

## PAYG Dolphin Package Terms and Conditions – effective 19 March 2013

1. PAYG Dolphin Packages are open to all Orange Pay as You Go Customers. Existing customers moving to a PAYG Dolphin Package may not be able to return to their old package. All services are UK only unless otherwise stated.
2. When you join, you will be on our Starter plan until you pick an Animal plan to move on to, which you can do by calling 343.
3. The package charges are:

Animal Package	Starter	Dolphin
<b>Calls to UK mobiles (per minute)</b>	30p	30p
<b>Texts to UK mobiles and landlines as below (each)</b>	12p	12p
<b>Calls to numbers starting 01, 02 and 03 (per minute)</b>	30p	30p
<b>Answerphone (per minute)</b>	30p	30p
<b>Minimum call charge</b>	30p	30p

4. For all other charges on these plans, see the Price Guide at: [http://www1.orange.co.uk/service\\_plans/payasyougo/services\\_price\\_guides\\_overview.html](http://www1.orange.co.uk/service_plans/payasyougo/services_price_guides_overview.html).
5. The Rewards are:

Animal Plan	Dolphin
<b>Minimum Top up</b>	£10
<b>Reward</b>	Free texts and access to the internet on your phone

6. If you top-up by the minimum amount below, your monthly reward will be:

Minimum top up	Dolphin
£10 top up	400 texts and 1GB mobile internet access
£15 top up	600 texts and 2GB mobile internet access.
£20 top up	Unlimited texts and 3GB mobile internet access
£30 top up	N/A

7. The monthly period during which your top-ups accumulate (the "Monthly Period") will start on the date that you register for the Reward. This means that any top-up from this point will be taken into consideration at the end of that Monthly Period. The Monthly Period does not necessarily start on the 1st of the month. It will run from 00.00.00 on the first day of the Monthly Period and will end at 23.59.59 on the last day of the Monthly Period. At the end of the Monthly Period we calculate the Reward. Where you qualify for the Reward on the 29th, 30th or 31st day of a month, the Monthly Period will run to the 28th of the next month.

8. If you currently have a pay as you go Offer, your new Offer will take your existing Analysis Date. Any top-ups that count towards your existing Offer will also be considered for your new Offer.
9. If you do not currently have an Offer, your top-ups over the previous 30 days will be taken into consideration. If this Accumulated Amount is £10 or greater, you will receive the appropriate Reward/s within 72 hours and the Offer will move onto Monthly Analysis. If this Accumulated Amount is less than £10, you will not receive any Reward/s and your Offer will move onto Daily Analysis.
10. Your Accumulated Amount will be reset to zero on entering Daily Analysis.
11. When in Daily Analysis, once your Accumulated Amount reaches a minimum of £10, the appropriate Reward/s will be provisioned within 72 hours, your Analysis Date will be reset to one month in the future and the Offer will go onto Monthly Analysis.
12. When in Monthly Analysis, all top-ups made during the Monthly Analysis Period will be analysed on the Analysis Date and the appropriate Reward/s will be provisioned within 72 hours.
13. If you do not qualify for your Reward/s on your Analysis Date, no Reward/s will be given and the Offer will move onto Daily Analysis.
14. If the Analysis Date falls on the 29th, 30th, or 31st of a month, the Analysis Date will be set to the 28th.
15. Your Accumulated Amount will be reset to zero on each Analysis Date.
16. Orange will inform you by text when you qualify for your Reward/s.
17. Any Reward/s you may have earned prior to joining the Offer will remain on the account for the duration of their original reward period, except for the Mob Mates Rewards which will be removed immediately.
18. The Reward will be applied within 72 hours of the qualification for the Reward. You will be sent a free text message letting you know when your monthly rewards start. Rewards last for a calendar month, we will tell you by text message when that period is up.
19. If you change plans while using your reward, you'll lose any service that you haven't already used up
20. **Free texts** – texts are person to person texts to UK mobiles.
21. **Free internet (mobile internet browsing)** – subject to the cap relevant to the top up as described at para 7 above. Any usage over this will be charged at your Animal plan rate. Mobile internet browsing (whether as

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part of an inclusive allowance or not) is not to be used for other activities (such as non-Orange internet based streaming services, voice or video over the internet, instant messaging, peer to peer file sharing).

22. Customers who joined Dolphin before 19 March 2013, and who want to benefit from the improved Dolphin reward, will need to move from Dolphin to one of our other PAYG plans. They can then move back to Dolphin to get the improved reward. This will not affect your Analysis Date or Accumulated Amount.
23. Further terms apply – see [www.orange.co.uk/terms](http://www.orange.co.uk/terms).

### **Terminology**

**Monthly Analysis** - all top-ups made during the Monthly Analysis Period are analysed on the Analysis Date and the appropriate Reward/s provisioned within 72 hours.

**Monthly Analysis Period** - the period of time during which customers' top-ups will count towards the total Accumulated Amount. This period will run from 00.00.00 on your Analysis Date until 23.59.59 on the day before your next Analysis Date.

**Daily Analysis** - the customers Accumulated Amount is checked daily to determine if they receive a Reward, rather than waiting until the next monthly Analysis Date.

**Accumulated Amount** - the value of a customers accumulated top-ups that will be used to determine if the customer qualifies for a Reward.

**Analysis Date** - the date on which a customers Accumulated Amount is analysed to determine if they qualify for a Reward.