

Orange Pay Monthly Additional Services

Terms and Conditions



Available to customers on Orange pay monthly plans only. Consumer plans only.

Orange EURO Talk and Text Bundle

You can purchase a daily bundle for £2 which will give you unlimited calls and texts to and from mobiles and landlines in Europe and selected countries, when roaming abroad in countries set out below (the 'included countries'). You will need to opt in to the bundle by calling 150 on your phone or by texting EUDAY to 2088. If you opt-in to this bundle once, it will automatically trigger each and every time you're abroad in one of the included countries when you make a call, receive a call or send a text. You only pay for the days you use your phone to make a call, receive a call or send a text. Receiving a call when you are in one of the included countries will trigger the £2 charge, even if you only receive a call on a particular day but do not make a call or send a text. You will need to call 150 to remove the bundle if you no longer want it.

Included Countries

Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

This bundle includes:

- Making and receiving unlimited calls and texts whilst in an included country, to and from mobiles and landlines in the same country. For example, calls and texts within France are included;
- Making unlimited calls and texts to mobiles and landlines in the UK from an included country. For example, calls and texts from France to the UK are included; and
- Making and receiving unlimited calls and texts whilst in an included country, to and from mobiles and landlines in a different included country. For example, calls and texts to and from France to Germany are included in your bundle allowance because both are included countries.

This bundle does not include:

- Calls or texts to any international mobile, landline or premium rate numbers whilst in the UK. Such calls will be charged at your normal plan rate.
- Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) are not included in your bundle allowance.

This bundle is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

1000 minutes 08 Bundles

Our 1000 minutes 08 Bundles give you an allowance of 1000 minutes to call standard UK registered 08 numbers when you're in the UK. This will exclude numbers starting with 0871, 0872 and 0873. Call forwarding 08 number ranges and Non Standard NGN ranges beginning with 08 are not included in the allowance provided by these bundles. To get an 08 Bundle you'll have to be on a selected pay monthly plan, you'll have to sign up to a 3 month minimum term for the Bundle and pass our standard credit checks. You will be charged from the day that you choose this Bundle. The cost of the 08 Bundle will be added to your next bill and then every bill until you contact us to remove the Bundle. The first bill may include a pro-rated charge depending on when you added the booster to your account during the month. You can ask us to remove the 08 Bundle by giving us 30 days' notice. If you choose to remove the Bundle within the 3 month minimum term, you will also have to pay early termination charges. Please see our Non-standard Price Guide for how we calculate early termination charges. Please note that you can only have one 08 Bundle on your account at a time.

You must not use the bundle for any fraudulent or other unlawful purpose, whether you're acting alone or in collusion with anyone else. You are specifically not permitted to make a large number of calls using the bundle, whether manually or automatically, for any financial gain or other benefit in kind, including where your financial gain has derived from the termination charge payable by EE for calls on its network.

08 Calls Bundle by Invitation Only

Our 08 Calls Bundle gives you as many minutes as you need to call UK registered 08 numbers when you're in the UK. Available on selected plans only and only on invitation from us. You'll have to sign up to a minimum term for the Bundle and pass our standard credit checks. You will be charged the full amount for the product from the day that the Bundle is added to your account. The cost of the 08 Calls Bundle will be added to your next bill and then every bill until you contact us to remove the Bundle. We'll send you a text to let you know when your Bundle is ready to use. You can ask us to remove the Bundle by giving us 30 days' notice. If you choose to remove the Bundle within the minimum term, you will also have to pay early termination charges. Please see our Non-Standard Charges Price Guide for how we calculate early termination charges. Please note, you can only have one 08 Calls Bundle on your account at a time. Bundles are for personal use only. The Bundle must not be used to access unlawful, immoral or improper services including those providing financial reward or reward in kind. We reserve the right to remove the Bundle at any time without notice if in our reasonable opinion we feel you're breaking this condition.

MMS Bundles by Invitation Only

Our MMS Bundle gives you as many picture messages as you need to send to UK mobiles. Available on selected plans only and only on invitation from us. You'll have to sign up to a minimum term for the Bundle and pass our standard credit checks. You will be charged the full amount for the product from the day that the Bundle is added to your account. The cost of the MMS Bundle will be added to your next bill and then every bill until you contact us to remove the Bundle. We'll send you a text to let you know when your Bundle is ready to use. You can ask us to remove the Bundle by giving us 30 days' notice. If you choose to remove the Bundle within the minimum term, you will also have to pay early termination charges. Please see our Non-Standard Charges Price Guide for how we calculate early termination charges. Please note, that you can only have one MMS Bundle on your account at a time. Bundles are for personal use only. The Bundle must not be used to access unlawful, immoral or improper services including those providing financial reward or reward in kind. We reserve the right to remove the Bundle at any time without notice if in our reasonable opinion we feel you're breaking this condition.

