse to store or send Content on your behalf.

access to the Services and Content

- 3.14 Under no circumstances will Orange, or any of the other parties involved in the provision of Orange Content, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in Content or the provision of Content. Orange agrees to rectify any such problems in the Content which are notified to Orange as soon as Orange reasonably can. If you do notice a fault or error in the Content, please notify the fault to Orange.
- 3.15 Orange accepts no liability for the loss, late receipt or non-readability of any download, transmission or other communications. The Content, which is obtained from a large range of sources, is supplied to you on an "as is" basis and Orange does not warrant that the Content is of satisfactory quality, fit for a particular purpose, suitable, reliable, accurate, complete, secure or is free from error.

access to the third party services and the Internet

- 3.16 We have no control over the value or quality of goods, services or Content offered by third parties on or through the Services. As a result we cannot be responsible or liable in any way for, and do not endorse, any of these goods, services or Content.
- 3.17 The Services may be used by you to access websites and networks worldwide. Orange accepts no responsibility for the Content or services in respect of these and you agree to conform with the instructions issued by those websites and networks relating to your use of those services.
- 3.18 Accessing the Internet, which is not a secure environment, or using third party services may leave you vulnerable to unwanted programs or material or viruses that may be downloaded to your Device without your knowledge which may give unauthorised access to, or damage, your Device and the information stored on it. Orange is not liable or responsible in any way for such unauthorised access, damage to or loss of information on your Device.

Age Restricted Services

- 3.19 You are not permitted to access our Age Restricted Services (if any) if you are below the age specified to access the Services. If you are allowed to access the Age Restricted Services by virtue of the fact that you are the specified age or older you must not show or send Content from the Age Restricted Services to anyone below the specified age. If you let anyone under the specified age use your Device, you must ensure you deactivate access to the Age Restricted Services.

4 your rights to terminate this Contract terminating your Contract after the Minimum Term

- 4.1 You may terminate your Contract to expire at anytime after the Minimum Term by giving us at least one month's notice. You are free to restore your Contract throughout this notice period, should you change your mind.

terminating your Contract during the Minimum Term

- 4.2 You may terminate your Contract before the Minimum Term has expired if you pay us:
- 4.2.1 all Charges that are due, plus
- 4.2.2 a lump sum equivalent to the total of all the monthly or other periodic Charges still remaining on your initial Minimum Term agreement (except in the circumstances set out in Conditions 4.3 and 15.1). You'll be entitled to a rebate of 5% of that total if you terminate your Contract up to and including the first day of the last month of the Minimum Term.

terminating your Contract because Orange has changed its terms

- 4.3 You may also terminate your Contract if we vary its terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment. In such cases you would need to give us at least 14 days' written notice prior

to your Billing Date (and within one month of us telling you about the changes). However this option does not apply if:

- 4.3.1 we have increased the Charges by an amount equal to or less than the percentage increase in the All Items Index of Retail Prices published by the Central Statistical Office in the Monthly Digest of Statistics in any 12-month period; or
- 4.3.2 the variations we have made have been imposed on us as a direct result of new legislation, statutory instrument, government regulation or licence; or
- 4.3.4 the variation relates solely to an Orange Additional Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

terminating your contract because Orange is no longer able to provide access to the Network

- 4.4 If, for reasons beyond our control, we are no longer able to provide Network Services, we will at our discretion either:
- 4.4.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you, or
- 4.4.2 accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

termination of your Contract by Orange

- 4.5 We may terminate your Contract immediately at any time in respect of any or all the Devices owned by you, in whole or in part, by giving you written notice if:
- 4.5.1 you fail to pass any credit assessments which we may reasonably consider to be necessary from time to time
- 4.5.2 you fail to pay any of your bills from Orange on time
- 4.5.3 we have good reason for believing that any information you have given us is false or misleading

- 4.5.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or make any arrangement with creditors or go into liquidation or become subject to an administration order or a receiver is appointed over any of your assets or if we have good reason for believing that you are unable to pay the Charges
- 4.5.5 in addition, we may terminate your Contract at any time after the Minimum Term has expired by giving you at least one month's written notice.

termination of your contract by Orange without written notice

- 4.6 We reserve the right to terminate your contract immediately at any time in respect of any or all of the Devices owned by you, in whole or in part without notice to you if
- 4.6.1 we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4, or 6.4.5, 6.4.8, 6.4.9, 6.4.10, or 6.4.11 or
- 4.6.2 you haven't complied with one or more of the terms of your Contract and do not correct the breach within 7 days of being asked by us in writing to do so.

termination and Line Two

- 4.7 Termination of your Contract for any reason connected with Line One will result in automatic termination of Line Two.

5 effect of Termination of the Agreement

- 5.1 When this Agreement is terminated, your Device will be Disconnected and you will no longer be able to use the Services.

what to do after Termination of your Contract

- 5.2 Termination of your Contract is subject to you paying us any money you owe us and us paying you any money we owe you. After termination, it is your

responsibility to cancel any direct debits, standing orders, credit card mandates or other authorisations you may have given for periodic payments to be made to us by third parties.

6 your responsibilities when your payments are due

- 6.1 Ordinarily we will invoice you monthly in advance for monthly charges which are non-refundable and monthly in arrears for call and message charges, but we reserve the right to amend the invoicing period and submit interim invoices to you. The Connection charge will be included on your first invoice. Charges in respect of Services not supplied directly by us, eg Roaming, may be invoiced several months in arrears. VAT will be added to all invoices at the relevant rate where applicable. Payment is due when you receive your invoice.

6.1.1 You will be responsible for paying all Charges on your Account, whether or not they have been accrued by you personally. You will also be responsible for any extraordinary costs incurred in administering your Account, including collecting any payments. If your Service has been Disconnected, either at your request or ours, you will remain responsible for paying any outstanding Charges.

6.1.2 You must make your payment when you receive your invoice and by one of the payment methods stated on your invoice subject to clause 6.3. However we may also submit an interim bill or require an immediate payment if we think you have exceeded a reasonable limit on your Account.

penalties for overdue payments

- 6.2 If payment is not made within 14 days of its due date, we may charge interest on all sums outstanding at the rate of 2% above the base rate of National Westminster Bank. This interest will be charged on a per annum basis calculated daily.

payment methods

- 6.3 Ordinarily we will accept payment of Charges by credit card, debit card, cheque, direct debit and electronic transfer, but we reserve the right to refuse any payment method if we have reasonable cause to believe such payment will be dishonoured.
- 6.3.1 We reserve the right to charge an administration fee each month for payments not made by direct debit.
- 6.3.2 We may arrange for invoices to be issued by a third party on our behalf. Invoices issued by such third party shall be binding on you and payment of such invoices in full to the third party will be a valid discharge of your liability to pay such invoices under this Agreement.

things that you agree to do

- 6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:
- 6.4.1 provide whatever proofs of your identity and address we consider reasonably necessary from time to time. While photocopy or fax copies are usually acceptable we do reserve the right to request the original document
- 6.4.2 keep confidential, and not disclose to any third party, your Account password or any personal identification code, number or name issued by us permitting access to the Services
- 6.4.3 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication or storing any data which is of an offensive, abusive, indecent, obscene or menacing nature
- 6.4.4 not cause, nor knowingly allow others to cause, any nuisance, annoyance or inconvenience, whether to us or to any of our customers, by any means including the use of the Network for persistently sending unsolicited communications without reasonable cause

- 6.4.5 not act in a way, whether knowingly or otherwise, which will impair the operation of the Network or any part of it, or put it in jeopardy
- 6.4.6 use only Devices and Accessories approved for use with the Network, and comply with all relevant legislation or regulation relating to their use
- 6.4.7 comply with any reasonable instructions issued by us which concern your use of the Services, and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you)
- 6.4.8 not send or upload anything that is copyright protected (unless you have permission) or which in any way breaches the intellectual property rights of any third party
- 6.4.9 not copy, modify, store, forward, publish or distribute the Services or their Content without our express permission
- 6.4.10 only use Content for your own personal use and not for any commercial purposes or distribute it commercially
- 6.4.11 not to re-sell, re-supply or otherwise distribute the Services or Devices without the prior written agreement of Orange
- 6.4.12 not to circumvent the Age Restricted Service mechanisms.

7 multiple users

- 7.1 Where there are one or more Users other than you under your Contract, you remain responsible:
- 7.1.1 for ensuring the Services are used in accordance with this Contract; and
- 7.1.2 for all Charges incurred to your Account by those Users.

8 Line Two – limitations on usage suspension of Services

- 8.1 If we Suspend Services on Line One, Services on Line Two will automatically be Suspended also.

- electronic messages**
- 8.2 It is not possible to send electronic messages on Line Two. This shall include but not be limited to, text, video and multi media messages.

Service Plan

- 8.3 You may not have a higher Service Plan on Line Two than you have on Line One.

9 information supplied by you the details you give us must be correct

- 9.1 By applying for Registration or for Orange Additional Services, you undertake to provide your correct name, address and other factual information. You also confirm that:
- 9.1.1 the person stated to be authorised to sign for a company or firm is duly authorised
- 9.1.2 any individual applying as a member of a company is of full contractual capacity and is able both to pay for the Services he or she has requested and to meet his or her other obligations under your Contract
- 9.1.3 You will also tell us if your details change.

what happens if we suspect the details you give us aren't correct

- 9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend Services to your Device while we investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition.

10 credit assessments your application is subject to credit status

- 10.1 All applications for Registration and Orange Additional Services are subject to credit assessment before we can connect you to the Network. In considering your application we will search your record at the licensed credit reference agencies. They will add to your record details of our search and your application. We will use credit scoring or other automated decision making systems when assessing your application. If our assessment of you does not meet our normal requirements we reserve the right to decline to Connect you or to supply Orange Additional Services or to decide an appropriate credit limit on your Account. Alternatively, we may ask you to lodge a Deposit with us before we Connect you. If you believe our assessment of you is incorrect, we will review your eligibility. However, we cannot accept responsibility for the accuracy of information provided from the databases of credit reference agencies. Nor can we accept any liability for the consequences of our declining to Connect you.
- 10.2 We will also check your details with a fraud prevention agency who will record details of any false or inaccurate information provided by you where we suspect fraud. We or other organisations may use and search these records to:
- 10.2.2help make decisions on motor, household, credit, life and other insurance claims, for you and members of your household
- 10.2.3trace debtors, recover debt, prevent fraud, and to manage your Accounts or insurance policies
- 10.2.4check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.
- 10.3 We may also disclose details of how you conduct your Account to such agencies. The information will be used by other credit grantors for making credit decisions about you and the other members of your household, for fraud prevention, debt recovery,

money laundering prevention, tracing debtors and Account management. For these purposes we or they may make further searches. Although these searches will be added to your record they will not be shared by others.

- 10.4 Please contact us if you would like details of these credit reference and fraud prevention agencies from whom we obtain and to whom we pass information about you. You have a legal right to this information.

11 deposits deposits are held for 12 months

- 11.1 We may request a Deposit from you:
- a) before Connection
- b) before making Orange Additional Services available to you, or
- c) before reinstating the Services after Suspension, or,
- d) if you fail to pass any credit assessments which we reasonably consider to be necessary from time to time
- 11.2 Deposits will be held for 12 months from the date of receipt and then refunded upon request. We do not pay interest on Deposits. If you owe us money, we may set off Deposits against the amount due to us. If there is a balance left over in such cases, we will remit this to you or credit your Account.

12 SIM Card it's your responsibility to keep your SIM Card safe

- 12.1 Any SIM Card we supply to you remains our property, but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace free of charge any SIM Card found to be defective through faulty design or workmanship. In any other circumstances, however, we may charge for replacing it. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

what to do if your SIM Card is lost, stolen or damaged

- 12.2 You must inform us immediately if the SIM Card supplied to you is lost, stolen or damaged. You will remain liable for all Charges incurred until you do so. We will send you a replacement SIM Card as soon as reasonably practicable, but we reserve the right to charge you for doing so.

your SIM Card and other networks

- 12.3 The SIM Card supplied with your Device enables the Device to work on our Network only with the exception of Devices which can access Roaming Services. However, after the Minimum Term we will lift this restriction at your request, provided all your payments of Charges are up to date and you pay the current administration charge. The software in the SIM Card and the Device is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services for the duration of your Contract and not otherwise.

13 directory and Caller id what to do if you want your number to remain private

- 13.1 We will enter your Orange number in Orange and third party directories, and our Network will allow the display of your Orange number on receiving Devices. If you prefer not to allow either of these options, please let us know in writing. Your mobile phone number and the approximate location of your Device will always be sent if calling the emergency services.

14 Devices your Device is not a part of your Contract

- 14.1 Your Device and Accessories are acquired by you outside the terms of your Contract.

15 changes to your Contract**we reserve the right to make changes to your Contract**

- 15.1 When you Register you are asked to choose a Service Plan and to indicate which Orange Additional Services you require. You may switch to a higher Service Plan at any time. You may switch to a lower Service Plan as often as you like after 6 months following your Connection to the Network. In the event you do switch Service Plan and add to or cancel Orange Additional Services you must give us not less than 10 days' notice before your Billing Date (subject to the terms of any promotional offers you have accepted). We do, however, reserve the right to vary the terms of this Contract from time to time and to make changes to your Service Plan. We acknowledge that if we do increase the Charges, withdraw Orange Additional Services or introduce new mandatory Charges – or if your contractual rights are affected to your detriment – you may terminate your Contract in accordance with Condition 4.3. If you do not give notice within one month of our notifying you of any change(s), you will be taken to have accepted the change(s).
- 15.2 In exceptional circumstances a government authority may require the reallocation or change of phone numbers in which case we may have to change your mobile phone number for the Services

new services

- 15.3 We are continuously enhancing our existing Services as well as adding new services, particularly Orange Additional Services. Charges for, and any special terms and conditions attached to, Orange Additional Services will be notified in Customer Communication. The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

16 Customer Communication**please read all the information we send you**

- 16.1 We update our Customer Communication from time to time. Information on various topics is mailed to Customers with their monthly billing statements and is available on request from us. You are asked to read your Customer Communications and to keep those which are mailed to you until they are superseded. We regard you as having been given any information if it is:
- included in a mailing addressed to you
 - by voicemail, email text or other form of electronic message sent by us to your Device
 - communicated directly by any means.

17 assignment of Contract and change of ownership of Device**your Contract is personal to you**

- 17.1 Your Contract is personal to you and you may not assign it. However, we may at our discretion (not to be unreasonably withheld) allow you to:
- nominate a User other than yourself while you remain primarily liable to us under your Contract
 - terminate your Contract on short notice if you have transferred title to your Device to a new customer who has Connected the Device to our Network.
- 17.2 We may assign our rights to your Contract only if such assignment is on terms which are at least as advantageous to you as those set out in your Contract.

18 liability circumstances in which neither of us accepts liability

- 18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort nor otherwise, for any loss or damage which is:
- not the fault of the other party
 - indirect and/or not reasonably foreseeable
 - loss of business, profits, savings, revenue, use or goodwill, or for any loss or corruption of data whether caused to the other party through any

breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

maximum liability of Orange

- 18.2 Subject to Condition 18.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- direct financial loss
 - direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

factors beyond our control

- 18.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, terrorist act, governmental action, or by any act or decision made by a court of competent jurisdiction.

your maximum liability

- 18.4 Subject to Condition 18.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

19 general**changes to your Contract**

- 19.1 Subject to Condition 15, your Contract may be varied or amended only by the express mutual agreement of both parties. A party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

disclosure of information to third parties

- 19.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud

monitoring scheme, security agency or credit provider of:

- any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract
- any disclosure as may be within our Data Protection Act registration
- any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

your information

- 19.3 Orange or its Group companies will use your information which you provide to us together with other information for administration, marketing, credit scoring, customer services, tracking your Device and web use preferences, and profiling your purchasing preferences. We will disclose your information to our service providers and agents to help us with these purposes. We will keep your information for a reasonable period after your contract with us has finished in case you decide to use our Services again and we may contact you about our Services during this time.
- 19.4 You consent to us sharing your information with other companies in the Orange Group and companies outside the Orange Group who are our business partners. They or we may contact you by mail, telephone, electronic messaging services, fax or email to let you know about any goods, services or promotions which may be of interest to you. Please call customer services if you do not wish to receive such information from us, or if you do not wish to receive information from our business partners, but remember that this will preclude you from receiving any of our special offers or promotions or those of our business partners.
- 19.5 By registering your Device on the Network you consent to our transferring your information to countries which do not provide the same level of

data protection as the UK if necessary for providing you services you require. If we do make such a transfer, we will put a contract in place to ensure your information is protected.

- 19.6 You have a right to ask for a copy of your information (for which we charge a small fee) and to correct any inaccuracies.
- 19.7 When you give us information about another person you confirm that they have appointed you to act for them, to consent to the processing of their personal data, and to the transfer of their information abroad and to receive on their behalf any data protection notices.
- 19.8 For details of the Orange Group of Companies please visit our website.

delivering communications to you

- 19.9 All notices to be served in accordance with your Contract must be served by post or facsimile. We can in addition serve notice to you by voicemail, email text or other form of electronic message. They will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address. Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not affect our rights in any other way.

disputes between you and us

- 19.10 You may request that disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs. We will supply a copy of our Code of Practice for Consumer Affairs to you on request.

miscellaneous

- 19.11 If either party delays or does not take action to enforce their rights under the contract this does not prevent either party from taking action later.

- 19.12 If any of the terms in this contract are not valid or legally enforceable the other terms will not be affected. We may replace any term that is not legally effective with a similar term that is.

Orange company details

- 19.13 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.

governing law

- 19.14 Your Contract is to be interpreted in accordance with the Laws of England and Wales.

pay as you go terms and conditions

The following words and expressions shall have the following meanings:

Accessories

goods designed for use with but not part of Phones and approved by Orange, including (without limitation) batteries, chargers, car kits, headsets and carry cases.

Charges

the charges for pay as you go as published in our periodically updated list of charges (defined herein as 'Price Guide')

Connection

the process we carry out to enable your phone to access the Services. 'Disconnection' and 'Re-connection' have a corresponding meaning.

Literature

printed matter providing information on Services published by Orange and distributed with new Phones or in mailings to Customers, whether or not supplied automatically to all Customers.

pay as you go Voucher

a voucher representing the cash value of airtime allowing access to the Services which must be paid for in advance which expression includes airtime purchased direct from Orange by credit or debit card.

Network

the public telecommunications system by which Orange makes Services available in the United Kingdom.

Orange

Orange Personal Communications Services Limited, and any successor in business or assignee.

Phone

mobile telephone (excluding Accessories but including charging unit and SIM which remains the property of Orange) approved by Orange for connection to its Network.

Price Guide

publication listing our current Charges, updated from time to time.

Registration

our acceptance of your application to register individual pay as you go Voucher, Register has a corresponding meaning.

Roaming

a service which allows you to use your Phone on other operator's networks, usually in foreign countries.

Services

Network and other services, provided by us and made available for your use.

SIM

card or other device, bearing a unique telephone number programmed to allow a Phone to access Network Services.

Suspension

the temporary discontinuance of Services.

User

you or another person notified by you to us as authorised to use your Phone.

2 provision of services

- 2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.
- 2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other works (including but not limited to works required for security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services. We will use all reasonable efforts to provide back-up

Services and to keep all such periods of non availability to a minimum but some interruption may be inevitable. You Register in the knowledge of this and accept our obligation to carry out works from time to time in the interests of all our customers.

- 2.3 We may from time to time tape conversations between you and our customer services for training purposes only. For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time.
- 2.4 We may Suspend the Services in whole or part at any time without notice if you do not comply with any of these terms and conditions or if any money owed by you to us, whether in relation to Services or not, remains unpaid.
- 2.5 We shall investigate all complaints made whether by or against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.

3 pay as you go Vouchers

- 3.1 Free airtime given to the customer on initial registration of their new pay as you go phone (if any) shall be valid for the periods set out in the Price Guide and/or Customer Literature current as at the date of Registration.
- 3.2 In the event that the cash value of airtime forming part of free airtime given to a Customer in accordance with 3.1 above is not used within the relevant validity period stated in Condition 3.1 such unused airtime will be forfeited.
- 3.3 Notwithstanding that you use all of a pay as you go Voucher or that the free airtime given to a Customer in accordance with 3.1 above expires your Phone will continue to be capable of receiving incoming calls for the periods set out in the Price Guide and/or Customer Literature current as at the date of expiry.
- 3.4 We will disconnect your phone if during the previous six months you have not Registered a new pay as you

go Voucher or you have not made chargeable calls from your phone or received incoming calls on your phone. For the avoidance of doubt calls shall include but not be limited to voice calls, data calls and text messaging. On disconnection your mobile telephone number will be reassigned. On reconnection you will be assigned a new mobile telephone number. Any remaining credit on your pay as you go Voucher will be reinstated if you reconnect. You can reconnect your phone without having credit on your pay as you go Voucher.

- 3.5 No cash credits will be given for unused pay as you go Vouchers. Credit or Debit card payments are subject to our policy on acceptance in force from time to time.

4 our rights to terminate your service

- 4.1 We may Disconnect your phone and refuse to Re-connect it at any time in whole or in part immediately by notice in writing to you if:
- 4.1.1 you fail to comply with clause 2.4, 2.5, 5 and 6 of these terms and conditions provided that where such failure is capable of remedy you have not taken such remedial steps as we shall have required within 7 days of our giving you notice of such failure; or
- 4.1.2 for whatever reason we are unable to provide the Services.

5 your responsibilities

- 5.1 Recognising that good management and security of the Services is important to all Orange customers you agree that you will:
- 5.1.1 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;
- 5.1.2 not cause, nor knowingly allow others to cause, any nuisance annoyance or inconvenience whether to us or to any of

our customers which shall include the use of the Network for the persistent sending of unsolicited communications without reasonable cause;

- 5.1.3 not act in a way, whether knowingly or otherwise, such that the operation of the Network or any part of the Network will be jeopardised or impaired;
- 5.1.4 only use a Phone and Accessories approved for use with the Network and comply with all relevant legislation or regulation relating to its use;
- 5.1.5 comply with any reasonable instructions issued by us which concern your use of the Services and co-operate with us in our reasonable security and other checks (which may include us making phone calls to you).

6 supplied by you

- 6.1 By applying for Registration you represent to us that the name, address and other factual information which you provide to us are correct.
- 6.2 You acknowledge that if we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars, for the protection of our Customers and the Network, we may delay Connection or Disconnect Services to your Phone while we investigate further. If our suspicions prove groundless we will Connect or Re-connect Services immediately. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition 6.2.

7 SIM Card

- 7.1 Any SIM Card we supply to you remains our property but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace any

SIM Card found to be defective by reason of faulty workmanship or design free of charge but may charge for replacing or renewing a SIM card in any other circumstances. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

- 7.2 You must inform us immediately in the event that a SIM Card is damaged. We will send you a replacement SIM Card as soon as reasonably practicable but we reserve the right to charge you for doing so.
- 7.3 The software in the SIM and the Phone is either owned by or licensed to Orange which grants you a non-exclusive licence to use it for accessing the Services and not otherwise.
- 7.4 The SIM Card supplied with your Phone enables the Phone to work on our Network only. We will lift this restriction at your request, subject to our current policy relating to the same and provided you pay the current administration charge.

8 directory and caller ID

- 8.1 Unless you inform us otherwise when you Register your first pay as you go Voucher, we may make appropriate directory entries and our Network may allow the display of your telephone number on receiving handsets.

9 phones

- 9.1 Your Phone and Accessories are acquired by you outside of the operation of these terms and conditions and, as between you and Orange, are your property.
- 9.2 Any insurance or warranty relating to your Phone must be purchased by you separately of these terms and conditions. Any insurance or warranty arranged by us of which you may previously have had the benefit will no longer be valid.
- 9.3 You must inform us immediately in the event that the SIM Card or your Phone is lost or stolen. In order to take advantage of the provisions of Condition 9.4 you

may inform us if at any time your Phone requires repair.

- 9.4 Upon receipt of notification under Condition 9.3 we may at your request Suspend Services for a maximum period of 30 days whilst you make arrangements to obtain an alternative phone.
- 9.5 In the event that you fail to make a request as permitted by Condition 9.4 then any current pay as you go Voucher will lapse when you report the loss or theft of your Phone or if you do so make a request on the expiry of the 30-day period if you do not during that period request the re-instatement of the pay as you go Voucher.

10 changes

- 10.1 We reserve the right to vary these terms and conditions and the Charges from time to time.

11 customer literature

- 11.1 We update our Customer Literature from time to time. You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been properly notified of any information if it is either included in a mailing addressed to you or in a text message sent by us to your Phone. You are asked to ensure that when contacting Orange customer services with queries you rely on current Customer Literature.
- 11.2 Orange cannot accept responsibility for offers related to the provision of its Services made elsewhere than in its own advertisements or publications or for any promises, representations, waivers, indulgences or other purported variations of these terms and conditions unless confirmed in writing by an authorised employee of Orange. If you are in any doubt as to whether any statement or representation is properly authorised you should contact Orange customer services immediately.

12 assignment and change of ownership of phone

- 12.1 For your security, we will not knowingly Re-connect a Phone owned by you to our Network at the request of someone other than you unless it is at least six months since you last Registered a pay as you go Voucher or the person requesting Re-connection is able to correctly identify your account password.
- 12.2 We may assign our rights and obligations under these terms and conditions only if such assignment is on terms which are at least as advantageous as those set out herein.

13 liability

- 13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:
- 13.1.1 not the fault of the other party;
- 13.1.2 indirect and/or not reasonably foreseeable.
- 13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.
- 13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- 13.2.1 direct financial loss.
- 13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.
- 13.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.

13.4 Subject to Condition 13.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

14 general

- 14.1 Subject to Condition 10 these terms and conditions may only be varied or amended only by the express mutual agreement of both parties and the party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.
- 14.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:
- 14.2.1 any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract;
- 14.2.2 any disclosure as may be within our Data Protection Act registration.
- 14.2.3 any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.
- 14.3 All notices under these terms and conditions will be sent to the address given by you on Registration unless you notify us of a change to this address. Any notice from us to you will be deemed served 48 hours after posting or an earlier proof of delivery.
- 14.4 All notices to be served in accordance with these terms and conditions must be served by text message, electronic mail or by post or facsimile.
- 14.5 Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it was given. It does not affect our rights under these terms and conditions in any other way.
- 14.6 You may request that certain disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs, except for all disputes concerning the operation of Condition 10 of these

terms and conditions which shall always be referred to arbitration. We will supply a copy of the Code to you on request.

- 14.7 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.
- 14.8 The operation of these terms and conditions shall be interpreted in accordance with the Laws of England and Wales.

downloadable games terms and conditions

1 eligibility

- 1.1 Each downloadable mobile phone game from Orange Games ("the Game") is open to any UK resident age 16 years or over who has phone of a type which is both listed on the www.orange.co.uk/games website and registered on the Orange network in the United Kingdom ("the Phone").
- 1.2 Only one player can be registered for the Game per phone.
- 1.3 By downloading the Game the player agrees to be bound by these Terms and Conditions.
- 1.4 You can only download the Game in the United Kingdom, the Game may be downloaded in some foreign countries, however this is dependent on this service being supported by the foreign network.

2 cost

- 2.1 The cost of downloading each Game in its basic form is currently charged at £1.50. For certain games, additional levels or stages may be available for download and these will be charged at 50p per level or stage, any downloading of the Game outside the UK will be subject to additional charges.
- 2.2 The charges for submitting your high score are based on messages sent from the player's phone, which are currently charged at 10p per message whilst in the UK. This charge will apply even if you have SMS remaining in a monthly or other bundle. Any submission of high score whilst outside the UK will be subject to additional charges at the foreign network rates. Similar charges may apply in respect of certain actions such as unlocking an individual character or feature.
- 2.3 Orange reserves the right to change these costs, and will publish any changes on www.orange.co.uk/games Any continued use of the Game after such

publication means that you will be deemed to have accepted such changes. You will only be charged for complete downloads. If your download should not be completed you will not be charged.

3 the prizes

Certain Games may have prizes for those with highest scores, or who win tournaments. Details of any such prizes will be displayed at www.orange.co.uk/games Orange's decisions regarding prize winners shall be final and no correspondence will be entered into by Orange. Details of winners will be made available by Orange on written request. You must not enter into any unlawful, inaccurate, vulgar or inappropriate detail at the point of registration for the prizes.

4 conditions attaching to Prizes

Prizes are not transferable. All prize descriptions not illustrative and not definitive. Further details available on written request submitted to Orange with a stamped self-addressed envelope.

Orange reserves the right to offer an alternative prize of equal or greater value at any time. The prizes may themselves be subject to other terms and conditions, depending upon their nature. No cash alternative is available in whole or part.

5 general

- 5.1 Under no circumstances will Orange or any of the other parties involved in the provision of the Game, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in the provision of the Game. We agree to rectify any such problems in the Game which are notified to us as soon as we reasonably can. If you do notice a fault or error in the Game, please notify Orange customer services.
- 5.2 Orange accepts no liability for the temporary non-availability of its network, loss, late receipt or non-readability of any transmission or other communications.

- 5.3 Orange reserves the right to amend these Terms and Conditions from time to time. Any alteration or addition to these Terms shall take effect immediately once posted on www.orange.co.uk/games. Any continued use of the Game after such publication means that you will be deemed to have accepted such changes.
- 5.4 We reserve the right to cease provision of the Game at any time.
- 5.5 Only one Game may be stored on your phone at any time, in addition to the Game already stored on your phone at the time it is registered to the Orange network.
- 5.6 The downloading of the Game is subject to availability and may be affected by the volume of users from time to time or by network congestion. Orange's Standard Network Terms and Condition continue to apply in parallel with these Terms and Conditions.
- 5.7 You must only use the Game for your own personal use, and not for any commercial purpose.
- 5.8 You agree only to access, download and use the Game in accordance with Orange's security measures relating to its network and billing, and the source code of the Game, and will not attempt to circumvent such security measures.

All trademarks and trade names are the properties of their respective owners. All rights are reserved by the respective owners.

Orange Value Promise terms and conditions

1 Definitions

Competitor tariff

A popular published, currently available, monthly paid contract digital tariff available in the UK from O2 (UK) Limited (formerly British Telecommunications Mobile Communications Ltd), Vodafone Retail Ltd & T-Mobile (formerly One 2 One). For the avoidance of doubt this excludes O2 (Online) Limited tariffs and other tariffs which are only offered online by the above companies.

OVP

Orange Value Promise Service Plan

The scale of charges for using a mobile phone

Additional Services

Optional services which cost extra whether they are supplied in conjunction with competitor tariffs or outside competitor tariffs

2 Scope

- 2.1 OVP applies to Competitors' tariffs for voice, answerphone, standard WAP and standard person to person text messaging on other UK digital networks. It includes standard data calls at 9.6 kb per second. OVP excludes High Speed Data at 28.8 kb per second and GPRS calls.
- 2.2 Services will provide generally the same functionality of the Competitor's product but specifications may differ. Competitor's own branded e-commerce and Additional Services are not offered with OVP.
- 2.3 For a list of current OVP tariffs please visit www.orange.co.uk/cgi-bin/ovp/costs.pl
- 2.4 Once our Competitors close an OVP equivalent tariff for new connections, we may at our choice withdraw the OVP Plan for new

- connections and close the Service Plan to customers switching Service Plan.
- 2.5 We reserve the right to discontinue a currently available or a 'closed' OVP Plan and move existing customers to the nearest equivalent currently available Service Plan. We will write to the account holder to notify such changes.
- 2.6 OVP Plans are not available on Orange Line Two.
- 2.7 OVP does not apply to pay as you go, pay up front or shared tariffs.
- 2.8 OVP does not offer discounted rates or schemes for calls between nominated or frequently called numbers.
- 2.9 OVP does not apply to Competitor's promotional tariffs but we reserve the right to offer a competitor's promotional tariff and may, from time to time, offer our own promotional variants of OVP Plans.
- 2.10 We reserve the right not to offer any Competitor tariff containing elements of services or functions that the Orange Network does not currently offer or to omit those elements of services or functions.

3 Charges

- 3.1 We will make reasonable endeavours to ensure that OVP Plan charges are the equivalent of the Competitor tariff published charges.
- 3.2 In the event that a Competitor makes any changes to a Competitor tariff, subject to the provisions of these terms and conditions we will make reasonable endeavours to implement any published changes to existing OVP Plans as soon as is reasonably practical.
- 3.3 If you are connecting to Orange on an OVP Plan you will be charged the equivalent of the Competitor's standard connection charge.
- 3.4 We reserve the right to apply Competitor's charges for changing OVP Service Plan.
- 3.5 Subject to point 3.4 above, you may switch between Orange Value Promise Service Plans, Orange Talk Plans or other Orange Service Plans

- 3.6 You may switch between OVP Plans or to an Orange Talk Plan by giving us at least 5 days notice before your Monthly Billing Date.
- 3.7 OVP Plans will replicate the charging structure & minimum call charges of the Competitor's tariff including, but not limited to, service charges for itemised billing, non-direct debit payment, access charges for short message service, charges for calls to Customer Service and charges for calls made to freephone numbers (including, but not limited to, those prefixed 050 & 080).
- 3.8 International direct dialled and Roaming calls will be charged at standard Orange rates.

4 Charges for Mobile to Mobile calls

- 4.1 OVP Plan charges, for calls entirely on the Orange Network, will be the equivalent of the Competitor's tariff charges for calls made entirely on their network, subject to point 2.8 above. These are known as 'On Net calls'.
- 4.2 OVP Plan charges, for calls made to phones on the Competitor's network, will be the equivalent of the Competitor tariff charges for calls made from their Network to phones on the Orange Network, subject to point 2.8 above. These are known as 'Mobile to Mobile Off Net calls'. For example, if 'Y tariff', on 'network X', charges 25p per minute to call another mobile phone on its network and charges 50p per minute to call a mobile phone on any other network, the OVP equivalent Plan will charge 25p per minute to call another Orange phone and 50p per minute to call a mobile phone on 'network X' or any other mobile network.

5 Other Benefits

- 5.1 OVP offers rollover on minutes and text messages on all OVP Plans with an inclusive bundle where the competitor tariff offers rollover on minutes or text messages. Rollover on minutes or text messages is not available on Service Plans with an inclusive value bundle. Unused inclusive minutes and/or text messages from one month may be rolled over

- for use in the next. If the rolled over minutes and/or text messages are not used in that month they will be lost. We reserve the right to offer rollover as a promotion on certain OVP plans where rollover is not offered by the competition.
- 5.2 The Orange Network Performance Promise applies to OVP Plans, subject to its terms and conditions.

6 Insurance Products & Orange Care

- 6.1 Competitors' insurance products are not offered under OVP.
- 6.2 Orange Care is not included in any OVP Plan, but you may purchase it separately. If you do not purchase Orange Care then you will only get the benefit of the manufacturer's warranty on a new phone.

7 Promotional Offers

- 7.1 Subject to clause 2.9 we reserve the right to replicate or to offer our own promotional variants of selected promotional offers made available by Competitors in whole or in part.
- 7.2 These promotional offers will only be available for new connections and will not be applied where an account has been upgraded or migrated.
- 7.3 Such promotional offers will not be available in conjunction with other promotions which we are offering at the time, unless expressly stated otherwise in the terms and conditions of the offer.
- 7.4 We reserve the right to vary the promotional offers that we offer and to limit the OVP tariffs to which they apply.
- 7.5 Where we have chosen to replicate a promotional offer we will use reasonable endeavours to do so as soon as is reasonably practicable.

8 Final Points

- 8.1 We reserve the right to move each phone on an OVP Plan to a separate account and to bill you separately for each such phone.
- 8.2 Service is subject to the Orange Terms & Conditions for the supply of Network Services, a copy of which can be found at the back of your Orange phone user guide.
- 8.3 We reserve the right to vary these terms & conditions at any time. Please call Orange Customer Services to confirm.

radio waves and your phone

Explaining SAR

SAR stands for 'specific absorption rate' and is an international standard measure of the amount of radio frequency energy your body absorbs when you use your mobile phone.

The independent Stewart Report, published in 2000, recommends that each model of mobile phone sold in the UK is allocated a SAR value, and this information is provided to allow consumers to make an informed choice. All mobile phones sold for use on the Orange network comply with international exposure guidelines and the balance of current research suggests that such levels do not cause health problems in the general population.

Some models of phone have higher SAR values than others. Variations in SAR do not mean variations in safety, as all mobile phones sold in the UK must comply with the international exposure guidelines. However the Stewart Report maintains that consumers have the right to take this information into account when choosing a new mobile phone. The manufacturers' decision to begin publishing SAR values from 1 October 2001 follows the finalisation of an international SAR testing standard which will ensure consistency in the reporting of SAR values. By March 2002 manufacturers expect to have completed the process of providing SAR values for models in production as of 1 October 2001.

As a responsible retailer, Orange believes that its existing and potential customers should be fully informed about SAR values. As well as a general, objective overview of the situation, Orange is committed to providing SAR values for all phones currently sold for use on the Orange network, wherever the values are available from the manufacturers. The aim is to provide reassurance, and help customers to make an informed decision when they come to buy a phone. Since SAR values are provided to Orange by the mobile phone manufacturers, Orange is

not able to guarantee their accuracy. Orange is simply passing on supplied information that it feels is in the best interests of its customers.

If you require any further information please visit the website of the relevant mobile phone manufacturer.

www.sony-ericssonmobile.com
www.mcu.k.panasonic.co.uk
www.siemens-mobile.de
www.motorola.com
www.phillips.com
www.alcatel.com
www.nokia.com
www.sony.com
www.trium.net

Further information can be found at the following sites and also at The Mobile Manufacturers Forum (MMF)
www.mmfai.org
 Information by Government and independent agencies on issues of mobile phones and health can be found at the following websites:
 Department of Health
mobile phone health found under M in the A-Z site index
 National Radiological Protection Board
<http://www.hpa.org.uk/radiation/>
 International Commission on Non-Ionising Radiation Protection
www.icnirp.de
 World Health Organisation
<http://www.who.int/peh-emf/en/>

Your SAR value

The SAR value for your SPV C600: 0.325 mW/g @10g.

Note: The SAR value for your phone has been provided to Orange by the manufacturer. By acting as facilitator for conveying this information to our customers, Orange is fulfilling its duty as a responsible retailer.

contact orange

Orange Customer Services are available 24 hours a day, seven days a week, 365 days a year. Alternatively, visit the Orange website at www.orange.co.uk for more details. The three-digit numbers can be called from any phone by adding the prefix **07973 100**.

pay monthly customers

Customer Services	150†
Billing Enquiries	150†
International Calling Helpline	159
Orange Multi Media	177* or 277*
Registration	980
Orange Care	150
Lost or Stolen	07973 100 250†

pay as you go customers

To top up your Talk Time	450†
Customer Services (Enquiries)	450*†
Information Line	452
Talk Time balance	453
Orange Multi Media	177* or 277*
Lost or Stolen	07973 100 450†
Registration	0800 079 0006

Orange Business Solutions customers

businesses with 1 – 49 employees	345
businesses with 50+ employees	158

all Orange customers

Operator Services	100†
Orange Accessories Line	0500 178 178
Directory Enquiries	118 000*
International Directory Enquiries	118 880*
Emergency Services	999 or 112

* Chargeable services available with your Orange phone.

† Charged at BT 'F' rate if you call from a BT fixed line phone.

■ Some calls are free from your Orange phone unless you have an Orange Value Promise Service Plan.

further information

Visit the Orange website to find out more about Orange products and services, buy accessories from the Orange shop and, if you are a pay as you go customer, register with Orange online.

www.orange.co.uk

www.orange.co.uk/business



For further information about Orange products and services please visit our website at the address below.

The information contained in this user guide 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.

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