

# Orange Price Guide for Small Business

Our home for Service Plans designed for businesses with up to 50 employees



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*BlackBerry® for Business Terms and Conditions*

*Faulty Replacement Service for Orange Business*

## **Changes Annex**

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### **Important**

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**All Charges are exclusive of VAT and, unless specified, are for use in the UK only.** The information in here was correct at the time of publication. We will keep it up to date and notify you of any changes where the terms of our agreement with you would require us to do so. Don't forget that if you do have any questions you can call us on 345 from an Orange mobile or +44 (0)7973 100 345 from any other phone.

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**Please see Part 9 (Terms and Conditions) for general rules applicable to all Service Plans and Service Plan Add-Ons in this Price Guide, and details of the allowances and fair usage policies which apply.**

**Orange is a brand of EE Limited, with registered offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.**

# Part 1 – Voice & Text Service Plans

Please note that starting from July 1 2015, you will not be charged for calls to numbers beginning 0800, 0808 or 116. For calls to numbers beginning 084, 087, 09 and 118, please see our current pricing information available [here](#), which, due to Ofcom’s reforms, may differ from that in your original price plan. For calls to these numbers you will be charged EE’s access charge of 37 pence per minute excluding VAT and the applicable service charge, [click here](#).

## Business Solo

### Step 1 – choose your plan

Monthly Charge		inclusive UK minutes	inclusive UK texts	inclusive UK data
Before 10 July 2015	After 10 July 2015			
£15.37	£15.50	200	200	200MB
£20.50	£20.67	400	400	500MB
£25.62	£25.84	1000	1000	500MB
£30.75	£31.01	Unlimited	Unlimited	1GB
£35.87	£36.18	Unlimited	Unlimited	2GB
£41.00	£41.35	Unlimited	Unlimited	4GB

All Business Solo plans are available for a 24 month term (including subsidised phone), a 12 month term (with a higher monthly payment), or on a 30 day SIM Only option. 24 month plans include Faulty Replacement Service.

### Step 2 – add anything else you need

unlimited* Orange to Orange calls	£6.50 per month
unlimited* landline calls (01, 02, and 03 numbers)	£6.50 per month
unlimited* texts to UK mobiles	£6.50 per month
1GB mobile browsing	£5.00 per month
3GB mobile browsing & tethering	£10.00 per month

100 minutes international landline and mobiles calls to key business countries in the EU, US and Canada	£6.50 per month
30 minutes of roaming calls to or from key business countries in the EU (zones 1 & 2)	£6.50 per month
300 minutes of calls to 084 and 087 numbers within the UK	£2.50 per month

### Out of bundle charges

The following out of bundle charges are specific to Business Solo Service Plans. All other out of bundle usage will be charged at standard rates.

out of bundle charges	price
calls to other Orange customers	10p per minute
calls to other mobiles, including T-Mobile and EE customers	30p per minute
calls to landlines (01/02/03)	10p per minute
text	10p per text
UK mobile data	£5 for each additional 250MB up to a maximum of 2000MB and thereafter a flat fee of £20 will apply to all further out of bundle data usage
Calls to 0800 and 0808 numbers	Free
Charge for calls to 084, 087, 09 and 118 numbers	37p per minute plus applicable Service Charge which can be found at <a href="http://www.ee.co.uk/orange-ukcalling">www.ee.co.uk/orange-ukcalling</a> .

### extra terms and conditions for Business Solo

Business Solo Plans are subject to a Minimum Term of 24 months, 12 months, or 30 days depending on which plans you have selected. Sharers cannot be added to this Service Plan. No minimum call charge applies. Inclusive UK minutes are for calls to UK mobiles (excluding call forwarding services) and to landlines starting 01, 02, or 03. Calls to mobiles on EE or T-Mobile will be treated as calls to another network. Inclusive data is for 2G and 3G services within the UK and does not include access to EE’s 4G network. 1GB data bundle may not be used for tethering. You may use your phone for VOIP services. If you use your phone for peer to peer file sharing services, we may

restrict your access speed to ensure that our network is protected for all our customers. These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network. No Device is included with the SIM Only options, and if you are bringing your Device from another Network, you may need to have it unlocked before it will work on the EE Network. Devices not purchased from Orange will not be eligible for EE's insurance, or our Faulty Handset Replacement Service1

## Business SIM Only

Price before 10 July 2015	£10.25	£15.37	£17.42	£20.50	£30.75
Price after 10 July 2015	£10.33	£15.50	£17.57	£20.67	£31.01
Data	500MB	500MB	1GB	2GB	8GB
Mins	400	1000		Unlimited	
Texts	400	1000		Unlimited	
WiFi			Unlimited		

Minimum term of 12 months applies to these SIM Only plans. No minimum call charge applies. Inclusive minutes are for normal person to person use only for calls to National UK landlines starting 01, 02, or 03. Calls to mobiles on EE or T-Mobile will be treated as calls to another network. Inclusive data is for 2G and 3G services within the UK and does not include access to EE's 4G network. Tethering is included with plans with 1GB of inclusive data and above. Mobile internet browsing & tethering (whether as part of an inclusive allowance or not) may not be used for non-Orange internet based streaming services, voice or video over the internet, instant messaging, or peer to peer file sharing.

## Out of bundle charges

The following out of bundle charges are specific to these Business SIM Only Service Plans. All other out of bundle usage will be charged at standard rates.

out of bundle charges	price
calls to other Orange customers	10p per minute
calls to other mobiles, including T-Mobile and EE customers	30p per minute
calls to landlines (01/02/03)	10p per minute
text	10p per text
UK mobile data	£5 for each additional 250MB up to a maximum of 2000MB and thereafter a flat fee of £20 will apply to all further out of bundle data usage.
Calls to 0800 and 0808 numbers	Free
Charge for calls to 084, 087, 09 and 118 numbers	37p per minute plus applicable Service Charge which can be found at <a href="http://www.ee.co.uk/orange-ukcalling">www.ee.co.uk/orange-ukcalling</a> .

# Business Sense

## Step 1 – select your number of minutes

24 months			
monthly charge		inclusive UK minutes	minimum sharers
Before 10 July 2015	After 10 July 2015		
£27.28	£27.51	400	1
£32.74	£33.02	500	1
£43.66	£44.03	750	1
£54.58	£55.05	1000	1
£81.86	£82.57	1500	1
£92.78	£93.58	2000	1
£130.99	£132.12	3000	1
£169.19	£170.66	4000	1
£201.94	£203.69	5000	1
£300.19	£302.80	7000	5
£409.35	£412.91	10000	8
£491.23	£495.50	12000	10
£600.39	£605.61	15000	15
£791.43	£798.31	20000	20
£982.47	£991.01	25000	25
£1364.54	£1376.41	35000	30
£1746.62	£1761.81	45000	35
£2292.44	£2312.38	60000	35
£2865.64	£2890.47	75000	35
£3820.73	£3853.97	100000	35
£16.36	£16.50	additional sharer	

All Business Sense plans include unlimited\* calls and texts between sharers, free calls 0500 numbers. Additional sharer fee includes 50 UK to UK SMS per user (not shared between users). 18 and 24 month plans include Faulty Replacement Service (separate terms apply).

## Step 2 – choose your unlimited\* calls

unlimited* landline calls	or	unlimited* Orange to Orange calls
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## Step 3 – choose your inclusive flexible extra

If you take a Business Sense plan with 500 to 5000 minutes per month you can choose one of these flexible extras:

texts	2000 shared messages
data	1GB shared data
international calling	400 shared minutes of international calls (landline and mobile) to key business countries in the EU, US and Canada
calling while abroad	120 shared minutes of roaming calls to or from key business countries in the EU (zones 1 & 2)
0845 & 0870 numbers	400 shared minutes to call 0845 and 0870 numbers

If you take a Business Sense plan with 7000 or more minutes per month you can get even more from your choice of flexible extras:

texts	5000 shared messages
data	5GB shared data
international calling	900 shared minutes of international calls (landline and mobile) to key business countries in the EU, US and Canada
calling while abroad	250 shared minutes of roaming calls to or from key business countries in the EU (zones 1 & 2)
0845 & 0870 numbers	900 shares minutes to call 0845 and 0870 numbers

## Step 4 – add anything else you need

These chargeable Service Plan Add-Ons can only be added at an individual subscription level and cannot be shared across the talk plan:

unlimited* Orange to Orange calls	£6.50 per month
unlimited* landline calls	£6.50 per month
unlimited* texts	£6.50 per month
500MB mobile browsing	£4.25 per month
750MB mobile browsing	£6.50 per month
1GB mobile browsing	£5.00 per month

2GB mobile browsing & tethering	£15.00 per month
3GB mobile browsing & tethering	£20.00 per month
100 minutes international landline and mobiles calls to key business countries in the EU, US and Canada	£6.50 per month
30 minutes of roaming calls to or from key business countries in the EU (zones 1 & 2)	£6.50 per month
80 minutes to call Non Geographic Numbers	£6.50 per month

These chargeable Service Plan Add-Ons can be added at a leader level and can be shared across the talk plan:

international calling	400 shared minutes of international calls (landline and mobile) to key business countries in the EU, US and Canada	£25.00 per month
	900 shared minutes of international calls (landline and mobile) to key business countries in the EU, US and Canada	£50.00 per month
calling while abroad	120 shared minutes of roaming calls to or from key business countries in the EU (zones 1 & 2)	£25.00 per month
	250 shared minutes of roaming calls to or from key business countries in the EU (zones 1 & 2)	£50.00 per month
mobile browsing	1GB shared mobile browsing bundle	£12.50 per month
	3GB shared mobile browsing bundle	£22.50 per month
	5GB shared mobile browsing bundle	£28.00 per month
	10GB shared mobile browsing bundle	£35.00 per month
Calls to Non Geographic Numbers	400 shared minutes	£25.00 per month
	900 shared minutes	£50.00 per month
Shared Texts	2000 shared texts	£16.00 per month

Other chargeable add-ons are available and are listed in the Service Plan Add-Ons section of this document.

### Out of bundle charges

The following out of bundle charges are specific to Business Sense Service Plans. All other out of bundle usage will be charged at standard rates.

out of bundle charges	price
calls to other Orange	10p per minute

customers	
calls to other mobiles, including EE and T-Mobile customers	30p per minute
calls to landlines (01/02/03)	10p per minute
text	10p per text
UK mobile data	£5 for each additional 250MB up to a maximum of 2000MB and thereafter a flat fee of £20 will apply to all further out of bundle data usage.
Calls to 0808, 0800, 0500	Free
Calls to 0845, 0870, 09 and 118 numbers	37p per minute plus applicable Service Charge which can be found at <a href="http://www.ee.co.uk/orange-ukcalling">www.ee.co.uk/orange-ukcalling</a> .

### Extra terms and conditions for Business Sense

Minimum Term: as stated in your Agreement with Orange. Leaders under this Service Plan can add sharers (up to a maximum of 1,500 per account), subject to payment of the monthly sharer fee per sharer. Bundles cannot be shared across multiple accounts. No minimum call charge applies. Customers with an 18 month or shorter Service Plan are not entitled to unlimited\* calls or an inclusive flexible extra. 750MB and 1GB data bundles may not be used for tethering. Customer's signing up before 6 March 2012 must opt in to receive the £5.00 for 250MB out of bundle data rate; otherwise all out of bundle data will be charged at £0.80p / MB or £2.55 / MB. On shared data plans, the out of bundle rate will be charged for each User who exceeds the Customer's data allowance. You may use your phone for VOIP services. If you use your phone for peer to peer file sharing services, we may restrict your access speed to ensure that our network is protected for all our customers. These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember, we're free to decide that

other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network. Eligible for Faulty Replacement Service.

## Flexible Workforce

### Costs and allowances

annual fee	£25 per subscriber
UK minutes in talkplan	none
calls to other mobiles	14p per minute
Texts to UK	14p per text
Answer Phone	14p per minute
UK mobile data	£2.55 per MB
Calls to 0808, 0800, 0500	Free
Calls to 0845, 0870, 09 and 118 numbers	37p per minute plus applicable Service Charge which can be found at <a href="http://www.ee.co.uk/orange-ukcalling">www.ee.co.uk/orange-ukcalling</a> .

All other usage is charged at standard rates

### Connection numbers

The Flexible Workforce Service Plan is subject to the following maximum connection numbers at any one time, per account:

number of pay monthly connections on your account	maximum connections that can be added
2	1
3-15	2
16-30	3
31-50	5
51-75	7
76-100	10
101-150	15
151-200	20
200+	20

### Extra terms and conditions for Flexible Workforce

Minimum Term: 12 months or as stated in your Agreement with Orange. No minimum call charge applies. You may use your phone for VOIP services. If you use your phone for peer to peer file sharing services, we may restrict your access speed to ensure that our network is protected for all our customers. These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network. No Device is included and before Orange SIM Card can be used existing Device may require unlocking by previous service provider (who may charge for this service). Service Plan is only available to customers who have contracted with Orange for over 3 months with two or more existing Pay Monthly Connections on another standard Orange Business Service Plan (excluding SIM Only). Flexible Workforce Connections are not eligible for any Future New Connection Credit or any other Credit which may apply to your other pay monthly Connections. Insurance and Protection cannot be added to this Service Plan and Faulty Replacement Service is not applicable.



# Part 2 – Data Service Plans

## Mobile Broadband

### Flexible 30-day plans

tenure	monthly charge for UK mobile data		
	1GB	3GB	10GB
30 day	£12.50	£22.50	£35.00

### 12 and 24 month plans

tenure	monthly charge		
	1GB	3GB	10GB
12 month	£10.00	£17.50	£30.00
24 month	£7.50	£12.50	£25.00
	UK mobile data plus inclusive USB dongle or datacard		

### Tablet or Netbook subsidised plans

tenure	2GB UK mobile data and unlimited* WiFi
24 month	£22.50
	Device subsidy (varies depending on Device purchased) which can be used to subsidise a tablet or netbook.

### Out of bundle charges

The following out of bundle charges are specific to Mobile Broadband Service Plans. All other out of bundle usage will be charged at standard rates

out of bundle charges	price
UK data	4p per MB
Roaming data – Europe (zones 1-2)	3.63p per MB
Roaming data – Worldwide (zones 3-7)	£5.50 per MB
Texts	10p per text message
Calls to 0800 and 0808 numbers	Free
Charge for calls to 084, 087, 09 and 118 numbers	37p per minute plus applicable Service Charge which can be found at <a href="http://www.ee.co.uk/orange-ukcalling">www.ee.co.uk/orange-ukcalling</a> .

### Extra terms and conditions for Mobile Broadband

Minimum Term: as stated in your Agreement with Orange. Sharers cannot be added.

### Extra terms and conditions for Mobile Broadband (tablet or netbook subsidised plans)

Minimum Term: as stated in your Agreement with Orange. Service Plan only available through selected direct channels and not from any third party retailers or channel partners. Migrations to a different Service Plan or different Service Plan level, re-signs or upgrades are not permitted during the Minimum Term. Service Plan comprises:

- a Device subsidy of £250 which can be used to subsidise a tablet or netbook as described at [www.orange.co.uk/business/laptops](http://www.orange.co.uk/business/laptops).

- a USB modem where required (specification may change from time to time).

- a full manufacturer warranty package for your tablet or netbook (excluding USB modem).

Unless other stated as part of the specification or pre-installed, no software is supplied.

Alternative Consumer mobile broadband service plans (such as Internet Everywhere) are available to Business Customers in selected channels, see [www.orange.co.uk/mobilebroadband](http://www.orange.co.uk/mobilebroadband). These plans are subject to a separate set of terms and conditions.

## Mobile Broadband Abroad

### 24 month plans

tenure	3GB UK data 200MB roaming data		10GB UK data, 200MB roaming data	
	Europe	Worldwide	Europe	Worldwide
24 month	£57.50	£82.50	£70.00	£95.00

### Out of bundle charge

The following out of bundle charges are specific to Mobile Broadband Service Plans. All other out of bundle usage will be charged at standard rates

out of bundle charges	price
UK data	4p per MB
Roaming data – Europe (zones 1-2)	3.63p per MB
Roaming data – Worldwide (zones 3-7)	£5.50 per MB

### Extra terms and conditions for Mobile Broadband Abroad

Minimum Term: 30 days or as stated in your Agreement with Orange. Sharers cannot be added. You may use your mobile broadband connection for VOIP services. If you use your mobile broadband connections for peer to peer file sharing services, we may restrict your access speed to ensure that our network is protected for all our customers.

## Business Broadband

A Minimum Term of 24 months applies to all Broadband Connections and all plans include unlimited data (subject to Our fair use policy) and an inclusive EE Bright Box router.

Speed	Inclusive Data	Monthly Charge	Connection Fee	Discount off Monthly Mobile Bill
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On-net ADSL	Unlimited	£12.00	N/A	N/A
Off-net ADSL	Unlimited	£20.00	N/A	N/A
5x faster Fibre Broadband	Unlimited	£22.00	£60.00	£5.00

5x faster based on a nationwide DSL average download speed of 5.9MB per second (source: latest Ofcom broadband speed survey)

### Extra terms and conditions for Superfast Broadband

Our Business Broadband is only available if you are subscribed to one of our 24 month mobile phone plans. Connection to our ADSL and Fibre Broadband plans is subject to: (i) availability at the address(es) you wish to have Connected; and (ii) to Our 'Home Network Terms' available at <http://www.ee.co.uk/business/terms>. We will advise you whether Our broadband products are available at your address at the time of order, or when you notify us that you are moving house. If you are an Indirect Customer you must also complete a Statement of Requirements form before We will be able to provide you with fixed Broadband.

Our Business Broadband service requires a BT compatible landline, which must be purchased and installed by a suitable provider before We will be able to provide you with ADSL or Fibre broadband. We are not able to provide your landline. Landlines that are not on BT's network (for example, TalkTalk and Sky) cannot be supported.

If you take our Fibre Broadband product, you will be eligible for a £5.00 / month discount off your mobile phone line rental for each Broadband subscription as long as you retain your mobile phone with Orange. If you terminate your mobile phone contract you will cease to be eligible for the £5.00 / month discount.

Fibre Broadband requires an engineer to visit your property to connect you to the fibre network. If you need to change your installation appointment for any reason, you must notify give Us 72 hours notice. If you do not notify Orange, and you are not available when the installer attends you may be charged the full installation fee and will need to book a new appointment. Orange can change the scheduled installation time, but will contact you to agree a new date and time if this is

necessary.

# Part 3 – Voice and Text Service Plan Add-Ons

## Flexible Extras

### Unlimited Orange to Orange calls

<b>what's included</b>	Unlimited* calls within the UK to other Orange mobiles within the UK, subject to a fair use policy of 3,000 minutes per User per month
<b>Minimum Term</b>	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
<b>price</b>	£6.50 per month
<b>extra terms and conditions for unlimited* Orange to Orange calls</b>	
Only one bundle may be active per Connection at any one time.	

### Unlimited landline calls

<b>what's included</b>	Unlimited calls within the UK to UK landlines beginning with 01/02/03 subject to a fair use policy of 3,000 minutes per User per month
<b>Minimum Term</b>	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
<b>price</b>	£6.50 per month
<b>extra terms and conditions for unlimited* landline calls</b>	
Only one bundle may be active per Connection at any one time.	

### Unlimited texts

<b>what's included</b>	Unlimited texts within the UK subject to a fair use policy of 3,000 texts per User per month
<b>Minimum Term</b>	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
<b>price</b>	£6.50 per month
<b>extra terms and conditions for unlimited* texts</b>	
Only one bundle may be active per Connection at any one time.	

### Mobile browsing

<b>what's included</b>	750MB mobile browsing bundle and unlimited* WiFi in the UK
<b>Minimum Term</b>	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
<b>price</b>	£6.50 per month
<b>extra terms and conditions for mobile browsing</b>	

Only one bundle may be active per Connection at any one time.

### International calling minute bundle

<b>what's included</b>	100 minutes of international calls made from an Orange Device in the UK to landline and mobiles in key business countries in the EU, US and Canada
<b>Minimum Term</b>	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
<b>price</b>	£6.50 per month
<b>extra terms and conditions for International calling minute bundle</b>	

Only one bundle may be active per Connection at any one time. International Direct Dial must be provisioned on your account. The following countries are included in the international calling minute bundle and countries not in this list will be charged at standard IDD rates: Ireland, France, Malta, Spain, Austria, Germany, Netherlands, Sweden, Belgium, Greece, Norway, Switzerland, Cyprus, Iceland, Poland, Canada, Denmark, Italy, Portugal, USA, Finland, Luxembourg and Romania. Countries not in this list will be charged at standard IDD rates.

## Calling while abroad minute bundle

what's included	30 minutes of roaming calls to or from key business countries in the EU (Orange roaming zones 1 & 2)
Minimum Term	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
price	£6.50 per month
<b>extra terms and conditions for calling while abroad minute bundle</b>	

Only one bundle may be active per Connection at any one time. Roaming must be provisioned on your account. Cannot be used in conjunction with any other Roaming bundle or discount.

## Text Messaging Bundles

text bundle	single user bundles		shared user bundles	
	30 day contract	contracted	30 day contract	contracted
250	£3.00	£2.50	£3.00	£2.50
500	£4.80	£4.00	£4.80	£4.00
1000	-	-	£9.60	£8.00
2000	-	-	-	£16.00
5000	-	-	£48.00	£40.00
unlimited*	£7.50	£6.50	-	-

what's included	Standard person to person text message sent within the UK.
Minimum Term	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
<b>extra terms and conditions for text bundles</b>	

All text bundles (excluding unlimited\* bundles) can be added to an account up to 3 times to give larger bundles.

## Photo Messaging Bundles

inclusive photo messages	bundle price
15	£2.55
50	£4.17
100	£6.25

what's included	standard person to person photo messages sent within the UK
Minimum Term	30 days. Bundles subject to a Service Plan must remain until expiry of the Minimum Term for that Service Plan
<b>extra terms and conditions for photo messaging bundles</b>	

Only one bundle may be active per Connection at any one time. If a single user bundle is activated by a group leader or sharer, only that individual's usage will decrement the bundle – i.e. the bundle is not shared across the Users on a shared Service Plan. Single User only. Cannot be used in conjunction with any other photo message bundle, photo message offer or promotion.

## Miscellaneous

### Orange Messenger, Orange Text Information

charges for	connection charge	monthly charge	single message charge
Orange text info	free of charge	free of charge	financial: 25p news, sport, weather, traffic: 10p

## Conference Calling

connection charge	monthly charge	call charges
free of charge	free of charge	As per tariff

Only charged for outgoing calls within the conference.

## Answer Fax

charges for	connection charge	monthly charge	call charge
Answer Fax	free of charge	free of charge	as per Answer Phone tariff

## Insurance and Protection

To be eligible to purchase Insurance and Protection from EE, you must have bought your device through one of EE's direct sales channels and be on a compatible service plan.

Choose from two Insurance & Protection products: Damage Cover for Business or Full Cover for Business. Both products include insurance (provided by Allianz plc). See the full terms at [ee.co.uk/business/terms](http://ee.co.uk/business/terms) under 'Insurance and Warranty' for further information.

You can add these products to your account when you take out your plan with EE. If you are already a customer and want to add either a Damage Cover for Business or Full Cover for Business to your account you'll need to call customer services.

You'll be charged for your product each month and the cost will be added to your bill. If you add one of our Insurance & Protection products part way through a month the cost will be pro-rata'd. You'll need to call customer services to remove it. If you leave EE then your Insurance & Protection product will be cancelled automatically.

With the exception of the terms and conditions of insurance, we can change the terms, change the charges or withdraw the products at any time. We will try to give you notice of such changes.

Damage Cover for Business £5.50 / month	Full Cover for Business £9 / month
<ul style="list-style-type: none"> <li>24 hour replacement for claims<sup>‡</sup></li> </ul>	<ul style="list-style-type: none"> <li>24 hour replacement for loss, theft, damage claims<sup>‡</sup></li> <li>Upgrade discount of 25% minimum Lookout Premium EE edition for Android Customers.<sup>†</sup></li> </ul>

<sup>†</sup>Subject to Lookout End User Licence Agreement

<sup>‡</sup> We are not able to make same day deliveries in: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Orkney Isles, Hebrides, Isles of Scilly, Shetland Isles, Aberdeenshire, Channel Islands, Isle of

Man and Isle of Wight and some parts of Ayrshire, Paisley & Perthshire.  
We will not make a same day or next day delivery on UK bank holidays or in exceptional circumstances

### Discounts on Early Upgrade Fee (Full Cover for Business only)

When you have had Full Cover for Business for a continuous period of 6 months or more, and are up to 18 months into your airtime plan, you can get a minimum of 25% off your Early Upgrade Fee if you want to upgrade early. This offer is only available if you upgrade to a plan on EE (not for upgrades on Orange or T-Mobile plans). It is not available for customers with a tablet device and some plans may be excluded. Once you've used your early upgrade benefit you'll have to wait at least 6 months before being able to get another early upgrade benefit. Additional terms apply to upgrading early, see [ee.co.uk/business/terms](http://ee.co.uk/business/terms). We may change or withdraw this benefit at any time without notice.

An early upgrade fee is payable when you upgrade before the end of your current pay monthly plan to a new 24 month plan with phone and is calculated based on the total monthly line rental due for the remainder of your minimum term. You must be more than 18 months into your plan with more than 45 days to go before the end of your minimum term. Full Cover for Business will give you a minimum of 25% discount on this fee only and can only be used when upgrading to an EE plan, not when upgrading to a plan on Orange or T-Mobile. The cost of any new plan or device you choose will not be discounted.

### Lookout Premium (Full Cover for Business only)

Available for Android users only. Download the Premium Lookout Mobile Security - EE – edition app and follow the steps to activate. Lookout terms and conditions apply, see [lookout.com](http://lookout.com) for details.

Damage / Loss / Theft Excess Fee			
Excess Band	A	B	C
Charge to Customer	£35	£55	£75

EE will accept a maximum of two claims in any 12 month period for lost / stolen devices starting from the date of the first claim. There is no limit on the number of damage claims.

## EE Pocket Landline

Choose how many numbers or mobiles you need on the service:

product	description	monthly charge
Pocket Landline One-to-One	Allows one UK Pocket Landline number to be routed to your existing Orange business UK mobile - great if you're a sole trader.	£10
Pocket Landline Many to One	Choose more than one UK Pocket Landline number, all routed to a single Orange business UK mobile - perfect for promoting separate aspects of your business or widening your geographical customer base.	£10 per landline number
Pocket Landline One to Many (up to five mobiles)	Ideal for larger businesses who want to manage inbound calls across a team - one UK Pocket Landline can be routed to up to 10 Orange business UK mobiles.	£15
Pocket Landline One to Many (up to 10 mobiles)		£25

Callers phoning the Pocket Landline number will be charged at Standard Landline rates. Outbound voice calls made on a Device associated with Pocket Landline will be charged as a standard voice call in accordance with your voice Service Plan. Whilst you are abroad, Pocket Landline calls you receive will incur Roaming Charges as per your Service Plan.

what's included	provision of one or more fixed landline numbers and intelligent routing of inbound calls terminating on an Orange mobile. Routing and availability of the landline number(s) can be managed via a web accessible on-line portal
Minimum Term	12 months from the point of Connection

### Extra terms and conditions for Pocket Landline

Maximum of 10 landline numbers and/or mobile numbers can be added. Pocket Landline number(s) will cease to exist upon Disconnection. Pocket Landline numbers are subject to availability and will be allocated on a first come first served basis. Pocket Landline options: one-to-one (one UK landline number linked to one UK Orange mobile); many-to-one (more than one UK landline number linked to one UK Orange mobile); one-to-many (one UK landline number linked to up to 10 UK Orange mobiles depending on plan). Roaming Charges apply as per your Service Plan if any Device associated with Pocket Landline is used abroad.

#### Porting-In

Existing landline numbers can be ported in for use as a Pocket Landline number. Porting-in requests may be cancelled on 3 working days' written notice prior to communicated porting date, and Orange will confirm receipt of any such request. Porting can take up to 15 working days and Orange cannot guarantee a port request can be concluded. You are responsible for settling any outstanding payments or termination fees with your existing landline provider. Certain types of telecommunication lines such as (but not limited to) Private Branch Exchange (PBX) and Integrated Services Digital Network (ISDN) lines cannot be ported across to Pocket Landline. Once a landline is ported, it will no longer ring on the relevant fixed phone and there will be no dial tone on that fixed phone. Any existing services on that fixed line number (e.g. Broadband, inbound and outbound voice calls, BT Redcare and alarms) will terminate and Orange is not liable for any losses, damages, costs or expenses arising from or in any way connected with the termination of such services.

#### Porting-Out

Porting-Out a mobile number to another service provider will terminate the



Pocket Landline number associated with the mobile number and the Pocket Landline service will be terminated.

Porting-Out can only be requested by you asking your new service provider (and not Orange). Your new service provider would be responsible for managing the porting-out process on your behalf. You are responsible for all costs associated with porting out.

### Portal

Computer and internet access is required for use of Portal (Portal can also be accessed via smartphone device and active data connection). You are responsible for configuration of the Pocket Landline service via the Portal and Orange accepts no liability for any losses incurred or arising from your use of the Portal. Orange reserves the right to change passwords or suspend access to the Portal at any time to protect the security of Pocket Landline or to stop any suspected abuse.

## Signal Boost with UMA

<b>what's included</b>	UMA technology to certain devices to boost signal, working with WiFi broadband connection – free of charge
<b>Minimum Term</b>	None
<b>extra terms and conditions for Signal Boost with UMA</b>	

Signal Boost is not a VOIP service and does not include free airtime use. All voice and data services consumed within the home WiFi network will be charged at existing Orange Service Plan rates. Access requires: a UMA enabled mobile device (as specified by Orange from time to time), an Orange mobile voice subscription, a broadband connection. Signal Boost should not be used as a replacement for primary-line fixed voice service. Orange Network Promise does not apply to calls routed over broadband. Orange does not guarantee that more than one UMA phone can access a wireless router at any one time. Typical range

is up to 20 metres but exact range will be dependent upon the User's home and local geography. Signal Boost will not connect to public WiFi hotspots, to a livebox or other wireless router whilst roaming abroad.

## Part 4 – Data Service Plan Add-Ons

### BlackBerry® for Business

#### BlackBerry® email prices

Single user tariff	Monthly charge	UK Data Allowance	WiFi	BlackBerry® APN data roaming	UK out of Bundle per MB	Non BlackBerry® Roaming
BES Express Light	£5.00	500MB	n/a	n/a	80p	
BES Express Standard	£7.50	750MB	yes	n/a	80p	
BES Standard	£15.00	750MB	Yes	n/a	80p	
BES Express Intensive	£25.00 £30.00 £35.00	1GB 3GB 10GB	Yes yes yes	Roaming allowance of 75MB over BlackBerry® APN per user per month	4p 4p 4p	3.63p/MB Europe Zones 1 & 2.  £3/MB for RoW
BES Intensive	£29.00 £34.00 £39.00	1GB 3GB 10GB	yes yes yes		4p 4p 4p	
Worldwide BlackBerry® Roaming Add on†	£18.00	n/a	n/a		n/a	

\*BlackBerry® technical support is included with a full BES plan, and can be added to BES Express plans for an additional £2.50 per month. BES Express Light and BES Express Standard tariffs apply to the BlackBerry® Internet Service.

† This Bundle is only available to users of the full BES Service. Usage not over the BlackBerry APN (eg tethering) will be charged at £1.00/MB in Zones 1 & 2 and £3.00/MB in the Rest of the World.

BlackBerry Tethering	Monthly cost	
	Standard	Secure
1.5GB	£8.51	£8.51
3GB	£12.27	£12.27
10GB	£21.28	£21.28
Out of Bundle	£1.07 per MB	None – fair usage policy applied.
APN	Consumer Broadband only	To be used whenever a Private APN is requested.

Tethering requires customer to be able to deploy and manage BlackBerry Desktop Manager version 5 or 6 (Technical Sales can advise). If tethering to a Private APN, you will require the 'Secure' tariff. Please consult Technical Sales.

#### Extra terms and conditions for BlackBerry®

Please see [Part 9](#) for extra terms and conditions applicable to BlackBerry® for Business.

## Orange Maps Professional

plan length	Upfront payment
12 months	£76.60
18 months	£114.89
24 months	£153.19

### Orange Maps Professional monthly rolling plans

	Tenure	monthly charge
Orange Maps (Professional Edition)	30 days	£6.25
Orange Maps (Standard Edition)	30 days	£4.17
terms and conditions are presented at time of subscription via your Device		

what's included	Access to UK and Europe mapping and navigation through Orange Maps Professional
Minimum Term	30 days or as stated in your Agreement with Orange
<b>Extra terms and conditions for Orange Maps</b>	

When taking or migrating to a contracted plan, the length of that contracted plan must be equal to or greater than the Minimum Term remaining on the relevant Service Plan. Subscriptions may be renewed by contacting Orange subject to payment of the prevailing Subscription Charges at that time. Connection to OMP is subject to you having a compatible Device to activate OMP as listed and updated on the Orange Maps Site from time to time. Certain functions of Orange Maps may not be available in certain countries from time to time, and Roaming Data charges will apply if OMP is used while abroad in accordance with your Service Plan.

### Supplementary Terms

Orange Maps Professional (OMP) is subject to the Orange Maps Agreement set out at [www1.orange.co.uk/orangemaps/terms.html](http://www1.orange.co.uk/orangemaps/terms.html). The general description of the Orange Maps Service can be found at [www.orange.co.uk/orangemaps](http://www.orange.co.uk/orangemaps) (Orange

Maps Site).

### Payment

Where you have a contracted plan, you must pay the entire annual Subscription Charge in advance (this is non-refundable/non-transferable on early termination). OMP will be applied to your account upon receipt of payment. Where you have a rolling monthly plan, you must pay the monthly Subscription Charge and will receive OMP for each month paid.

# Part 6 – International Service Plan Add-Ons

**See Part 7 of this Price Guide for details of the countries that make up our Roaming Zones.**

## Europe Traveller

	12 month plan	monthly plan
<b>Cost</b>	£4.00	£7.00
<b>calls made within Zone 1 and 2 and back to the UK</b>	3p/min	3p/min
<b>calls received</b>	Free	Free

<b>what's included</b>	Discounted rates specified per month to standard mobiles and landlines within Orange Roaming zones 1-2 and 1000 minutes of free calls received per month.
<b>Minimum Term</b>	30 days or 12 months
<b>Extra terms and conditions for Europe Traveller</b>	
A 30 second minimum call charge (at discounted rate) applies followed by per second billing for making calls. Not available with any other voice Roaming Service Plan Add-On or promotion. Service applies at individual subscription level not account level. If applied to a leader or sharer, only that individual's usage will receive the discount. Cannot be shared.	

## Orange Business World Traveller

### Monthly charge

name	monthly charge	minimum contract	Benefit
<b>Business World Traveller</b>	£5.00	12 months	20% off all roaming calls made to standard mobiles and landlines or received in zones 1, 2 and 5 (EU, USA and Canada) and 10% off all calls made and received elsewhere.
<b>calling while abroad</b>	£6.50	1 month	10% off all roaming calls made to standard mobiles and landlines or received from abroad.

### Business World Traveller call charges

		receiving calls whilst abroad (per min)	making calls to the country you're in (per min)	making calls back to the UK (per min)	making calls to Zone 1-2 (per min)	making calls to Zone 3-7 (per min)
<b>Zone 1</b>	Ireland & Channel Islands	£0.0082	£0.0363	£0.0363	£0.0363	£0.520
<b>Zone 2</b>	Orange Business Zone	£0.0082	£0.0363	£0.0363	£0.0363	£0.680
<b>Zone 3</b>	Other Europe	£0.450	£0.675	£0.675	£1.575	£1.575
<b>one 4</b>	Asia Pacific & South Africa	£0.450	£0.675	£0.675	£1.575	£1.575

Zone 5	USA & Canada	£0.400	£0.680	£0.680	£1.400	£1.400
Zone 6	Middle East	£0.675	£0.990	£0.990	£1.575	£1.575
Zone 7	Rest of World	£0.765	£1.080	£1.080	£1.575	£1.575

### Calling While Abroad

		receiving calls whilst abroad (per min)	making calls to the country you're in (per min)	making calls back to the UK (per min)	making calls to Zone 1 (per min)	making calls to Zone 3-7 (per min)
Zone 1	Ireland & Channel Islands	£0.0082	£0.0363	£0.0363	£0.0363	£0.585
Zone 2	Orange Business Zone	£0.0082	£0.0363	£0.0363	£0.0363	£0.765
Zone 3	Other Europe	£0.450	£0.675	£0.675	£1.575	£1.575
Zone 4	Asia Pacific & South Africa	£0.450	£0.675	£0.675	£1.575	£1.575
Zone 5	USA & Canada	£0.450	£0.765	£0.765	£1.575	£1.575
Zone 6	Middle East	£0.675	£0.990	£0.990	£1.575	£1.575
Zone 7	Rest of World	£0.765	£1.080	£1.080	£1.575	£1.575

<b>what's included</b>	Voice calls to and from mobiles and to standard landline numbers, while abroad.
<b>Minimum Term</b>	Bundles on a rolling 30 day contract: 30 days. Bundles on a 12 month contract: 12 months.

### extra terms and conditions for Orange Business World Traveller

A 30 second minimum call charge followed by per second billing applies to calls made in Europe (zones 1-2). For receiving calls, per second billing applies from the start. A 60 second minimum call charge with per second billing thereafter applies to calls made and received outside of zones 1-2. Service applies at individual subscription level not account level and if applied to a leader or sharer, only that individuals' usage will receive the discount. Cannot be shared. Not available with any other voice Roaming Service Plan Add-On or promotion.

## Ireland Discount

calls made from The Republic of Ireland back to the UK or in country	calls received in The Republic of Ireland.	calls made from the UK to a Republic of Ireland landline.
15p per minute	free	6p per minute

<b>what's included</b>	Voice calls made from the Republic of Ireland back to the UK or in country, calls received in The Republic of Ireland and calls made from the UK to a Republic of Ireland landline.
<b>Minimum Term</b>	Subscriptions to which Ireland Discount is applied must have a Minimum Term of at least 12 months.

### extra terms and conditions for Ireland Discount

A minimum connected voice base of not less than 10 Connections must be maintained otherwise the product will be withdrawn from all Connections. On Ireland Discount being applied, all other Voice Roaming products will be removed. Ireland Discount is compatible with data Roaming bundles. Product applies at

individual subscription level not account level. Not available with any other Roaming Service Plan Add-On or promotion. Orange Ireland Discount can be added to accounts in Northern Ireland but is only available to customers via the Northern Ireland Direct Field Sales Team.

## Travel Daily Data Bundles

Data	Europe	Zone 2A	Zone 2B	Zone 2C	Zone 2D
3MB					£20
10MB			£7.50	£12	£50
20MB		£3		£20	
25MB			£15		
200MB	£2.50				
100MB					
150MB	£4.17				

Bundles last from midnight to midnight UK time on the day data is used. Once the data is used up another bundle will be added to the account up to 20 times per day. After the data is used up on the 20<sup>th</sup> bundle 3.63p per MB is charged in Europe, £5.50 per MB in all other zones.

## Travel Daily Data Zones

Europe							
Austria	Belgium	Bulgaria	Chanel Islands	Croatia	Cyprus	Czech Republic	Denmark
Estonia	Finland	France	Germany	Gibraltar	Greece	Hungary	Iceland
Ireland	Italy	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta	Netherlands
Norway	Poland	Portugal	Reunion	Romania	Slovakia	Slovenia	Spain
Sweden	Switzerland						

**Zone 2A**

Armenia	Australia	Canada	China	Israel	Mexico	New Zealand
Peru	Russia	Singapore	Turkey	Ukraine	United States of America	Ukraine

**Zone 2B**

Argentina	Bermuda	Columbia	Ecuador	Gabon	Hong Kong	India	Indonesia
Malaysia	Moldova	Mongolia	Nicaragua	Philippines	Qatar	Saudi Arabia	Sierra Leone
South Africa	Thailand	Uganda	United Arab Emirates				

**Zone 2C**

Afghanistan	Albania	Botswana	Brazil	Caribbean	Dominican Republic	Egypt	Faroe Islands
Guinea	Guyana	Iraq	Ivory Coast	Japan	Jordan	Macedonia	Madagascar
Mali	Montserrat	Montenegro	Netherlands Antilles	Niger	Nigeria	Panama	Senegal
Serbia	South Korea	Sri Lanka	Tanzania	Vietnam	Zambia		

**Zone 2D**

Algeria	Andorra	Angola	Azerbaijan	Bahrain	Bangladesh	Belarus	Benin
Bolivia	Bosnia and Herzegovina	Brunei Darussalam	Cambodia	Cameroon	Cape Verde	Chile	Congo
Cuba	El Salvador	Fiji	Georgia	Ghana	Greenland	Isle of Man	Kazakhstan

Kenya	Kuwait	Lao	Lebanon	Lesotho	Macau	Maldives	Mauritius
Morocco	Mozambique	Namibia	Oman	Pakistan	Palestine	Paraguay	Rwanda
Seychelles	Sudan	Taiwan	Tajikistan	Tunisia	Uruguay	Venezuela	Yemen

## Travel 30 Day / 12 month Data Bundles

### Rest Of World Group 1

Travel Data Saver Bundle	Bundle Info	Countries
30MB for 30 Days	£20 for 30 days	Armenia, Australia, Columbia, Israel, Mexico, Peru, Russia, Turkey, USA
150MB for 30 Days	£75 for 30 days	
500MB for 30 Days	£175 for 30 days	

### Rest Of World Group 2

Travel Data Saver Bundle	Bundle Info	Countries
30MB for 30 Days	£30 for 30 days	Macedonia, Montenegro, Singapore, Malaysia, New Zealand, Nigeria, India, Dominican Republic, Sri Lanka, Botswana, Honduras, Indonesia, Mali, Montserrat, Senegal, Uganda, Egypt, UAE
150MB for 30 Days	£100 for 30 days	
500MB for 30 Days	£250 for 30 days	

	Tenure	Monthly charge	UK data	Roaming data	Out of bundle whilst in UK	Out of bundle whilst

					roaming
Email & Internet World	30 days	£50.00	n/a	20MB World data.	standard out of bundle rates apply
Email & Internet UK & World	12 month+	£30.00	500MB	20MB World data	
BlackBerry® World	12 month+	£20.00	n/a	20MB World data	
iPhone World	12 month+	£40.00	n/a	50MB World data	
iPhone World	30 days	£75.00	n/a	50MB World data	
Business Everywhere World	30 days	£135.00	n/a	200MB World data	



All out of bundle usage will be charged at standard rates.

<b>what's included</b>	GPRS, EDGE, 3G and 3G+ data services (subject to availability) using the User's Device, up to the monthly data limit ordered.
<b>Minimum Term</b>	Bundles on a rolling 30 day contract: 30 days Bundles on a 12 month contract: 12 months

#### **extra terms and conditions for Travel Data Bundles**

If your Service Plan is inclusive of data charges then the allowance under the Travel Data Bundle will be used first. Service applies at individual subscription level not account level and if applied to a leader or sharer, only that individuals' usage will receive the discount. Cannot be shared. Only one Travel Bundle may be active per Connection at any one time. Text and WiFi usage is not included. Once you opt in, the bundle begins automatically, as soon as you start using data in Zones 1 and 2.

#### **Europe Packages**

Only apply whilst Roaming in Zones 1 and 2.

#### **World packages**

May be used whilst Roaming in any country of the world in which a network supporting internet browsing is available to Orange customers.

#### **BlackBerry® and iPhone**

BlackBerry® Europe and BlackBerry® World bundles are only available if you are on a BlackBerry® Internet Service or BlackBerry® Enterprise Server service plan. iPhone Europe and iPhone World bundles are only available if you are on an iPhone service plan. Unless specified otherwise, only one Travel Bundle may be active per Connection at any one time.

# Part 7 – Standard Pricing

## Standard Business Charges (UK)

### Standard UK call charges

out of bundle charges	price
calls to other Orange customers	10p per minute
calls to other mobiles, including EE & T-Mobile customers	30p per minute
calls to landlines (01/02/03)	10p per minute
text	10p per text
UK mobile data	£5 for each 250MB up to a maximum of 2000MB and thereafter a flat fee of £20 will apply to all further out of bundle data usage
answer Phone retrieval while in the UK	Free
video calling Orange to Orange	25.53p (min 0p) per minute
video calling calls to customers of other mobile networks including calls to EE & T-Mobile customers	42.55p (min 0p) per minute
standard photo messaging (smaller than 50Kb)	21.28p per message
video message, multiple photo or large photo message (over 50Kb)	42.55p per message

### Calls to UK special numbers

number prefix	price per minute
calls to charity helplines	Free - visit <a href="http://orange.co.uk/charity">orange.co.uk/charity</a> for full details
calls to 0800, 0808, 116,0500	Free
calls to 0845 and 0870	37p + applicable service charge
calls to 055	8.51p
calls to 056	17.02p
calls to call forwarding services	up to 63.83p
calls to 0844 followed by 477	37p + applicable service charge^
calls to 0844 followed 428, 462, 566	37p + applicable service charge^
calls to other 0844 and 0843 numbers	37p + applicable service charge^
calls to 0871, 0872, 0873	37p + applicable service charge^
calls to personal number services	63.83p

beginning with 070	
satellite calls	£4.8936
076 paging number service	up to 42.55p

A list of free of charge Department of Work and Pensions numbers can be found at: [orange.co.uk/dwp](http://orange.co.uk/dwp). Further details for call forwarding number ranges can be found at: [orange.co.uk/pmcf](http://orange.co.uk/pmcf).

### Calls to premium rate numbers

number prefix	call charges if using an Orange phone (per minute)
Premium rate numbers (09)	37p + applicable service charge^
International premium rate numbers (calls to premium rate services operating on international prefixes)	£1.2765

^Service charge information can be found by visiting [www.ee.co.uk/orange-ukcalling](http://www.ee.co.uk/orange-ukcalling).

## Calls to Directory Enquiries

service	description	Cost	further information
118 000 Orange Directory Enquiries service UK	to request a UK national phone number	37p Access Charge and a Service Charge of 67p per call + 21p per minute.	call customer services on 158 or 345 or visit <a href="http://orange.co.uk/118000">orange.co.uk/118000</a>
118 000 Information finder Directory Enquiries by text	ask any type of question or request a directory listing by text	texts to 118000 – standard out of bundle rates; texts from 118000 – 85.11p	call customer services on 158 or 345 or visit <a href="http://orange.co.uk/118000">orange.co.uk/118000</a>
118 880 Orange International Directory Enquiries	to request an international phone number	37p Access Charge and a Service Charge of £3.71 per call + £2.14 per minute (after the first minute)	call customer services on 158 or 345 or visit <a href="http://orange.co.uk/directory">orange.co.uk/directory</a> enquiries
Third party Directory Enquiries	-	37p + applicable service charge which can be found by visiting <a href="http://www.ee.co.uk/orange-">www.ee.co.uk/orange-</a>	call customer services on 158 or 345 or visit <a href="http://orange.co.uk/directory">orange.co.uk/directory</a> enquiries

## Important Numbers

service	telephone number	call charge per minute
international assistance (not call connect)	155	free of charge
customer services	345	free of charge
emergency services	999	free of charge
operator connected calls	National	£1.00 connection charge + 75p per minute
Orange guidelines	170/175	free of charge

## International Direct Dial

Flat rate charges from the UK means great value all day long, so you pay the same all day, every day, whether you are calling a landline or mobile.

zone	zone name	calling an international number from the UK (per min)	send a text to an international number from the UK
Zone 1	Republic of Ireland	£0.42	£0.10
Zone 2	Europe 1	£0.83	£0.10
Zone 3	Europe 2	£0.83	£0.10
Zone 4	Asia Pacific	£0.83	£0.10
Zone 5	USA and Canada	£0.83	£0.10
Zone 6	Middle East and South Africa	£0.83	£0.10
Zone 7	Rest of World	£0.83	£0.10

## Calling Zones

We've grouped countries into simple Calling Zones so it's easy to work out how much International calls will cost.

zone	zone name	countries
Zone 1	Republic of Ireland	Republic of Ireland
Zone 2	Europe 1	Andorra, Austria, Belgium, Canary Islands, Croatia, Cyprus, Denmark, Finland (inc. Aland Islands), France, Germany, Gibraltar, Greece, Iceland, Italy (inc. Vatican City), Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Portugal (inc. Azores and Madeira), San Marino, Spain (inc. Canary Islands, Ceuta and Melilla), Sweden, Switzerland
Zone 3	Europe 2	Albania, Belarus, Bosnia & Herzegovina, Bulgaria, Czech Republic, Estonia, Georgia, Hungary, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Serbia, Slovakia, Slovenia, Ukraine
Zone 4	Asia Pacific	Australia, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Singapore, Thailand
Zone 5	USA and Canada	Canada, USA
Zone 6	Middle East and South Africa	Bahrain, Egypt, Kuwait, Oman, Qatar, Saudi Arabia, South Africa, United Arab Emirates
Zone 7	Rest of World	All other countries

**Calls to Jersey, Guernsey and Isle of Man from the UK are not classified as International calls and are charged at standard UK landline or mobile call**

rates (see above). Calls within these territories are charged at roaming rates (see below).

## Standard Business Charges (International)

To check the international coverage in the countries listed please visit the support section of [orange.co.uk/business/zones](http://orange.co.uk/business/zones).

### Standard Voice Roaming charges

zone	zone name	receiving calls whilst abroad (per min)	answer Phone retrieval whilst abroad (per min)	making calls to the country you're in (per min)	making calls back to the UK (per min)	making calls to Zone 1-2 (per min)	making calls to Zone 3-7 (per min)
Zone 1	Ireland & Channel Islands	£0.0082	£0.0363	£0.0363	£0.0363	£0.0363	£0.65
Zone 2	Orange Business Zone	£0.0082	£0.0363	£0.0363	£0.0363	£0.0363	£0.85
Zone 3	Other Europe	£0.50	£0.75	£0.75	£0.75	£1.75	£1.75
Zone 4	Asia Pacific & South Africa	£0.50	£0.75	£0.75	£0.75	£1.75	£1.75
Zone 5	USA & Canada	£0.50	£0.85	£0.85	£0.85	£1.75	£1.75
Zone 6	Middle East	£0.75	£1.10	£1.10	£1.10	£1.75	£1.75
Zone 7	Rest of World	£0.85	£1.20	£1.20	£1.20	£1.75	£1.75

For making calls in Europe (zones 1 and 2), there is a 30 second minimum call charge followed by per second billing in zones 1-2. For receiving calls, it's per

second billing from the start. For making and receiving calls outside of this area there is a 60 second minimum call charge and per second billing thereafter.

### Standard Messaging Roaming charges

zone	zone name	sending a text when abroad	under 50 KB MMS <sup>1</sup>	above 50 KB MMS <sup>2</sup>
Zone 1	Ireland & Channel Islands	£0.0145	£0.0363	£0.0363
Zone 2	Orange Business Zone	£0.0145	£0.0363	£0.0363
Zone 3	Other Europe	£0.25	£0.60	£0.75
Zone 4	Asia Pacific & South Africa	£0.30	£1.00	£1.50
Zone 5	USA & Canada	£0.30	£1.00	£1.50
Zone 6	Middle East	£0.30	£1.00	£1.50
Zone 7	Rest of World	£0.30	£1.00	£1.50

1. standard MMS (for example a single photo up to 50KB)

2. multiple MMS (for example multiple photos/a video or any message over 50KB)

## Standard Data Roaming charges

out of bundle usage	Europe rate (Zones 1-2)	Rest of the world rate (Zones 3-7)
roaming data	£0.1455 / MB	£5.50 / MB

Zone 7	Rest of World	All other countries with Orange network coverage. Check our coverage checker at; <a href="http://orange.co.uk/business/roaming">orange.co.uk/business/roaming</a>

## Orange Business Travel Zones

zone	zone name	countries
Zone 1	Ireland & Channel Islands	Guernsey, Isle of Man Jersey, Republic of Ireland
Zone 2	Orange Business Zone	Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (south), Czech Republic, Denmark, Estonia, Finland (inc. Aland Islands), France (inc. French Guiana, Guadeloupe, Martinique and Reunion), Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (inc Azores and Madeira), Romania, San Marino, Slovak Republic, Slovenia, Spain (inc. Canary Islands, Ceuta and Melilla), Sweden, Switzerland, Vatican City (Italy)
Zone 3	Other Europe	Albania, Belarus, Bosnia and Herzegovina, Cyprus (North), Faroe Islands, Georgia, Israel (inc. Palestine), Macedonia, Montenegro, Serbia, Turkey, Ukraine.
Zone 4	Asia Pacific & South Africa	Australia, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Singapore, South Africa, Thailand.
Zone 5	USA & Canada	Canada, USA
Zone 6	Middle East	Bahrain, Egypt, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, UAE

## Fix Your Monthly Plan

Monthly Subscription Charge	Cost per Month to Fix Your Plan
£0 - £14.99	42p
£15 - £24.99	83p
£25 - £34.99	£1.25
£35 and above	£1.67

This Orange Additional Service lets You fix Your monthly line rental so that it is not affected by increases we may make to the cost of Your Service Plan during your Minimum Term and thereafter. Other Charges may change including for example usage Charges, out of bundle calls. You can add it to any Orange voice Service Plan (including Business SIM Only). There is a 12 month Minimum Term. It is not available for 4GEE Service Plans and other Service Plans where it is specifically excluded. Fix Your Monthly Plan will not prevent changes to Your monthly line rental which are required as a result of legislation, government regulation, regulatory requirement or licence.

The cost of the Fix Your Monthly Plan will depend on the cost of Your monthly line rental. This cost will be added to Your bill each month for the Minimum Term. After that it will be added each month until You ask us to remove it. Your first bill will include a pro-rated charge depending on when You added the Fix Your Monthly Plan to Your Account during the month.

While You have the Fix Your Monthly Plan on Your Account, if we increase the cost of monthly line rental You will not be affected by that increase. Note that if we increase any Charge other than monthly line rental You will have to pay the increased Charge(s). If You remove Fix Your Monthly Plan after 12 months or more, You will be affected by any line rental price increase affecting Your Service Plan; You will pay the increased monthly line rental from Your next bill.

If You Upgrade or migrate to a different Service Plan within the Minimum Term of the Fix Your Monthly Plan, it will be removed and we'll waive the Minimum Term.

If You have more than one Line on Your Account, You can apply the Fix Your Monthly Plan to as many Lines as You like. You'll be Charged for each Line You choose to apply the Fix Your Monthly Plan according to the monthly line rental for that Line.

This Fix Your Monthly Plan is an Orange Additional Service and we can review the cost and other terms relating giving appropriate notice. We reserve the right to withdraw the Fix Your Monthly Plan from sale at any time.

## Additional Fees

payment related charges	
Non direct debit payment handling charge	£2.95 per bill
payment failure – direct debit, credit, debit or charge card	£5.00 per failure (VAT n/a)
late payment – a charge for paying your bill late in any one month	£5.00 (VAT n/a)
Device Unlocking Fee	£17.02
Replacement SIM Card Fee	£3.00
Suspension Lifting Fee	£25.00
Disconnection Fee	£25.00

Orange may vary the Additional Fees, or introduce other Additional Fees for account management purposes from time to time.

# Part 9 – Terms & Conditions

## Allowances and Fair Usage

The following rules apply to allowances under all Service Plans and Service Plan Add-Ons:

### Allowances - General

<b>pro-rata calculations</b>	Limits and allowances are calculated on a pro-rata basis where a Service Plan or Service Plan Add-On is active only for part of a billing month upon set up or termination.
<b>important exclusions</b>	Calls to premium rate and special numbers, any other number ranges, call forwarding services and any calls made or received whilst Roaming are not included as standard and are charged at prevailing standard rates. Event charges (such as charges for downloads of ringtones or games) are also excluded from allowances, as are the use of any data services for which a special charge is made. Usage outside of that included within your Service Plan will be charged at the relevant then current standard charge rates set out in this document. Orange Magic Numbers does not apply.
<b>premium and special numbers</b>	Orange may from time to time amend or update its list of premium rate and special numbers, see '09 premium rate number call charges' at <a href="http://www.ee.co.uk/business/terms">www.ee.co.uk/business/terms</a>
<b>unused allowances</b>	Unless otherwise stated, any unused allowance does not rollover from month to month and there is no cash redemption or equivalent value where not used or a Service ends. Where a Service Plan includes an allowance, that allowance will be used before any relevant bundle allowance.
<b>rounding</b>	Usage will be rounded according to the rules set out at <a href="http://www.orange.co.uk/business/rounding">www.orange.co.uk/business/rounding</a> .

### Specific allowances

Below are details of the relevant allowances specified in a Service Plan or Service Plan Add-On:

<b>UK calls</b>	Calls made in the UK to Orange phones, UK landlines beginning with 01/02/03, 0800, 0500, 0808 and other UK mobile networks, excluding any form of premium rate or special numbers, as Orange may define from time to time. 0800, 0808 and 116 calls will be free from UK Mobiles.
<b>text messages</b>	Standard person to person text messages (excluding premium rate) sent from Orange mobiles within the UK.
<b>landline calls</b>	Calls made in the UK from an Orange mobile to UK landlines beginning with 01/02/03.
<b>Orange to Orange calls</b>	Calls made from an Orange mobile within the UK to other Orange mobiles within the UK.
<b>calls between sharers</b>	Orange to Orange calls between Users within the UK on the same account who are sharing the same Service Plan.
<b>BT Wi-fi</b>	Use of BT Wi-fi hotspots in the UK only.
<b>Mobile browsing (bundle)</b>	750MB data usage from an Orange mobile including email and browsing and inclusive unlimited* WiFi per User per month.
<b>calls and texts between sharers</b>	Orange to Orange calls and/or texts between Users within the UK on the same account and sharing the same Service Plan.
<b>calls to Orange Answer Phone</b>	Free from within the UK unless otherwise stated. Use of additional features, such as Answer Phone call return may incur charges.
<b>BlackBerry® UK Data</b>	BlackBerry® data services and Orange internet usage on the BlackBerry® handset in the UK.

### In-Plan

The description of certain legacy tariffs and bundles has recently changed from 'Orange' or 'Orange to Orange' to 'In-Plan'. If applicable, the new name 'In-Plan' will be shown on the Customer's bill. The Customer's tariff and/or bundle entitlement has not changed and the Customer will receive the same inclusive elements as before the description change as described below.

### What's included



Calls or Texts to all Orange mobiles and EE Large Business mobiles.

additionally manage customers' bandwidth at peak times to preserve the best experience for the greatest number of users.

### Fair usage

Fair usage policies apply to all unlimited offers as follows (Orange may vary these limits from time to time):

BT WiFi /	3GB per User per month for use of BT Wi-fi hotspots
landline calls	3000 minutes per User per month
UK calls	5000 minutes per User per month
Orange to Orange calls	3000 minutes per User per month
text messages	3000 texts per User per month
calls between sharers	3000 minutes per User per month
texts between sharers	2000 texts per user per month
unlimited* data allowance on BlackBerry® from Orange.	250MB per user per month
UK Mobile Data	5GB per User per month

### Use outside of notified limits

use outside of notified limits	Out of bundle usage will be charged as specified in the relevant Service Plan or otherwise at standard rates. Certain Services are subject to a fair use policy and/or limits on usage, including use within a specified period of time. If your use of the Services exceeds any limits on usage and/or any fair use policy notified to you from time to time, in order to protect the Network for other users, Orange reserves the right (i) to charge the applicable out of bundle rate, (ii) to reduce your access to such services, and / or (iii) to require you to migrate to a more appropriate Service Plan or Service Plan Add-On. Orange has no obligation to monitor your use of the Services to ensure that you do not exceed the fair use policies or any applicable limits. Orange may
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# General Terms and Conditions

**The following general rules apply to all Service Plans and Service Plan Add-Ons unless otherwise stated or agreed. Any extra terms and conditions which apply will be stated or referenced within this Orange Business Price Guide or your Agreement with Orange.**

## Your Agreement

<b>Terms and conditions</b>	Connection to a Service Plan and/or Service Plan Add-On is subject to the terms and conditions stated in your Agreement with Orange
<b>Business Customers</b>	Business Customers are Orange customers who can provide the following: limited companies: the company registration number and the VAT number charities: the charity number all other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill For details of all Consumer plans please see <a href="http://www.orange.co.uk">www.orange.co.uk</a> .
<b>Compatibility</b>	Not all Services and Services Plan Add-Ons are compatible with each other or with all Equipment. You may need to purchase certain Equipment to benefit from the full functionality and range of Services

## Minimum Term / Termination Charges

<b>Minimum Term</b>	All Service Plans and Service Plan Add-Ons are subject to a Minimum Term and termination Charges will be payable if the Service Plan or Service Plan Add-On is terminated before completion of that Minimum Term. Any benefit or offer included within your Service Plan or Service Plan Add-On will end if your use of that Service Plan or Service Plan Add-On ends or if you change to another Service Plan or Service Plan Add-On.
<b>Termination Charges</b>	Termination Charges will be as set out in your Agreement with Orange, or as otherwise in your existing agreement with Orange.

## Orders and changes

<b>Acceptance</b>	Orange is entitled to accept or reject new orders and change requests and to conduct additional credit checks. Certain Services can only be added, changed or removed by the authorised account holder.
<b>Migrations</b>	You can move to a higher Service Plan or Service Plan Add-On at any time but your Minimum Term will stay the same. You may only change down one Service Plan or Service Plan Add-On one step and on one occasion and only after half the Minimum Term contracted for that Service Plan / Service Plan Add-On has expired. You may migrate from a pay monthly Service Plan to a Business SIM Only Service Plan at any time subject to the payment of any outstanding Termination Fees if this is during the Minimum Term. Flexible extras (where applicable) can be changed at any time but not more than once per calendar month.
<b>Service Plan Add-Ons</b>	Service Plan Add-Ons taken on a rolling 30 day contract can be added, removed or changed month on month provided the bundle has been on the account for an initial minimum period of 30 days. A Service Plan Add-On will normally be activated within 24 hours of an order but you may ask for it to be activated at any time up to 28 days in advance. Bundles do not take effect until they have been activated. "Contracted" or "Fixed" bundles may only be added at the point of Connection of the relevant Service Plan and must remain Connected for that Service Plan's Minimum Term. Once a Service Plan Add-On is applied to your subscription you will continue to receive it for the life of your contract unless you contact Orange to remove it.

## Service Plan Add-Ons

<b>flexible extras</b>	Where applicable, you may select an inclusive flexible extra from the range of options, or Orange will otherwise choose which benefit to apply to your account. For chargeable flexible extras, contact Orange to add these to your account.
<b>shared bundles</b>	All shared bundles are subject to a maximum number of Sharers, being the lower of the limit stated for the chosen bundle or the limit stated on the Service Plan to which the bundle attaches. Shared bundles are attached to the Service Plan leader, and accordingly, all sharers on the same Service Plan.
<b>recurring bundles</b>	Recurring monthly bundles have a minimum subscription of one (1) calendar month from the date they are applied to your account and shall remain recurring unless and until you tell us that you want to stop using the bundle at any time, or until otherwise terminated under your Agreement. Cancellation will take effect on the next billing date following the expiry of 10 days from the day you notify Orange that you wish to cancel the relevant bundle. The charge for the bundle will be applied to your account on your billing date, which can be found on your bill. You can terminate a recurring bundle at any time after the 1 month minimum subscription and it will be moved from your account.

## Leaders and Sharers

<b>leaders and sharers</b>	Leaders cannot be changed during the Minimum Term. If the leader of a Service Plan is disconnected for any reason, Orange may select a sharer to become the new leader.
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## Roaming

<b>Roaming activation</b>	Roaming must be provisioned on the Connection(s) to which any Service Plan or Service Plan Add-On involving Roaming is applied. See <b>Error! Hyperlink reference not valid.</b> <a href="http://ee.co.uk/businessroaming">ee.co.uk/businessroaming</a> for further details on Roaming zones and the calculation of Roaming charges, both of which may vary from time to time.
<b>Roaming services</b>	Roaming services are subject to connection to foreign networks, over which Orange has no control, and therefore the availability and quality of Roaming services cannot be guaranteed.

<b>billing</b>	Charges incurred whilst Roaming may be billed several months in arrears. Where voice or data Roaming is inclusive in a Service Plan or Service Plan Add-On, Roaming used and processed in time to appear on your bill for the corresponding month will be shown as decremented from that month's allocation. Inclusive roaming which is processed too late to appear in the bill for that month will be shown as free of charge in the bill in which that usage ultimately appears.
<b>EU roaming data limit</b>	Where you elect to activate Roaming on all or part of its account, the EU roaming data limit will apply to the relevant Connections unless you have purchased a rolling Roaming data bundle of 72MB or greater. Contact Orange to change your Roaming options.
<b>automatic updating and downloads</b>	Tablets and Netbooks have the facility to use large amounts of data compared to other types of device and may also be subject to functions and applications that operate automatic updates and downloads. You acknowledge and accept that activating roaming on your tablet or Netbook may result in automatic usage at Roaming rates and in downloading applications you will be liable for any associated data charges including Roaming charges incurred when such applications are automatically updated. You can advise Orange at the point of activating Roaming if you would like this automatic update facility to be switched off. If you have an iPad you must ensure that it uses software IOS4.2 (or any subsequent update) in order to receive EU regulatory messages concerning Roaming.

## Billing

<b>rounding</b>	Usage is rounded according to the rules set out at <a href="http://www.orange.co.uk/business/rounding">www.orange.co.uk/business/rounding</a>
<b>direct debit</b>	All Charges are calculated on the basis of payment by Direct Debit. Payment by other methods will incur a separate payment handling charge.
<b>itemised billing</b>	All Service Plans come as standard with free online itemised billing. Paper itemised billing can be requested and will be chargeable.
<b>changes between billing dates</b>	Where Services are added/removed between billing dates, charges and allowances will be pro-rated. Where the Charges under your Agreement are varied, there may be a delay in those changes becoming effective due to billing cycles. There may also be a delay in any bespoke Roaming, International Direct Dial solution or International Data bundle being implemented.
<b>peak / off-peak</b>	UK peak times: 7:00 am to 7:00 pm Mondays to Fridays UK off peak times: all other times including English bank holidays.
<b>T-Mobile &amp; EE customers</b>	Charges for calls and texts made to EE and T-Mobile customers are charged as calls and texts to customers of another mobile network.

# BlackBerry® for Business Terms and Conditions

## 1. Interpretation

This Service is provided in accordance with your Contract with Orange. The term “Service” is used in these terms and conditions to refer to BIS, BES and/or BES Express (as defined below) as appropriate. The parties shall agree a Statement of Requirements within 14 days of the date of your agreement to take this Service and prior to provision of the Service by Orange. The Statement of Requirements document forms part of these BlackBerry® Services from Orange terms and conditions. You are responsible for ensuring your equipment and/or software for use in connection with this Service meets the RIM specifications referred to in the Statement of Requirements document.

## 2. Definitions

**Application** means the software applications that a User is able to access via the mobile data server element of the applicable BES or BES Express End User Licensed Software and those that a User may load directly onto a BlackBerry® Device.

**BlackBerry® Products** means any RIM equipment supplied to you by Orange under the Contract together with any related documentation.

**End User Licensed Software** means software licensed to the User by a separate agreement with the licensor of such software.

**RIM®** means Research In Motion UK Limited with its registered office at 20 Bath Road, Slough, Berkshire SL1 3XE (company number 040224220) or any of its subsidiaries or affiliates (as relevant).

**Statement of Requirements** means the form that shall be used to detail your requirements in relation to this Service.

## 3. BlackBerry® Services from Orange – the Service

### 3.1 Service

- a. These terms and conditions apply to the following BlackBerry® Services:

<b>BlackBerry® Internet Service (BIS)</b>	synchronises User web based email accounts with the User's BlackBerry® to give Users mobile push email and mobile internet without any need for your own email server
<b>BlackBerry® Enterprise Server Express (BES Express)</b>	gives secure access to your Microsoft Exchange® or Lotus Domino® server but has no software or licensing costs
<b>BlackBerry® Enterprise Server (BES)</b>	gives Users secure mobile access to your company Microsoft Exchange®, Lotus Domino® or Groupwise® email server and company applications

- b. BlackBerry®, RIM®, Research In Motion® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.

### 3.2 End User Software Licence

- You agree (and shall procure that your Users agree) to be bound by the BlackBerry® Solution License Agreement in the form specified at <http://www.rim.com> as may be amended or updated from time to time.
- You may need to purchase a Client Access Licence (CAL) for each User of BES in order to receive the BES Services from Orange.
- You are responsible for the cost of any additional End Use Licensed Software licence fees payable to RIM in order to receive the relevant BlackBerry® Service from Orange.

## 4. Customer Obligations

- The items needed for you to receive BES or BES Express Services from Orange are referred to in the Statement of Requirements. You will be solely responsible for the provision, installation and maintenance of all those items and will bear all costs associated with them.
- Except to the extent that Orange or RIM are expressly precluded from law from prohibiting these activities, you shall not (and shall procure that your Users shall not) yourself nor authorise any other person to, alter, modify, adapt, create derivative works, translate, deface, reverse engineer, disassemble, decompile or otherwise attempt to derive the source code of RIM End User Licensed Software and/or associated CALs, in whole or in part, nor shall you or your Users attempt to do any of the above.
- Unless otherwise agreed by the parties in writing, you shall be responsible, at your own cost, for:
  - the installation and configuration of all software provided with or needed for the operation of BES and BES Express server software;
  - providing any training to Users of BlackBerry® Devices (if required);
  - integrating your internet service provider or other email accounts with the BIS Service; and
  - deactivating any lost, stolen or replaced BlackBerry Devices from the BES or BES Express Server.

## 5. Export Control

- You agree to comply with any applicable export laws, regulations, prohibitions or embargoes of any country and agree to obtain written authority from the relevant licensing authority where necessary.
- The BlackBerry® Solution License Agreement contains export restrictions imposed by the US government. You agree (and shall procure that your Users agree) to comply with those restrictions in respect of the BlackBerry® Products.

- c. From time to time, Orange (or RIM) may make available information to you or your Users regarding countries in which use of or to which import or export of the BlackBerry® Products may infringe local laws. All such information is provided for information only, does not constitute legal advice, and Orange (and RIM) accepts no liability for any inaccuracy, or act or omission of you in reliance upon it. You are advised to take independent legal advice before using or importing or exporting the BlackBerry® Products abroad. However, Orange understands from RIM that, unless directed otherwise by RIM, use of the BlackBerry® Products in the European Union and Switzerland shall not require you to obtain any additional permission beyond those already secured by RIM.

## 6. Service Restrictions

Unlimited\* BlackBerry® APN data roaming is subject to a 75MB per User per month fair use policy over BlackBerry® APN.

## 7. BlackBerry® Technical Support from Orange

7.1 The following provisions of this clause do not apply to BIS Services from Orange.

7.2 Orange will provide technical support to your BlackBerry® server administrator where you have either purchased a full BES subscription or have purchased technical support products for all of your BES Express Connections.

7.3 It is not possible to take technical support for a portion of your BES Express Connections only. If you have only purchased technical support on a portion of your BES Express Connections, Orange reserves the right, with prior notification to you, to add the technical support product to the remainder.

7.4 You are responsible for providing a first level of support to Users through your own IT Helpdesk and shall ensure that your IT Helpdesk personnel are properly trained to enable you to comply with your support obligations.

7.5 If your IT Helpdesk is unable to resolve an issue it may escalate the issue to Orange's BlackBerry® Support Team. Orange's BlackBerry® Support Team will

be available 24 hours a day, 7 days a week on 0800 079 0226 where calls are escalated in accordance with this clause 7.5 and clause 7.6 below. Orange shall use its reasonable endeavours to resolve any issues properly escalated in a timely manner.

7.6 Your IT Helpdesk personnel are solely responsible for escalating issues to Orange's BlackBerry® Support Team. Orange will not accept support requests from Users direct. You must notify Orange of the names of your IT Helpdesk personnel before calls are placed to Orange's BlackBerry® Support Team.

7.8 Where appropriate Orange's BlackBerry® Support Team will make any BES, or BES Express fixes and security patches released from time to time available to you or advise you where such updates may be downloaded from. Any upgrades which may become available from time to time will be brought to your attention by Orange's BlackBerry® Support Team. Orange reserves the right to charge you for the provision of any upgrades to BES. BES Express upgrades are available for download from <http://uk.blackberry.com/business/software-and-services/blackberry-enterprise-server-express/requirements-and-specifications.jsp>

7.9 If you have an existing BES or BES Express Server Orange will only provide support for that BES or BES Express Server if you transfer all of your existing Users to Orange or, in the case of you using dual suppliers, if it transfers at least 50 of your existing Users to Orange.

7.10 Orange shall have no responsibility for faults which in its reasonable opinion result (directly or indirectly) from:

- a. your use of your internal telecommunication equipment or to any equipment not provided by Orange;
- b. improper or unauthorised use of the Service or interference with the Service by you including from your equipment and/or software which is not provided by EE;
- c. events outside of Orange's direct control; and
- d. a breach by you of your obligations under the Contract;

Orange may charge you reasonable repair fees (including the cost of replacement equipment) to rectify any faults resulting from the above.

7.11 If a User accesses and utilise Applications via the Mobile Data Services component of the BES or BES Express End User Licensed Software or by loading them directly onto a BlackBerry® Device you are solely responsible for any support arrangements in respect of those Applications. Orange's BlackBerry® Support Team may require the User to remove any third party Application before attempting to diagnose a reported fault. Orange's BlackBerry® Support Team will not be responsible for facilitating dialogue between the User and any Application developer.

7.12 Devices purchased from another network operator cannot be covered under the insurance propositions sold by Orange or provided on behalf of Orange , as described at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms). In the event of such faulty device the BlackBerry® Support Team can offer technical support to: (i) BES Express customers where you have purchased support from Orange; and (ii) to BES customers. However you will need to purchase a new device from Orange if repair is required or contact your previous network operator, from who you bought the device.

## **8. Liability**

Without prejudice to any other provisions in the Contract relating to limitations of liability, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss of Applications whether caused to the other party through any breach of the Contract or any matters arising under it.

## **9. Termination**

Orange reserves the right to terminate the relevant BlackBerry® Service from Orange (or part of it) (at any time and without liability to you) on not less than 60 days' notice if Orange is no longer able to provide the Service because RIM® no longer provides service to Orange. If Orange so terminates, then the Customer will be liable for Charges to the date of termination, but will not have any liability to pay any termination charges described in clauses 4.2.2 and 4.2.3 of the Contract for the relevant BlackBerry® Service from Orange after the date of termination.

# Faulty Replacement Service for Orange Business

## (Version 1.3)

*(Previously known as Faulty Replacement Service)*

### 1. What is it?

The Faulty Replacement Service for Orange Business (the “Service”) covers against Devices that are Faulty as set out below.

The Service is additional to, and does not affect, the legal rights that You may have under the general law against the retailer of the Device (which may or may not be Orange) or under any separate warranty offered by the manufacturer of the Device.

This is an optional Service provided with an eligible Device with specified Business Service Plans. Please check your Business Service Plan terms and conditions to see if it includes the Service. The Service cannot be bought as a separate service from Orange.

The Service is subject to these terms and conditions (which supersede any previous terms and conditions for the Service). Orange may amend these terms and conditions from time to time.

The Service is available for Orange Branded Devices and Qualifying Non-Branded Devices.

**You cannot have the Service and Phone Care or EE’s insurance propositions covering the same Device at the same time – during any period that EE’s insurance proposition is active on a Device, the Service will not apply.**

### 2. Defects caused by faulty materials or workmanship

If Your Device is Faulty, Orange will (at its option) repair or replace it at no charge provided that:

- Your Device is not more than 36 months old from date of manufacture; and

- Your Device has been used in accordance with the manufacturer’s operating instructions and any operating instructions issued by Orange; and
- All repairs have been/are arranged by Orange; and
- You comply with these terms and conditions and the terms of Your Agreement; and
- the Device is registered and connected to the Network in Your name under a current Agreement; and
- You continue to meet the eligibility requirements of this Service.

### 3. Service period

The Service starts when you register the Device on the Network. The Service continues for the period specified in your Business Service Plan, or if none is specified, the Minimum Term for the Business Service Plan subject to a maximum of 24 months.

The Service will also end if:

- the Business Service Plan ends; or
- the Device is no longer part of a Business Service Plan which includes the Service; or
- the Agreement under which Your Device is Connected is terminated; or
- the Device is not registered on the Network; or
- You are in breach of Your Agreement or Your Device is suspended or terminated for any reason; or
- Your Device is more than 36 months old.

Once the Service expires or ends, it cannot be extended.

### 4. What is not covered by this service?

**The Service does not cover:**



- Device accessories which are not integral to or connected to the Device such as wrist straps, carry cases or styluses which may be covered by the manufacturer's warranty, if any;
- Batteries which are more than 6 months old;
- Your Apple product for the period it is covered by the manufacturer's warranty;
- Your Device for loss, theft or damage. If You need this cover, please ask Orange –other Orange products that can provide this type of cover.

#### The Service is not available if You are:

- not a Business Customer
- on a Consumer Price Plan
- on a SIM only connections
- on PAYG
- On any Service Plan that expressly excludes the Service

These terms and conditions do not cover network services. Network service is subject to Your Agreement.

## 5. EXCLUSIONS and LIMITATIONS

Your Device will not be repaired or replaced where there is a fault or defect caused by or consists of:

- **(wear and tear)** – normal wear and tear rusting or oxidation or other deterioration due to normal use or exposure or atmospheric or climatic conditions;
- **(manufacturer's guarantee or warranty)** – something specifically excluded under the terms of the manufacturer's guarantee or warranty for the Device or is the subject of a manufacturer's recall of faulty products;
- **(network service)** – breakdown or interruption of the network service;

- **(unauthorised maintenance or faulty workmanship)** – damage during any testing, repairing, adjusting, servicing or maintenance operation or caused by improper or unauthorised repair, maintenance or modification;
- **(cosmetic damage)** – damage which does not impair the normal functions of Your Device;
- **(manufacturer's instructions)** – disregard of the manufacturer's instructions for operation and care of Your Device;
- **(Orange Device - specific limitation)** – anything that Orange has stated to You as not being covered under the terms of the Service;
- **(content, software and data)** – Your content, software and data on Your Device may be lost as a result of repairs or replacement under the Service. You must ensure that You have backups. Orange is not liable for any such losses.

The Service does not cover You for Loss of use or consequential loss of any kind (for example loss of business/unauthorised calls).

Your account with Orange must be paid up to date in accordance with Your Agreement. The Faulty Replacement Service will cease immediately if any account with Orange is not paid when it is due unless the non-payment is due to a delay caused by a processing error by a clearing bank or due to a genuine dispute over amounts due on Your account.

If You or anyone acting on Your behalf makes any false or fraudulent claim or supports a claim by providing false or fraudulent documentation, device or statements, this Service shall be void and You will forfeit all rights under the Service and all cover will cease.

## 6. Repairs & Return of Device to Orange

Where a replacement has been supplied the original Device is Orange's property and must be returned to Orange– if You fail to do so then You will be charged the list price for the replacement.

Orange may at its discretion require You to return Your original Device for examination before a repair or replacement is authorised or issued.

You may be charged the Orange list price for any Device which is damaged rather than Faulty.

If Your Device is Faulty Orange will, at its option, repair or replace the Device. Any repairs must be undertaken by or with consent of Orange and/ or their agents.

Replacement of any Device will only be made with an Orange product and may be from refurbished stock that has been tested and is fully functional. A replacement Device may be of a different model to that sent for repair, provided that such a replacement will be (in Orange's reasonable opinion) of a similar specification.

Replacements will normally only be made of that part of Your Device which is Faulty so if the handset were faulty You will be provided with a replacement handset but You would retain the original battery, charger and SIM Card.

In the event of a claim You are only entitled to repair or replacement (at the option of Orange) of Your Device. There is no entitlement to any refund or compensation.

Delivery Charges:

- The Service includes the cost of delivery of a replacement Device.
- The Service does not include the cost of aborted deliveries, for example, where You are not available to accept a replacement Device at a pre agreed time and place. Orange reserves the right to charge You a fee of £13.27 for aborted deliveries.

## 7. In Life Changes

If You switch between Business Service Plans both of which include the Service, then the Service will continue unaffected. If You switch to a Business Service Plan which includes the Service from one which did not, then You will be covered by the Service from the point of switching service plans. If You switch from a Business Service Plan which includes the Service to one which does not, then the Service will cease from the point of switching service plans.

If You make any changes to Your Account that mean Your Device is no longer eligible for the Service then the Service will cease from the point at which Your Device became ineligible.

If You change Your Device it is Your responsibility to check that it can still be covered by Faulty Replacement Service.

## 8. Upgrading

If You Upgrade Your Device and/or start a new Business Service Plan, Your entitlement to the Service will depend on whether Your Device continues to meet the eligibility criteria detailed herein. Your old Device will no longer be covered by the Service from the point of Upgrade. *The Service only applies to Your most recently Upgraded Device.*

## Data Protection

Any personal information provided by You may be held by Orange, or other third parties engaged by Orange in connection with the provision of this Service. This may involve the transfer of Your information to countries which do not have data protection laws.

Under data protection legislation, You can ask us in writing for a copy of certain personal records held about You. A charge may be made.

## 9. General

**Changes** -The terms of the Service may be varied after Orange has given You 30 days notice.

**Assignment** - You cannot sell, assign or transfer the benefit under the Service to anyone else.

**Applicable Law** - English Law will apply to these terms and conditions and the English Courts shall have exclusive jurisdiction to determine any dispute.

## 10. Interpretation and Definitions

Where the context permits any defined term in this document shall have the same meaning as in Your Agreement. In this document:

**Agreement** means the terms under which You have contracted with Orange; Pay Monthly Terms for Small Business (Orange), a “Customer Information Form (“CIF”), a Business”/Small Business CIF, an Orange Business Agreement, a Business Agreement, an Orange Business Services Customer Agreement or an Orange Business Services Master Agreement as applicable.

**Business Customer** is a customer accepted by Orange as a Business, classified as a customer who can provide the following:

- for limited companies: the company registration number and the VAT number
- for charities: the charity number
- for all other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill

**Business Service Plan** means a bundle of airtime and supplementary services offered by Orange at agreed charges and which are designated as available to Orange Business Customers only.

**Device** means a mobile telephone or other device approved by Orange for connection to its Network consisting of a handset, standard battery, travel charger, SIM card and where part of a standard package the memory card and other equipment and which is either an Orange Branded Device or a Qualifying Non-Branded Device. For the purposes of this Service the term Device shall also include tablets.

**Faulty** means:

- that Your Device has developed a fault and does not operate in accordance with its normal specification or operating instructions; and
- such fault is caused by faulty materials or workmanship; and
- such fault (or the cause of such fault) is not otherwise excluded under these terms and conditions.

**Orange Branded Device** means a Device that is branded with the Orange logo.

**Orange** means EE Limited trading as Orange.

**Qualifying Non-Branded Device** means any Device that doesn't carry the Orange logo, but which has been supplied to You by Orange and Orange has designated the Device as being eligible for the Service.

**You and Your** means the Orange Business Customer who has entered into an Agreement

# Changes Annex

This annex highlights any updates made to the Orange Business Price Guide from 30 October 2012 onwards.

date	change	applicability
20.11.2012	Addition of Clone Phone pricing and Clone Phone App service terms	All Customers
20.11.2012	Added Signal Box Product	All Customers
11.12.2012	Change to Out-Of-Bundle data costs for Business Solo and Business Sense	All Customers
31.01.2013	Introduction of new SIM Only tariffs Reduced price of Business Sense 1GB single user data bundle Removed 12 month option from Business Solo Plans	Changes are available to new and upgrading customers. Change to Business Solo applies to new customers only.
1.02.2013	Unlimited Data Offering removed from SIM Only  Change to Out of Bundle Data costs for Solo, SIM Only, and Business Sense	New SIM Only customers. No impact to existing customers on unlimited data tariff. Change to Out of Bundle charges applies to all existing Customers.
08.04.2013	Addition of EU Travel Saver bundle and Fix Your Plan bundles	Available to all existing customers.
14.05.2013	Description of new tariff/bundle name 'In-Plan'.	Customers who have a legacy 'In-Plan' tariff/bundle noted on their bill.
02.07.2014	Update to roaming details, retired Single Number & removed references to Personal Line.	All customers.
27.08.2014	Update out-of-bundle IDD rates	All Customers
12.11.2014	Inclusion of Daily data roaming bundles Removal of Everyphone	All Customers
01.07.2015	Update due to OFCOM NGCS Changes (changes to 08xx, 116, 118 and 09xx call costs) plus EU Roaming rates change.	All Customers
10.07.2015	Update of monthly price plan costs following	All customers

date	change	applicability
30.03.2016	Update to International calling and calling zones clarity for Jersey, Guernsey and Isle of Man	All Customers
28.04.2016	Update EU roaming prices and bundles to reflect new EU rates Amended wording of Non Direct Debit Fee to Non Direct Debit Payment Handling Charge	