

# pay as you go

price guide



## you're in control

Orange lets you stay in control of how you use your phone and how much it costs.

This price guide lays out the services and costs to you as an Orange pay as you go customer. All prices contained in this guide are effective as of the 1st September 2016.

If you would like more details about any of our products or services further information can be found on [ee.co.uk/orangeterms](http://ee.co.uk/orangeterms) or call Customer Service on 450.

## with pay as you go



## contents

4	pay as you go animal plans	12	U24
6	Dolphin	13	Calls to premium rate and other special numbers
8	Canary	14	Extras
10	Racoon	16	Topping up
<hr/>			
		18	Calling abroad from the UK
		19	Using your phone abroad
<hr/>			
		21	Services
		22	Customer Services and other important numbers
		23	Service plans and services that are no longer available

## pay as you go animal plans

With our pay as you go animal plans, you get great rewards every month, just for topping up. So whether you want free texts, calls, internet or music, you can choose the plan that suits you best.

Before choosing your animal you'll be on Orange Starter, with calls 35p per minute and texts 14p. And that's to any network, any time. Please call 343 for details of animal plans.

For full details on the animal rewards and terms see [ee.co.uk/orangeterms](http://ee.co.uk/orangeterms)

## great pay as you go benefits\*

- Reserve Tank: £2.50 credit when you haven't had a chance to top up\*\*
- Magic Number: Pay for one minute, talk for an hour, then charged at standard call rate per your pack



Dolphin

free internet  
and texts



Canary

free calls, texts and  
photo messages



Racoon

20p calls- our  
lowest flat call rate

\* If you take up the Racoon package, you will not benefit from Magic Numbers or Reserve Tank

\*\* Calls and texts cost 5p more in Reserve Tank and Magic Numbers are not valid until you next top up.

Free calls and texts subject to minimum £10 monthly top up (or £5 monthly top up for Monkey). Free calls, texts and photo messages for Canary apply to evenings and weekends only. Calls to call forwarding services (including those beginning 07, 05, 08 and 09 numbers are excluded from bundle. 070 numbers cost up to 75p/min. 09 numbers costs up to £2.25 p/m.



## Dolphin

If you love to text and access the internet from your mobile, then Dolphin is for you.

Dolphin monthly rewards			
total top ups a month	£10	£15	£20
you get	£10 credit	£15 credit	£20 credit
plus these great monthly rewards and benefits	<ul style="list-style-type: none"> <li>■ 400 free texts to any network</li> <li>■ 1GB internet</li> </ul>	<ul style="list-style-type: none"> <li>■ 600 free texts to any network</li> <li>■ 2GB internet</li> </ul>	<ul style="list-style-type: none"> <li>■ 3000 free texts to any network!</li> <li>■ 3GB internet</li> </ul>
to get unlimited texts for £7.50 per month, text TEXTS 7.5 to 6620			

Get unlimited texts by purchasing the £7.50 Orange Unlimited Text Extra. Simply text TEXTS 7.5 to 6620 to activate your £7.50 bundle. Your unlimited text messages will last one month. UK texts only. Fair usage of 3000 texts applies to monthly texts. You will be notified by text message when the Extra has been applied. For full terms and conditions please see [ee.co.uk/orangeterms](http://ee.co.uk/orangeterms) Refer to standard charges below for standard call rates.

standard charges	
call type	cost per minute*/per message
Orange mobiles	35p
standard UK landlines (01, 02, 03)	35p
other UK mobiles	35p
standard text	14p
calls to certain MVNO numbers	35p
text messages to certain MVNO numbers	14p
photo messaging	40p
video messaging	50p
minimum call charge	35p
Mobile internet browsing	65p/MB**
Answer Phone	35p
calls to (080) & (116) numbers	Free

\*A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.  
 \*\*65p minimum charge. Rate charged per KB.



## Canary

Get free calls, texts and photo messages to any mobile at evenings and weekends.

Canary monthly rewards			
total top ups a month	£10	£15	£30
you get	£10 credit	£15 credit	£30 credit
plus these great monthly rewards and benefits	<ul style="list-style-type: none"> <li>■ 100 evening and weekend minutes to any mobile</li> <li>■ 100 free evening &amp; weekend texts or photo messages</li> </ul>	<ul style="list-style-type: none"> <li>■ 200 evening and weekend minutes to any mobile</li> <li>■ 200 free evening and weekend texts or photo messages</li> </ul>	<ul style="list-style-type: none"> <li>■ 300 evening and weekend minutes to any mobile</li> <li>■ 300 free evening and weekend texts or photo messages</li> </ul>
to get unlimited texts for £7.50 per month, text TEXTS 7.5 to 6620			

Free Canary minutes are for UK evening and weekend calls to UK mobiles only (excluding Answer Phone). Customers joining before 26th August 2010 will receive different rewards, see [orange.co.uk/service\\_plans/payasyougo/old\\_plans\\_overview](http://orange.co.uk/service_plans/payasyougo/old_plans_overview).  
Get unlimited texts by purchasing the £7.50 Orange Unlimited Text Extra. Simply text TEXTS 7.5 to 6620 to activate your £7.50 bundle. Your unlimited text messages will last one month. UK texts only. Fair usage applies to monthly texts. You will be notified by text message when the Extra has been applied. For full terms and conditions please see [orange.co.uk/terms](http://orange.co.uk/terms) Refer to standard charges below for standard call rates.

standard charges	
call type	cost per minute*/per message
Orange mobiles	35p
standard UK landlines (01, 02, 03)	35p
other UK mobiles	35p
standard text	14p
calls to certain MVNO numbers	35p
text messages to certain MVNO numbers	14p
photo messaging	40p
video messaging	50p
minimum call charge	35p
Mobile internet browsing	65p/MB**
Answer Phone	35p
calls to (080) & (116) numbers	Free

\* A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.  
\*\* 65p minimum charge. Rate charged per KB.



## Racoon

Our lowest flat call rate for people who like to keep it simple.

standard charges	
call type	cost per minute/per message
Orange mobiles	20p
standard UK landlines (01, 02, 03)	20p
other UK mobiles	20p
standard text	14p
calls to certain MVNO numbers	20p
text messages to certain MVNO numbers	14p
photo messaging	40p
video messaging	50p
minimum call charge	20p
Mobile internet browsing	65p/MB**
Answer Phone	20p
calls to (080) & (116)	Free

The Racoon plan does not come with benefits such as Magic Numbers or Reserve Tank. Calls are charged per minute. Racoon Legacy plan: standard voice call is charged at 20p per minute and 14p per text message. Reserve Tank for Racoon Legacy plan: standard voice call is charged at 25p per minute and 19p per text message.

\*\* 65p minimum charge. Rate charged per KB

## U24

If you're under 24 and opt in to U24, and if you top up by only £10 a month, we'll give you an additional 1GB of data and unlimited calls and texts to anyone on Orange, T-Mobile or EE on top of your existing rewards and benefits.



## Calls to premium rate and other special numbers

For more information about premium rate and network translation services (08 numbers), please see our Code Of Practice at [ee.co.uk/regulatory](http://ee.co.uk/regulatory)

number prefix	cost (per minute)
Calls to Charity Helplines	Free. Visit <a href="http://ee.co.uk/help">ee.co.uk/help</a> for full details
Calls to Department of Work and Pensions	A list of Department of Work and Pensions numbers are free of charge to Pay As You Go customers. For details go to: <a href="http://ee.co.uk/help">ee.co.uk/help</a>
Calls to (080) & (116)	Free
Calls to 0500	7p
Calls to (08) numbers ( not including calls to Freephone (080)**	Access Charge of 44p per minute plus a Service Charge
Calls to 080880 numbers	Free
Calls to call forwarding services beginning 07	Calls are excluded from bundle allowances and will be charged as standard other mobile rate
Calls to personal number services (070)	75p*
Calls to short codes# 2901, 2902....2925	calls charged 1p, 2p....25p
Call to (09) & (118) Except 118000	Barred
Calls to 155	10p

Prices include VAT. All chargeable calls are subject to a one minute minimum call charge.

#2901, 2902....2925 calls are charged per minute and rounded up to the nearest minute.

Calls to 155 are subject to a one minute minimum charge and per minute thereafter.

\*\* Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

## Extras

Unlock the value of your credit with Extras. Extras give you great value minutes, texts and mobile internet either for a day, a week or a month – and you can buy up to a maximum of 12 Extras at any one time.

To buy an Extra, all you need is some credit on your phone and the text response from the table below. All the other legal bits appear here: [ee.co.uk/orangeterms](http://ee.co.uk/orangeterms)

To check your Extras balance any time, simply call 453, go online at [orange.co.uk/youraccount](http://orange.co.uk/youraccount) or use the 'My EE for Orange' app on your iPhone or Android phone.

Top up value	you can get...	how long it lasts	unit cost	how to buy it (by text to 6620)
£1.00	25 UK minutes	1 day	£0.04/min	MINS 1
£1.00	50 UK texts	1 day	£0.02/text	TEXTS 1
£1.00	25MB UK mobile internet	1 day	£0.04/MB	WEB 1
£3.00	100MB UK mobile internet	Weekly	£0.03/MB	WEB WEEK 3
£5.00	150 uk texts*~	1 Week	£0.03/text	150 TEXTS 5
£5.00	120 minutes from Europe	1 month	0.04p/min	EURO MINS 5
£5.00	120MB mobile internet from Europe	1 month	0.04/MB	W EURO WEB 5
£5.00	35 MINUTES to call India & Pakistan from the UK	1 month	£0.14/min	INDIA MINS 5
£5.00	40 MINUTES to call abroad from the UK	1 month	£0.13/min	ABROAD MINS 5

~ Canary, Dolphin & Monkey only

## Extras continued

Top up value	you can get...	how long it lasts	unit cost	how to buy it (by text to 6620)
£7.50	100 UK minutes	1 month	£0.08/min	MINS 7.5
£7.50	Unlimited UK texts	1 month	N/A	TEXTS 7.5
£7.50	500MB UK mobile internet	Monthly	£0.02/MB	WEB 7.50
£10.00	70 MINUTES to call India & Pakistan from the UK	1 month	£0.14/min	INDIA MINS 10
£12.00	1GB UK mobile internet	Monthly	£0.01/MB	WEB 12

\* Unlimited UK texts Extra is subject to a fair usage policy – see [orange.co.uk/extras](http://orange.co.uk/extras) for terms.

~ Canary, Dolphin & Monkey only



## Topping up

Topping up has never been easier whether you're out and about or at home. All you need to do is decide how much you want to top up (we accept £5, £10, £15, £20, £30, £40 or £50\*) and how you want to top up.

If you're **at home** you can top up

- **online**  
go to [orange.co.uk/topup](http://orange.co.uk/topup) to top up your own phone, or someone else's phone
- **by calling 450**  
from the phone you want to top up, and follow the prompts
- **direct debit**  
get free credit by setting up a direct debit for your top up. It's not a contract - you decide how much you want to top up each month and that amount will be transferred from your bank account to your phone. It's simple, easy and you can cancel whenever you want. Call 450 and select option to set up or find out more

If you're **out and about** and you've previously used your credit or debit card with Orange directly, you can top up.

- **SMS**  
simply text the last 4 digits of your card, the 2 digit top up amount and the 3 digit card security code on the back of the card\*\* to 2886, e.g. 1234 05 123
- **on your phone**  
login to 'My EE' in your browser and follow the prompts to top up.
- **using the app**  
if you have an iPhone or an Android phone, you can top up through the 'My EE for Orange' app. Simply visit the Apple Store or Play Store to download it.



If card top ups aren't your thing, then you can always choose one of these **other options:**

- **EE shop**  
simply buy a voucher and call 450 to redeem it or hand over your cash with your Orange swipe card.
- **Cash machines**  
just top up your phone next time you withdraw some money from an ATM.
- **High Street Shops**  
visit one of our top up retailers and use your swipe card (just make sure they have the green top up logo) or buy a top up voucher and call 450 to redeem it.



And if you're **going abroad**, remember to top up before you go. If you forget to top up, don't panic – you can still top up online or call +44 7973 100 450 to top up with a credit/debit card.

\* restricted amounts apply in some channels.

\*\* If you're using an American Express card, this will be a 4 digit card security code on the front of the card.

## Calling abroad from the UK

Calling abroad from the UK with Orange is simple to do and call charges are easy to understand.

International calls are divided into 6 zones, each with a flat rate which applies 24 hours a day, seven days a week, and is the same whether you are calling a landline or mobile phone.

For a list of countries and which zone they are in visit [orange.co.uk/services](http://orange.co.uk/services) or call customer services on 450.

To find out the exact cost of calls in advance, simply text the word UK TO followed by the country you want to call e.g. UK TO ITALY to 452 and you'll receive a free text back with costs.

zone	Republic of Ireland and Channel Islands	Europe 1	Europe 2	USA / Canada	Australia	rest of the world
calling abroad from the UK	20p	£1	£1	£1	£1	£1
texting abroad from the UK	20p	20p	20p	20p	20p	20p
Photo Messaging abroad from the UK	40p	40p	40p	40p	40p	40p
Video Messaging or Video Calling abroad from the UK	50p	50p	50p	50p	50p	50p
receiving an international video call	free	free	free	free	free	free
calling International Special Numbers	£1.50	£1.50	£1.50	£1.50	£1.50	£1.50

These costs are only applicable when calling from the UK. Prices shown are per minute but your call charges will be calculated on a per second basis.  
If you are on our Speakeasy or Animals plans calls are charged per minute, older plans on a per second basis.

Minimum call charge is 15p, unless you are on our Animals plans (excluding Raccoon and Camel) where the minimum charge is 25p. Calls and texts made whilst in Reserve Tank will cost an additional 5p per minute.

## Using your phone abroad

If you need to know how much a call is going to be while you're away, you can text 'FROM [COUNTRY]' to 452 and we'll let you know the cost. Don't forget this service is FREE.

For more information on using your phone abroad, and a list of countries in each zone, please visit [orange.co.uk/abroad](http://orange.co.uk/abroad) or call customer services on 450.

zone	1 Ireland and Isle of Man	1 Jersey and Guernsey	2 Europe 1 (Vatable)	2 Europe 1 (non-VAT)	3 Europe 2	4 Australia	5 USA / Canada	6 rest of the world 1	7 rest of the world 2
Receiving calls and video calls while abroad	1p	1p	1p	1p	70p			90p	£1.00
Making calls and video calls to Zones 1-2	4p	3p	4p	3p	£1.30			£1.45	£1.75
Making calls and video calls to Zones 3-7	80p	70p	70p	70p					
Texts sent while abroad	1p	1p	1p	1p	40p	45p	50p		
Photo messaging while abroad (less than 50 KB)	4p	3p	4p	3p	70p	£1.10			
Photo messaging while abroad (bigger than 50 KB including video messaging)	4p	3p	4p	3p	£1.00	£1.65			
450 top up 453 balance 112 emergency	standard roaming rate for making an outgoing call								
Mobile Data (per MB)	3p	3p	3p	3p	£8				
450 customer services – automated	standard roaming rate for making an outgoing call								
450 customer services – representative									
452 information line	free								

- for zones 1 and 2, per second billing applies for both incoming and outgoing calls with a 30 second minimum call charge for outgoing calls
- For zones 3-7, outgoing calls are billed per minute if you are on our Speakeasy, Starter or Animal plans and per second for all other plans. Incoming calls are charged per minute for all plans.

## Roaming Zones

EXUHVbY Ireland	Ireland (Republic of)
Jersey and Guernsey	Jersey, Guernsey
Europe 1 (Vatable)	Aaland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cueta, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, Saint Barthelemy, Saint Martin
Europe 1 (non-VAT)	Andorra, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Mayotte, Moldova, Norway, Réunion Island, San Marino, Switzerland, Vatican City
Europe 2	Albania, Belarus, Bosnia Herzegovina, Faroe Islands, Georgia, Israel (inc. Palestine), Macedonia, Montenegro, Turkey, Ukraine, Serbia
Australia	Australia
USA & Canada	Canada, USA
Rest Of World 1	Algeria, Bahrain, Bangladesh, China, Ghana, Hong Kong, Japan, Jordan, Korea (North, Korea (South), Lebanon, Macau, Malaysia, Maldives, Morocco, Oman, Pakistan, Paraguay, Peru, Qatar, Saudi Arabia, Singapore, South Africa, Taiwan, Thailand, Tunisia, United Arab Emirates, Vietnam
Rest Of World 2	Afghanistan, American Samoa, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahamas, Barbados, Barbuda, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde Islands, Caribbean islands, Cayman Islands, Central African Republic, Chad, Chile, Colombia, Comoros, Congo, Congo (Dem Rep of), Cook Islands, Costa Rica, Cuba, Diego Garcia, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, India, Indonesia, Iran, Iraq, Ivory Coast, Jamaica, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Lesotho, Liberia, Libya, Madagascar, Malawi, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Mongolia, Montserrat, Mozambique, Myanmar, Namibia, Nepal, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Norfolk Island, Panama, Papua New Guinea, Philippines, Puerto Rico, Russia, Rwanda, Samoa, Saipan (Northern Marianas), Sao Tome & Principe, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, Sri Lanka, St Helena, St. Kitts & Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Tajikistan, Tanzania, Togolese Republic, Tonga, Trinidad & Tobago, Turkmenistan, Turks & Caicos Islands, Tuvalu, Uganda, Uruguay, US Virgin Islands, Uzbekistan, Vanuatu, Venezuela, Western Samoa, Yemen, Zambia, Zimbabwe, Greenland
Maritime / Aircraft	Maritime, Aircraft

## Services

service	description	cost	further information
Your Account	Manage your Orange account online	free	Visit <a href="http://orange.co.uk/youraccount">orange.co.uk/youraccount</a>
Your Group	Combine pay monthly and pay as you go accounts to get free calls to other members of your group	At least one member of Your Group must be a pay monthly customer. Pay as you go customers need at least 10p credit to make a free call to other members	Terms and fair usage policies apply, see <a href="http://orange.co.uk/yourgroup">orange.co.uk/yourgroup</a> or call Customer Service on 450
Memory Mate	Memory Mate makes sure you won't lose all the numbers on your SIM card, even if you lose your phone	£2.99 available at all Orange Shops	To back up your data with Memory Mate visit an Orange Shop
Orange Text Alerts	You can choose from a range of categories: sports, news, weather, horoscopes, lottery results, text messaging games and jokes, financial news, body and soul and entertainment alerts	From 12p per message	Call 277 for details
Orange Voice Media	If you would like to listen to your information you can choose from a range of categories: Orange Traffic Service, sport, horoscopes and tarot, lottery	40p per minute	Call 177 for details
Orange Email and Organise	View your emails on your handset via POP clients or Orange World. Have your third party email accounts and Orange email in one place by registering online to Orange Email Manager. Receive SMS email notifications or listen to your emails on Orange Answer Phone	Normal data charges apply. Email is included within the Orange World bundle allowance. SMS alerts are free. 20p per minute to listen to your emails	Visit <a href="http://orange.co.uk/emailandorganise">orange.co.uk/emailandorganise</a>
Phone unlocking charge	Handsets can only be unlocked from our network once you've been on the pay as you go plan that the phone came with for at least 6 months.	Free	Call customer services on 450

## Customer Services and other important numbers

call charges in the UK to	call charges if using an Orange phone	number to call from an Orange phone	number to call from any other mobile
Customer Services	25p per call	450	07973 100 450
checking credit and rewards balance	free	453	07973 100 453
emergency services	free	999/112	999/112
Orange directory enquiries	Calls cost £1.29 a call from an Orange phone for up to three searches. This is a one-off charge, no matter how long your search takes  standard rate per text in the UK or whilst roaming plus £1 to receive the response*	118 000	118 000
blind/disabled directory enquiries	Calls to this service are free for the first 120 seconds then are charged at 15p per minute for onward call connections	195	07973 100 195
if you call these numbers from any other network, you will be charged at that network's rate			
Other third Party directory enquiries and calls to (090) are barred on all Orange PAYG Plans			

Prices include VAT.  
\* 5 countries only France, Italy, Ireland, Spain and Germany



# Service Plans and services that are no longer available

This section details services that are no longer available from Orange and is for reference



## 1. Your pay as you go plan: Speak Easy

Charges for calls are shown below:

call type	time of day	per minute/message
Orange to other Orange customers	anytime	25p
Orange to standard UK landlines (01, 02 and 03 numbers)		
Orange to customers of other UK mobile operators including calls to T-Mobile customers		
Text Messaging		14p
Answer Phone		25p
Photo Messaging		40p
Video Messaging		50p
Video Calling to Orange phones		30p
Video Calling Orange to customers of other UK mobile operators including calls to T-Mobile customers		50p

A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

Standard UK landlines are calls to 01, 02 and 03 geographic landlines. Standard Calls exclude calls to 07 (non mobile), 08, 09 numbers and directory enquiries. Non standard calls are charged up to £2.25 per minute or per call.

From 1<sup>st</sup> July 2015, new call charges will be applied to the following number ranges: 0500, 0800, 0808, 0845 & 0870, unless stated otherwise. For more information, please find details below.

number prefix	Call charges if using an Orange phone (per min)	Minimum call charge
calls to 0800, 0808, 116	Free	Free
calls to 0500	7p	7p
calls to 084 and 087 <sup>1</sup>	Access Charge of 44p per minute plus a Service Charge	Access Charge of 44p per minute plus a Service Charge

<sup>1</sup> Please see ee.co.uk/ukcalling for a list of Service Charges.

## 2. Bonus Top up on Speak Easy

Get free credit or free texts for topping up your phone each month. If you don't manage to top up in time, you won't have to wait another month for your reward. Just top up by at least £10 and we'll give you your reward straight away.

Your total top up each month	£ credit reward	Orange text reward
£10	(10% back) £1	50
£20	(20% back) £4	200
£30	(30% back) £9	300
£40	(40% back) £16	500
£50	(50% back) £25	1000

### 3. Online Exclusive: Speak Easy Free Text Trigger

Get up to 1000 free texts each month.

Simply top up by at least £10 within the first month and we'll give you your first reward straight away. After that, all your top ups over the following month will count towards your next reward. But don't worry if you don't manage to top up in time: you won't need to wait another month for your reward. Just top up by at least £10 and we'll give you your reward straight away.

Simply top up by a total of £10 or more each month - the more you top up, the more you earn. It's that easy.

total monthly top up	free texts next month	Free mobile internet browsing*
£10	300	n/a
£20	600	Inclusive
£30	1000	Inclusive

Free mobile internet browsing is from 7pm to 12am only.  
\*Separate charges apply for some downloads. Prices are clearly stated prior to confirmation.

With Speak Easy Free Text Trigger there is no peak or off-peak. So the cost of a call will be 25p whatever time of day you call, to Orange, UK landlines (01, 02 and 03) and UK mobile networks. Texts are priced at 14p per message.

Non standard calls are charged up to £2.25 per minute or per call for 09 numbers.

### 4. Your pay as you go plan: Anytime Fixed Rates

Charges for calls are shown below:

call type	time of day	per minute/message
Orange to other Orange customers	anytime	30p
Orange to standard UK landlines (01, 02 and 03 numbers)		30p
Orange to customers of other UK mobile operators including calls to T-Mobile customers		40p
Text Messaging		14p
Answer Phone		30p
Photo Messaging*		40p
Video Messaging		50p
Video Calling to Orange phones		30p
Video Calling Orange to customers of other UK mobile operators including calls to T-Mobile customers		50p

A one minute call charge applies. Thereafter, calls are charged on a per minute basis.

Non standard calls are charged up to £2.25 per minute or per call for 09 numbers.

## 5. Fixed rates all day

Fixed rates all day lets you keep track of what you are spending on calls by charging one easy-to-calculate rate, night and day.

	all day (per minute/message)
calls to other Orange customers	25p
standard UK landline (01, 02 and 03)	25p
Text Messaging	14p
Answer Phone	25p
wap (CSD access)	10p
Calls to customers of other UK mobile operators including T-Mobile customers	45p
Photo Messaging*	40p
Video Messaging	50p

A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

Non standard calls are charged up to £2.25 per minute or per call for 09 numbers.

From 1<sup>st</sup> July 2015, new call charges will be applied to the following number ranges: 0500, 0800, 0808, 0845 & 0870, unless stated otherwise. For more information, please find details below.

number prefix	Call charges if using an Orange phone (per min)	Minimum call charge
calls to 0800, 0808, 116	Free	Free
calls to 0500	7p	7p
calls to 084 and 087 <sup>1</sup>	Access Charge of 44p per minute plus a Service Charge	Access Charge of 44p per minute plus a Service Charge

<sup>1</sup> Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

## 6. Talk and save

If you spend ages talking to your friends on the phone, this is the plan for you.

After you have talked for three minutes each day, calls to Orange phones and landlines cost just 5p per minute. The first three minutes cost 30p per minute.

	first three minutes or per message	after three minutes (per minute/message)
calls to other Orange customers	35p	5p
standard UK landline (01, 02 and 03)	35p	5p
Text Messaging	14p	14p
Answer Phone	25p	25p
Mobile internet browsing	65p	65p
calls to customers of other UK mobile operators including T-Mobile customers	45p	45p
Photo Messaging*	40p	40p
Video Messaging*	50p	50p

Prices include VAT. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

Non standard calls are charged up to £2.25 per minute or per call for 09 numbers.

From 1<sup>st</sup> July 2015, new call charges will be applied to the following number ranges: 0500, 0800, 0808, 0845 & 0870, unless stated otherwise. For more information, please find details below.

number prefix	Call charges if using an Orange phone (per min)	Minimum call charge
calls to 0800, 0808, 116	Free	Free
calls to 0500	7p	7p
calls to 084 and 087 <sup>1</sup>	Access Charge of 44p per minute plus a Service Charge	Access Charge of 44p per minute plus a Service Charge

<sup>1</sup> Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

## 7. Choose your own off-peak

Choose your own off-peak lets you select an off-peak time band that suits you, for cheaper calls when you need them most.

You will automatically receive our standard off-peak hours of 11pm to 7am. You can then add one of the following off-peak time bands to suit your needs:

7am-11am                      11am-3pm                      3pm-7pm                      7pm-11pm\*

	peak (per minute/message)	off-peak (per minute/message)
calls to other Orange customers	30p	15p
standard UK landline (01, 02 and 03)	40p	15p
Text Messaging	14p	14p
Answer Phone	25p	25p
Mobile internet browsing	65p	65p
calls to customers of other UK mobile operators including T-Mobile customers	55p	30p
Photo Messaging**	40p	40p
Video Messaging**	50p	50p

Prices include VAT. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.  
\* 7pm-11pm is the default off-peak setting, so your off-peak time band is 7pm-7am unless you specify otherwise.

Non standard calls are charged up to £2.25 per minute or per call for 09 numbers.

From 1<sup>st</sup> July 2015, new call charges will be applied to the following number ranges: 0500, 0800, 0808, 0845 & 0870, unless stated otherwise. For more information, please find details below.

number prefix	Call charges if using an Orange phone (per min)	Minimum call charge
calls to 0800, 0808, 116	Free	Free
calls to 0500	7p	7p
calls to 084 and 087 <sup>1</sup>	Access Charge of 44p per minute plus a Service Charge	Access Charge of 44p per minute plus a Service Charge

<sup>1</sup> Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

## 8. Same rates 24/7

Charges for calls are shown below:

call type	time of day	per minute/message
Orange to other Orange customers and standard UK landlines (01, 02 and 03)	anytime	30p
Orange to customers of other UK mobile operators including calls to T-Mobile customers		40p
Text Messaging		14p
Answer Phone		30p
Photo Messaging*		40p
Video Messaging		50p
Video Calling Orange to Orange		30p
Video Calling Orange to customers of other UK mobile operators including calls to T-Mobile customers		50p

A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

Non standard calls are charged up to £2.25 per minute or per call for 09 numbers.

From 1<sup>st</sup> July 2015, new call charges will be applied to the following number ranges: 0500, 0800, 0808, 0845 & 0870, unless stated otherwise. For more information, please find details below.

number prefix	Call charges if using an Orange phone (per min)	Minimum call charge
calls to 0800, 0808, 116	Free	Free
calls to 0500	7p	7p
calls to 084 and 087 <sup>1</sup>	Access Charge of 44p per minute plus a Service Charge	Access Charge of 44p per minute plus a Service Charge

<sup>1</sup> Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

## 9. Get £5 of free calls and texts – every week

We like to reward our best customers. So if you use £10 on calls and texts in a week, you'll get an extra £5 free to use that week. You can find out how much credit you've used by dialling 453 for an update. And every week you use £10, we'll give you an extra £5 for free.

Your free calls and texts last until the end of the week (Monday to Sunday). So make sure you use them up.



## 10. Free evening and weekend text

As an Orange pay as you go customer, you could get up to 3000 free texts every single month. If you bought your phone online, and you top up by £15 or more every month, you'll automatically get 3000 free evening and weekend texts.

The offer is available to specially selected, existing Orange pay as you go customers who are offered it through Orange originated SMS or direct mail customer communications. The free texts do not roll over, so make sure you use them up each month.

You can no longer purchase free evening and weekend text.

## 11. Text saver

Orange text saver allows you to text for less than 10p per message.

- for an annual fee of £19.99, text saver gives you 1825 text messages and £5 of credit
- text saver covers the first five text messages you send each day. Further text messages sent that day will be charged at the standard rate of 14p per message
- text saver applies to standard person to person UK texts only. Texts to request services or to enter competitions, for example, will be charged at the published rate

**please note:** text saver cannot be used with either talk saver or Orange out here. Your phone must have credit to take advantage of inclusive texts.

You can no longer purchase text saver.

## 12. Talk saver

Orange talk saver allows you to save 60% on calls between you and someone else on pay as you go.

- talk saver costs £19.99 a year
- each talk saver pack contains two vouchers. You keep one, and give the other one to another pay as you go customer
- you can both register your vouchers by calling 450 from your Orange phones
- you'll both then get 60% off any calls you make to each other, for a whole year
- when you're first year is up, you can both renew talk saver for just £9.99 each

**please note:** talk saver cannot be used with either text saver or orange out here.

You can no longer purchase talk saver.

## 13. Dolphin rewards for customers joining Dolphin plans before 19th March 2013

Dolphin monthly rewards			
total top ups a month	£10	£15	£30
you get	£10 credit	£15 credit	£30 credit
plus these great monthly rewards and benefits	<ul style="list-style-type: none"> <li>■ 400 free texts to any network</li> <li>■ 100MB internet</li> </ul>	<ul style="list-style-type: none"> <li>■ 600 free texts to any network</li> <li>■ 500MB internet</li> </ul>	<ul style="list-style-type: none"> <li>■ unlimited free texts to any network<sup>1</sup></li> <li>■ 1GB internet</li> </ul>
to get unlimited texts for £7.50 per month, text TEXTS 7.5 to 6620			

<sup>1</sup> Unlimited free texts subject to fair usage policy

Get unlimited texts by purchasing the £7.50 Orange Unlimited Text Extra. Simply text TEXTS 7.5 to 6620 to activate your £7.50 bundle. Your unlimited text messages will last one month. UK texts only. Fair usage applies to monthly texts. You will be notified by text message when the Extra has been applied. For full terms and conditions please see [orange.co.uk/terms](http://orange.co.uk/terms) Refer to standard charges below for standard call rates.

## 14. iPhone on Pay as you go before 19th March 2013

Customers who are currently receiving the “250MB a month, for a year” promotion on the current iPhonePromo SIMs will continue to do so until the offer expires. See below for details.

### iPhone on Pay as you go

Customers connecting to a pay as you go iPhone on Orange get 12 months’ free mobile internet and WiFi. The free mobile internet offer only applies in the UK and is capped at 250MB per month, after which standard pay as you go data charges apply. Customers can monitor how much data they are using by calling 453.

The free WiFi offer gives you unlimited WiFi at BT Openzone hotspots in the UK (to find a hotspot, check out [www.btopenzone.com](http://www.btopenzone.com)). The offer is also subject to a fair usage limit of 750MB each month. If you go over this limit, we may monitor your usage and withdraw the offer from your account.

## 15. Monkey plan, not available after 25th July 2013

Monkey monthly rewards				
total top ups a month	£5	£10	£15	£30
you get	£5 credit	£10 credit	£15 credit	£30 credit
plus these great monthly rewards and benefits	<ul style="list-style-type: none"> <li>■ 25 free texts to any network</li> <li>■ free music online and on your mobile*</li> <li>■ free daily internet*</li> </ul>	<ul style="list-style-type: none"> <li>■ 400 free texts to any network</li> <li>■ free music online and on your mobile*</li> <li>■ free daily internet*</li> </ul>	<ul style="list-style-type: none"> <li>■ 600 free texts to any network</li> <li>■ free music online and on your mobile*</li> <li>■ free daily internet*</li> </ul>	<ul style="list-style-type: none"> <li>■ 1,000 free texts to any network</li> <li>■ free music online and on your mobile*</li> <li>■ free daily internet*</li> </ul>
to get unlimited texts for £7.50 per month, text TEXTS 7.5 to 6620				

Minimum top-up of £5 a month. UK texts only. \*Reward starts from 25 free texts, music access & a 2MB free daily internet pass. Free music access online is unlimited. Refer to standard charges below for standard call rates. Includes messages from us about other brands. To opt out of receiving messages about other brands text STOP to 203000. You may be required to move to another tariff. For full terms and price guide: [orange.co.uk/payasyougo](http://orange.co.uk/payasyougo)

Get unlimited texts by purchasing the £7.50 Orange Unlimited Text Extra. Simply text TEXTS 7.5 to 6620 to activate your £7.50 bundle. Your unlimited text messages will last one month. UK texts only. Fair usage applies to monthly texts. You will be notified by text message when the Extra has been applied. For full terms and conditions please see [orange.co.uk/terms](http://orange.co.uk/terms)

Anyone can call the Monkey Music Line on 247 or 07973 100247 to listen to music. It will cost 5p per minute or 10p per minute if you're in Reserve Tank.

standard charges	
call type	cost per minute*/per message
Orange mobiles	30p
standard UK landlines (01, 02, 03)	30p
other UK mobiles	30p
standard text	12p
calls to certain MVNO numbers	30p
text messages to certain MVNO numbers	12p
photo messaging	40p
video messaging	50p
minimum call charge	30p
Mobile internet browsing	65p/MB**
Answer Phone	30p
calls to (080) & (116) numbers	Free

\*A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

\*\*65p minimum charge. Rate charged per KB.

## 16. Camel Plan, not available after 7th April 2014

Camel monthly rewards			
total top ups a month	£10	£15	£30
you get	£10 credit	£15 credit	£30 credit
plus these great monthly rewards and benefits	■ 60 free international minutes	■ 120 free international minutes	■ 240 free international minutes
to get unlimited texts for £7.50 per month, text TEXTS 7.5 to 6620			

Minimum top-up £10. International calls are calls made from your mobile to mobiles and landlines in the countries listed at [orange.co.uk/paysyougo](http://orange.co.uk/paysyougo).

Get unlimited texts by purchasing the £7.50 Orange Unlimited Text Extra. Simply text TEXTS 7.5 to 6620 to activate your £7.50 bundle. Your unlimited text messages will last one month. UK texts only. Fair usage applies to monthly texts. You will be notified by text message when the Extra has been applied. For full terms and conditions please see [orange.co.uk/terms](http://orange.co.uk/terms) Refer to standard charges below for standard call rates.

standard charges	
call type	cost per minute*/per message
Orange mobiles	30p
standard UK landlines (01, 02, 03)	30p
other UK mobiles	30p
standard text	14p
calls to certain MVNO numbers	30p
text messages to certain MVNO numbers	30p
photo messaging	40p
video messaging	50p
minimum call charge	30p
Mobile internet browsing	65p/MB**
Answer Phone	30p
calls to (080) & (116) numbers	Free

\* A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

\*\*65p minimum charge. Rate charged per KB.

## international call rates for Camel customers

countries	price per minute		price per text	countries	price per minute		price per text
	landline	mobile			landline	mobile	
Antigua and Barbuda	15p	30p	15p	Kenya	15p	30p	15p
Australia	10p	30p	15p	Luxembourg	10p	30p	15p
Austria	10p	30p	15p	Malaysia	10p	10p	15p
Bahamas	10p	10p	15p	Malta	10p	30p	15p
Bangladesh	10p	10p	15p	Moldova	10p	30p	15p
Belgium	10p	30p	15p	Netherlands	10p	30p	15p
Bermuda	10p	10p	15p	New Zealand	10p	30p	15p
Brazil	15p	30p	15p	Nigeria	10p	30p	15p
Canada	10p	10p	15p	Norway	10p	30p	15p
China	10p	10p	15p	Poland	10p	25p	15p
Cyprus	10p	30p	15p	Portugal	10p	30p	15p
Czech Republic	10p	30p	15p	Puerto Rico	10p	10p	15p
Denmark	10p	30p	15p	Romania	10p	25p	15p
Dominican Republic	15p	30p	15p	Russia	15p	30p	15p
Finland	10p	30p	15p	Singapore	10p	10p	15p
France	10p	25p	15p	Slovakia	10p	30p	15p
Germany	10p	30p	15p	South Africa	10p	30p	15p
Gibraltar	10p	30p	15p	South Korea	15p	30p	15p
Greece	10p	30p	15p	Spain	10p	25p	15p
Hong Kong	10p	10p	15p	Sri Lanka	15p	30p	15p
Hungary	10p	30p	15p	Sweden	10p	30p	15p
Iceland	10p	30p	15p	Switzerland	10p	30p	15p
India	10p	10p	15p	Thailand	10p	10p	15p
Indonesia	15p	30p	15p	Trinidad and Tobago	15p	30p	15p
Ireland	5p	25p	15p	Turkey	10p	30p	15p
Israel	10p	30p	15p	USA	10p	10p	15p
Italy	10p	30p	15p	Virgin Islands US	10p	10p	15p
Japan	15p	30p	15p				

Above rates include VAT and apply once your free international minutes run out or if you haven't topped up.

For further information about Orange and our products and services please visit our website at [ee.co.uk](http://ee.co.uk)  
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