

# pay monthly non-standard charges

mobile price guide



## Calls to premium rate and special numbers

| number prefix  | call charges if using an Orange phone (per min/text)                          | minimum charge  |
|--|---|---|
| calls to charity helplines                           | Free. Visit <a href="http://ee.co.uk/help">ee.co.uk/help</a> for full details |   |
| calls to freephone (080) and (116)                   | Free  | Free  |
| calls to 08, 09 & 118 (not including freephone 080)* | Access Charge of 50p per minute plus a Service Charge                         | Access Charge of 50p per minute plus a Service Charge |
| calls to 056   | 50p   | 50p   |
| calls to call forwarding services                    | 50p   | 50p   |
| texts to call forwarding services                    | 15p   | 15p   |
| calls to personal number services beginning with 070 | up to 75p   | up to 75p   |
| satellite calls                                      | £5.87   | £5.87   |
| satellite text message                               | £1.50   | £1.50   |
| 076 paging number service                            | up to 51.1 p  | up to 51.1 p  |
| calls to 155   | 10.2p   | 10.2p   |
| calls to short codes #2901, 2902... 2925             | 1 p, 2p...25p   | 1 p, 2p...25p   |

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

## Customer Services and other important numbers

| call charges in the UK to  | call charges if using an Orange phone (per minute) | number to call from an Orange phone | number to call from any other mobile |
|--|--|-------------------------------------|--------------------------------------|
| Text Relay calls via 18001 and 18002   | Standard Rates Apply                               | -                                   | -                                    |
| Text Relay calls via 18000 (emergency services)  | free   | -                                   | -                                    |
| Calls to customer services (during normal working hours)*                                    | Please refer to your price plan guide for details* | 150                                 | 07973 100 150                        |
| Calls to customer services (during extended working hours)*                                  | 50p per call                                       |                                     |                                      |
| Calls to customer services (priority answer)*  | 50p per call                                       |                                     |                                      |
| emergency services   | free   | 999/112                             | 999/112                              |
| Orange Credit Card customer Service  | 5.1 p  | 850                                 | -                                    |
| if you call these numbers from any other network, you will be charged at that network's rate |  |                                     |                                      |

\* For all other calls to Customer Services, please refer to your Price Plan Guide for details. If there is any clash between what your Price Plan Guide says and this wording, then this wording takes precedence. You will be warned about this charge when you call us out of hours and before the charge is applied.

Call charges vary depending on the time of your call as well as other optional selections that you may choose. Charges apply to calls made to 150 as well as alternative numbers including, but not limited to, 07973 100150, 07953966 150, and 07953966250. You will be notified of call costs and have the option to end the call at that point without incurring any charge. For these purposes our 'Normal Working Hours' are currently 8am to 8pm weekdays and 8am to 6pm on weekends. Our 'Extended Working Hours' are currently 8pm to 10pm on weekdays and 6pm to 8pm on weekends

## Administration and other charges

| payment related charges  |                   |       |
|--|-------------------|-------|
| non-direct debit payment   | per mobile number | £3.58 |
| payment failure - direct debit*                                    | per failure       | £5.00 |
| late payment - a charge for paying your bill late in any one month | per bill          | £5.00 |

\* Payments are required to be made by Direct Debit. In the event of a Direct Debit failure, or payment of the bill is not made, a non-payment fee of £5 will be charged to the account.

## Your Group

Enjoy unlimited free calls between phones in your household and an easy way to keep on top of the bills with Your Group from Orange. Calls to other Your Group users on the same account are subject to a fair usage policy of 3000 minutes per month per user.

Pay as you go customers must have at least 10p available airtime credit to make free calls to other Your Group subscribers on the same account.

- enjoy unlimited free calls within the UK between all the phones in your Group, regardless of whether they are pay monthly or pay as you go customers
- one bill for everyone in Your Group
- convenient weekly or monthly pay as you go top-ups from a minimum of £2.50 per week or £10 per month
- Reserve Tank for pay as you go customers



Terms and conditions apply.

For further details go to [ee.co.uk/terms](http://ee.co.uk/terms)  
or call customer services on 150.

## Talk bundles

| talk bundles available to customers joining 24 month plans from 1st February 2013* |            |             |             |
|--|------------|-------------|-------------|
| use:   | 50 minutes | 200 minutes | 500 minutes |
| calls to Jersey, Guernsey and the Isle of Man                                      | £4.00      | £7.00       | £10.00      |

\*Your talk bundle will last for 30 days, or until all the minutes in it are used up, whichever happens first. At the end of the 30 days, you will need to purchase another bundle as it will not automatically recur.

## Message bundles

Adding a text bundle to your package can save you up to 75% off on standard text rates. To add text or photography bundles to your account call customer services on 150.

| text bundle                     | cost per month |
|---------------------------------|----------------|
| 30 messages                     | £3.06          |
| 100 messages                    | £5.10          |
| unlimited messages <sup>1</sup> | £5.10          |

Unlimited offer is subject to fair usage.

Along with great savings on photo messaging, the 50 and 100 message photography bundles include unlimited free uploading to Orange Album.

| photography bundle | cost per month |
|--------------------|----------------|
| 15 messages        | £3.06          |
| 50 messages        | £5             |
| 100 messages       | £7.50          |

Unused text or photography bundles do not roll over so make sure you use them up each month.



## Data services

### Mobile Internet

Using a phone that supports GPRS or 3G, you can have an “always on” connection to services via the Mobile Internet to visit sites including Google, Yahoo!, eBay and Amazon or send and receive your personal e-mail including Yahoo! Mail and many others.

With a mobile internet pack you can:

- access amazing content and downloads via Orange World
- browse the whole of the Mobile Internet
- send and receive your personal email (either via Orange World or direct to your phone’s inbox, depending on email provider and handset)

### megabytes explained

The number of megabytes (MB) you use per month will depend on what you do on the Mobile Internet or how many emails you send and receive (which will determine the best value bundle for you).

For example, 4MB of data means you could do all of the following in one month:

- browse 250 colour pages, including picture galleries, sports action, live news, maps and more
- download two wallpapers each month
- download two ringtones each month
- download one film trailer or video clip each month

As a general guide, sending 100 short emails each containing 100 words is approximately equivalent to 1MB.

## Orange Mobile Broadband

With an Orange Mobile Broadband dongle you can gain access to the web and email on your laptop while you’re out and about. For Orange Mobile Broadband pricing please go to [orange.co.uk/mobilebroadband](http://orange.co.uk/mobilebroadband) or call 150 from your Orange phone.

## Pay as you use without a data bundle

(new and upgrading customers from 1 February 2013 on 24 month plans)

As of 1 February 2013 out of bundle data charges will be as per the table below for new customers and upgrading customers on a 24 month talk plan.

| Mobile Internet out of bundle browsing from 1 February 2013 |                   |
|---|-------------------|
| use   | cost              |
| Up to 1GB   | £5 for each 250MB |
| Greater than 1 GB and up to 2GB                             | £20               |
| Greater than 2GB  | £40 cap           |

## Pay as you use without a data bundle continued

From 6 September 2011, all customers who joined an 18 month or 24 month annual plan, will be subject to a flat £1 per day tethering data charge for all chargeable usage whilst tethering.

As of the 1 April 2011, we introduced a daily flat rate of £1 per day in replacement of the daily cap (see table below). This will apply automatically to new customers from 1 April 2011 for out of bundle data usage. Upgrading customers moving to a new talk plan will also get the new £1 per day flat rate automatically from 1 April 2011. Existing customers will receive a SMS notifying them of when the new daily flat rate will apply to them.

| Mobile Internet browsing bundles from April 2011 |                  |                                   |                    |                           |
|--|------------------|-----------------------------------|--------------------|---------------------------|
| Mobile Internet                                  | cost             | information                       | out of bundle cost | availability              |
| Anytime Monthly Browsing Bundle (500MB)          | £5 per month     | 500MB anytime allowance per month | £1 per day         | All PAY monthly customers |
| Anytime Monthly Browsing Bundle (1GB)            | £10.21 per month | 1 GB anytime allowance per month  | £1 per day         | All PAY monthly customers |

A daily flat rate of £1 per day applies for out of bundle data usage. This is a limited data bundle, which is subject to a daily fair use limit of 25MB or 500MB per month. 25MB provides enough data for normal levels of email usage and browsing, however for those customers who are planning to download and stream data we would recommend that they take up one of our 500MB or 1GB bundles

Existing customers can op-Out from the 61.3p rate by contacting customer services and move to £1 cap. New customers from 1st April 2011 or upgrading ones going onto new talk plans from 1st April 2011 will get the £1 daily rate as default and not be entitled to opt out.

| WiFi Bundles |                 |                 |
|--------------|-----------------|-----------------|
| bundle cost  | bundle elements | bundle duration |
| £2           | unlimited WiFi* | 30 days         |

\*Subject to 3GB fair usage per month.



## Pay as you use without a data bundle continued

As of the 1 March 2010, we introduced a daily flat rate of 61.3p per day in replacement of the daily cap (see table below). This will apply automatically to new customers from 31 March 2010 for out of bundle data usage. Upgrading customers moving to a new talk plan will also get the new 61.3p per day flat rate automatically from 30 April 2010. Existing customers will receive a SMS notifying them of when the new daily flat rate will apply to them.

| Mobile Internet browsing bundles from March 2010 |                  |                                   |                    |                           |
|--|------------------|-----------------------------------|--------------------|---------------------------|
| Mobile Internet                                  | cost             | information                       | out of bundle cost | availability              |
| Anytime monthly browsing bundle (500MB)          | £5 per month     | 500MB anytime allowance per month | 61.3p per day      | All PAY monthly customers |
| Anytime monthly browsing bundle (1GB)            | £10.21 per month | 1 GB anytime allowance per month  | 61.3p per day      | All PAY monthly customers |

A daily flat rate of 61.3p per day applies for out of bundle data usage. This is a limited data bundle, which is subject to a daily fair use limit of 25MB. 25MB provides enough data for normal levels of email usage and browsing, however for those customers who are planning to download and stream data we would recommend that they take up one of our 500MB or 1GB bundles. Existing customers can opt-Out from the 61.3p rate by contacting customer services and go back to the £1.54 cap. New customers from 31 March 2010 or upgrading ones going onto new talk plans from April 30 will get the 61.3p daily rate as default and not be entitled to opt out.

Prior to 1 March 2010, if you do not want to buy an internet bundle you can pay as you use for £3/MB. The Daily Cap is automatically available to new customers, however, existing customers will need to request the service, Daily Cap will ensure that you will never spend more than £1.54 per day when browsing. You can buy a daily bundle for £1.02.

| Mobile Internet browsing bundles |               |   |                    |                           |
|----------------------------------|---------------|---|--------------------|---------------------------|
| Mobile Internet                  | cost          | information   | out of bundle cost | availability              |
| Daily bundle*                    | £1.02 per day | Mobile internet access for one day. Valid until 23:59:59 on day of purchase | -                  | All PAY monthly customers |

\*Should not to be used for Internet Tethering (E.g. Using your handset as a modem)

## BlackBerry® bundles

You can enjoy unlimited access to your email for free on Panther plans. If you're on another plan you can bring your BlackBerry® to life for only £5 a month.

| BlackBerry® bundles    |               |              |
|------------------------|---------------|--------------|
| Pay monthly plan       | Panther plans | other plans  |
| unlimited email access | free          | £5 per month |

Unlimited UK data is subject to an Orange fair usage. For more information please go to [orange.co.uk/terms](http://orange.co.uk/terms)



## Using your phone abroad: set up and costs

Using your phone abroad is as simple as using it at home. 24 hours before you travel, call 150 to enable international calling. To set up your Answer Phone PIN call 123 from your Orange phone (this will enable you to retrieve messages from your Answer Phone whilst abroad).

If you need to know how much a call is going to be whilst you're away, you can text "FROM [COUNTRY]" to 159 and we'll let you know the cost. Don't forget this is FREE from the UK.

From 15th June you can use your plan minutes, texts and data whilst abroad within the EU/EEA/Switzerland at no extra cost. Calls to premium numbers are not permitted within allowance. The EU charges in the table below (all zones excluding Rest of World 1-3) will be applicable if you exceed your plan allowances and are the same as standard UK rates.

| Country Zone | Making a Voice Call Back to the UK or EU (Zones 1a, 1b, 2a, 2b, 2c) In Country or Voice Mail (inc VAT) | Making a call anywhere else (inc VAT) | Receiving a call (inc VAT) | Sending SMS to EU (Zones 1a, 1b, 2a, 2b, 2c) (inc VAT) | Sending an SMS outside EU (inc VAT) | Sending an MMS (inc VAT) | Data (inc VAT) |
|--------------|--|---------------------------------------|----------------------------|--|-------------------------------------|--------------------------|----------------|
| Zone 1a      | 50p  | £1.20                                 | 0p                         | 15p  | 60p                                 | 50p                      | £1.99 per day  |
| Zone 1b      |  | £1.44                                 |                            |  |                                     |                          |                |
| Zone 2a      |  | £1.20                                 |                            |  |                                     |                          |                |
| Zone 2b      |  | £1.44                                 |                            |  |                                     |                          |                |
| Zone 2c      |  |                                       |                            |  |                                     |                          |                |
| Zone 2d      | 4p   | 1p                                    |                            | 4p   |                                     | 4p/MB                    |                |
| Zone ROW1    | £1.44  |                                       |                            | 60p  |                                     | £1.80                    | £9.60/MB       |
| Zone ROW2    | £1.80  |                                       |                            |  |                                     |                          |                |
| Zone ROW3    | £3.00  |                                       |                            |  |                                     |                          |                |

All call rates above are pence per minute (ppm). Prices apply to all networks in all countries and zones.

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

For more information on call charges whilst using your phone on an aircraft, please go to [orange.co.uk/aircraft](http://orange.co.uk/aircraft)

For more information on maritime call charges, including using your phone on ships and ferries, please go to [ee.co.uk/roaming](http://ee.co.uk/roaming)

## Mobile data charges

Travel Data bundles make it easy to access the information you want and stay in touch while you're away. Sign up for one of our bundles to enjoy discounted rates on data while travelling. These bundles are perfect for browsing the internet on your phone.

### travel in selected rest of the world zone A countries

| bundle cost | bundle element | bundle duration | out of bundle charges per MB |
|-------------|----------------|-----------------|------------------------------|
| £3.00       | 20MB           | 1 day*          | £8                           |
| £10.00      | 100MB          | 1 day*          | £8                           |

Countries included: Armenia, Australia, Canada, China, Israel, Mexico, New Zealand, Peru, Russia, Singapore, Turkey, Ukraine, USA

\*Once you opt in, the bundle begins automatically, as soon as you start using data. You will be charged the bundle fee each day for any data you use up until the allowance has been used. If you use more than the bundle allowance, the bundle will repeat and you will be charged the bundle fee again up to the allowance. You can only purchase 20 of these bundles in one day, after which the rate will revert to £8 per MB. The bundle will last up until midnight of that same day (local time).

## Mobile data charges continued

### travel in rest of the world zone B

| bundle cost   | bundle allowance | bundle duration | out of bundle charges |
|---|------------------|-----------------|-----------------------|
| £7.50   | 10MB             | 1 day*          | £8                    |
| £15.00  | 25MB             | 1 day*          | £8                    |
| Countries included: Argentina, Bermuda, Columbia, Ecuador, Gabon, Hong Kong, India, Indonesia, Malaysia, Mongolia, Nicaragua, Philippines, Qatar, Saudi Arabia, Sierra Leone, South Africa, Thailand. Uganda, United Arab Emirates. |                  |                 |                       |

\*Once you opt in, the bundle begins automatically, as soon as you start using data. You will be charged the bundle fee each day for any data you use up until the allowance has been used. If you use more than the bundle allowance, the bundle will repeat and you will be charged the bundle fee again up to the allowance. You can only purchase 20 of these bundles in one day, after which the rate will revert to £8 per MB. The bundle will last up until midnight of that same day (local time)

### travel in rest of the world zone C

| bundle cost   | bundle allowance | bundle duration | out of bundle charges |
|---|------------------|-----------------|-----------------------|
| £12.00  | 10MB             | 1 day*          | £8                    |
| £20.00  | 20MB             | 1 day*          | £8                    |
| Countries included: Afghanistan, Albania, Botswana, Brazil, Caribbean, Dominican Republic, Egypt, Faroe Islands, Guinea, Guyana, Iraq, Ivory Coast, Japan Jordan, Macedonia, Madagascar, Mali, Montserrat, Montenegro, Netherland Antilles, Niger, Nigeria, Panama, Senegal, South Korea, Sri Lanka, Tanzania, Vietnam, Zambia. |                  |                 |                       |

\*Once you opt in, the bundle begins automatically, as soon as you start using data. You will be charged the bundle fee each day for any data you use up until the allowance has been used. If you use more than the bundle allowance, the bundle will repeat and you will be charged the bundle fee again up to the allowance. You can only purchase 20 of these bundles in one day, after which the rate will revert to £8 per MB. The bundle will last up until midnight of that same day (local time)

### travel in rest of the world zone D

| bundle cost  | bundle allowance | bundle duration | out of bundle charges |
|--|------------------|-----------------|-----------------------|
| £20.00   | 3MB              | 1 day*          | £8                    |
| £50.00   | 10MB             | 1 day*          | £8                    |
| Countries included: Algeria, 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, Kazakhstan, Kenya, Kuwait, Lao, Lebanon, Lesotho, Macau, Maldives, Mauritius, Morocco, Mozambique, Namibia, Oman, Pakistan, Palestine, Paraguay, Rwanda, Serbia, Seychelles, Sudan, Taiwan, Tajikistan, Tunisia, Uruguay, Venezuela, Yemen. |                  |                 |                       |

\*Once you opt in, the bundle begins automatically, as soon as you start using data. You will be charged the bundle fee each day for any data you use up until the allowance has been used. If you use more than the bundle allowance, the bundle will repeat and you will be charged the bundle fee again up to the allowance. You can only purchase 15 of these bundles in one day, after which the rate will revert to £8 per MB. The bundle will last up until midnight of that same day (local time).

## World Traveller

For £5.10 a month get unlimited discounts on all your calls and texts when travelling in top international destinations such as the USA & Canada, Australia, Turkey, Egypt and many more.

| calling from zone*               | making calls abroad:<br>% discount on standard roaming rates | receiving calls abroad:<br>% discount on standard roaming rates | sending texts abroad:<br>% discount on standard roaming rates |
|----------------------------------|--|---|---|
| Ireland & Channel Islands        | 10%  | 14%   | 10%   |
| Europe 1<br>(inc. France, Spain) | 10%  | 14%   | 10%   |
| Europe 2<br>(inc. Turkey)        | 30%  | 30%   | 30%   |
| Australia                        | 30%  | 30%   | 30%   |
| USA & Canada                     | 30%  | 30%   | 30%   |
| Rest of World 1                  | 20%  | 20%   | 20%   |
| Rest of World 2                  | 20%  | 20%   | 20%   |

\*See "Roaming Zones for World Traveller Bundle" for list of zones and included countries.

- prices apply to all networks in all countries and zones
- where a discount rate is not applicable (some zones, products), standard charges will apply
- a one minute minimum call charge applies to all calls; thereafter, calls are charged on a per minute basis
- all calls received whilst abroad will be charged in per minute
- in countries where VAT is applicable, VAT is included in the above rates

# Standard roaming zones from 15 July 2014 (excluding MMS)

|                 |   |
|-----------------|---|
| Zone 1a         | Ireland (Republic of), Isle of Man  |
| Zone 1b         | Jersey, Guernsey  |
| Zone 2a, 2b, 2c | Zone 2a: Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Czech Republic, The Netherlands<br>Zone 2b: Gibraltar, Switzerland<br>Zone 2c: Iceland, Liechtenstein, Norway, Reunion, The French Antilles   |
| Zone 2d         | Andorra, Moldova  |
| Zone ROW1       | Australia, Canada, China, Israel, Palestine, Thailand, Turkey, USA,   |
| Zone ROW2       | Argentina, Bosnia and Herzegovina, Brazil, Columbia, Dominican Republic, Ecuador, Egypt, Hong Kong, India, Ivory Coast, Kenya, Macedonia, Madagascar, Malaysia, Mexico, Monserrat, Montenegro, Morocco, Myanmar, New Zealand, Nicaragua, Nigeria, Pakistan, Panama, Peru, Saudi Arabia, Senegal, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Tajikistan, Tanzania, Uganda, Uruguay, Venezuela  |
| Zone ROW2       | Afghanistan, Aircraft, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Armenia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, Congo, Cook Islands, Costa Rica, Cuba, Digicel Caribbean Network, Djibouti, Dominica, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Indonesia, Iran, Iraq, Jamaica, Japan, Jordan, Kazakhstan, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Malawi, Maldives, Mali, Maritime, Mauritius, Mongolia, Mozambique, Namibia, Nepal, Netherlands Antilles, Niger, Oman, Other International Operators, Palau, Papua New Guinea, Paraguay, Philippines, Qatar, Russia, Rwanda, Saint Kitts & Nevis, Saint Lucia, Saint Vincent & the Grenadines, Satellite, Seychelles, Sierra Leone, Sudan, Suriname, Swaziland, Syria, Taiwan, Togo, Trinidad & Tobago, Tunisia, Turkmenistan, Turks & Caicos Islands, Ukraine, United Arab Emirates, Uzbekistan, Vanuatu, Vietnam, Yemen, Zambia, Zimbabwe |

## Roaming Zones for World Traveller Bundle and MMS

|                     |  |
|---------------------|--|
| Europe 2            | Albania, Belarus, Bosnia Herzegovina, Faroe Islands, Georgia, Israel (inc. Palestine), Macedonia, Montenegro, Serbia, Turkey, Ukraine  |
| Australia           | Australia  |
| USA & Canada        | Canada, USA  |
| Rest of World 1     | Algeria, Bahrain, Bangladesh, China, Ghana, Greenland, Hong Kong, Japan, Jordan, Korea (North), Korea (South), Lebanon, Macau, Malaysia, Maldives, Morocco, Oman, Pakistan, Paraguay, Peru, Qatar, Saudi Arabia, Serbia, 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, Columbia, 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, Mayotte, 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 |
| maritime / aircraft | Air and Maritime, Aircraft   |



# International Calling

## Calling abroad from the UK

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.

Visit [ee.co.uk/callingabroad](http://ee.co.uk/callingabroad) or call customer services on 150 for further information.

## Call abroad Subscription

Get our Call Abroad Subscription for £3.50 a month and benefit from discounts to all our international calling zones.

|                 | calling abroad from the UK |                               | texting abroad from the UK | photo messaging abroad from the UK - unde/over 50KB |
|-----------------|----------------------------|-------------------------------|----------------------------|---|
|                 | standard rates per minute  | call Abroad Subscription rate |                            |   |
| Orange Zone     | £1                         | 15p                           | 35p                        | 50p   |
| Ireland         | 50p                        | 10p                           |                            |   |
| Europe 1        | £1                         | 15p                           |                            |   |
| Europe 2        | £1                         | 15p                           |                            |   |
| Australia       | £1.60                      | 15p                           |                            |   |
| USA             | £1.60                      | 5p                            |                            |   |
| Rest of World 1 | £1.60                      | 30p                           |                            |   |
| Rest of World 2 | £1.60                      | 30p                           |                            |   |

Calls to Isle of Man, Jersey and Guernsey will be charged as per off-net rates.

## International calling charge for Camel SIM only tariff (no longer available)

|                 | calling abroad from the UK | texting abroad from the UK | photo messaging abroad from the UK - under/over 50 KB | making an international video call | receiving an international video call |
|-----------------|----------------------------|----------------------------|---|------------------------------------|---------------------------------------|
| Orange Zone     | 45p                        | 20p                        | 30.6p   | 51.1p                              | free                                  |
| Europe 1        | 45p                        |                            |   |                                    |                                       |
| Europe 2        | 50p                        |                            |   |                                    |                                       |
| Ireland         | 15p                        |                            |   |                                    |                                       |
| Australia       | 50p                        |                            |   |                                    |                                       |
| USA             | 30p                        |                            |   |                                    |                                       |
| Rest of World 1 | 90p                        |                            |   |                                    |                                       |
| Rest of World 2 | £1                         |                            |   |                                    |                                       |

**International calling charge for Animal plans (no longer available)**

|                 | calling abroad from the UK | texting abroad from the UK |
|-----------------|----------------------------|----------------------------|
| Orange Zone     | £1.00                      | 35p                        |
| Europe 1        | £1.00                      |                            |
| Europe 2        | £1.00                      |                            |
| Ireland         | 70p                        |                            |
| Australia       | £1.60                      |                            |
| USA             | £1.60                      |                            |
| Rest of World 1 | £1.60                      |                            |
| Rest of World 2 | £2.00                      |                            |

## Calling abroad bundle

Get our Calling Abroad Bundle if you're a pay monthly customer for £2 per month which gives you cheaper rates to over 60 countries. See our list of prices below for full details of cheaper rates.

Visit [ee.co.uk/callingabroad](http://ee.co.uk/callingabroad) or call customer services on 150 for further information.

| Country        | Landline | Mobile |
|----------------|----------|--------|
| Algeria        | 5p       | 25p    |
| Argentina      | 2p       | 15p    |
| Australia      | 2p       | 10p    |
| Austria        | 2p       | 10p    |
| Bangladesh     | 3p       | 3p     |
| Barbados       | 9p       | 15p    |
| Belgium        | 1p       | 10p    |
| Brazil         | 2p       | 15p    |
| Bulgaria       | 1p       | 10p    |
| Canada         | 1p       | 1p     |
| China          | 1p       | 1p     |
| Columbia       | 3p       | 5p     |
| Croatia        | 1p       | 10p    |
| Cyprus         | 1p       | 3p     |
| Czech Republic | 2p       | 2p     |
| Denmark        | 1p       | 3p     |
| Egypt          | 7p       | 10p    |
| Estonia        | 2p       | 5p     |
| Finland        | 5p       | 5p     |
| France         | 1p       | 3p     |
| Germany        | 1p       | 5p     |
| Greece         | 1p       | 5p     |
| Guernsey       | 2p       | 10p    |
| Hong Kong      | 2p       | 2p     |
| Hungary        | 1p       | 5p     |
| India          | 1p       | 1p     |
| Indonesia      | 5p       | 10p    |
| Ireland        | 2p       | 5p     |
| Israel         | 1p       | 5p     |
| Italy          | 1p       | 3p     |
| Jamaica        | 8p       | 15p    |
| Japan          | 3p       | 10p    |

| Country             | Landline | Mobile |
|---------------------|----------|--------|
| Jersey              | 2p       | 10p    |
| Kenya               | 10p      | 10p    |
| Malaysia            | 2p       | 5p     |
| Mauritius           | 10p      | 15p    |
| Morocco             | 5p       | 30p    |
| Netherlands         | 5p       | 5p     |
| New Zealand         | 1p       | 5p     |
| Nigeria             | 5p       | 5p     |
| Norway              | 2p       | 7p     |
| Pakistan            | 10p      | 10p    |
| Philippines         | 7p       | 15p    |
| Poland              | 1p       | 2p     |
| Portugal            | 1p       | 2p     |
| Romania             | 2p       | 5p     |
| Russia              | 2p       | 15p    |
| Saudi Arabia        | 7p       | 12p    |
| Singapore           | 2p       | 2p     |
| Slovakia            | 2p       | 10p    |
| South Africa        | 2p       | 5p     |
| South Korea         | 3p       | 5p     |
| Spain               | 1p       | 5p     |
| Sri Lanka           | 10p      | 15p    |
| Sweden              | 1p       | 10p    |
| Switzerland         | 1p       | 10p    |
| Taiwan              | 5p       | 10p    |
| Thailand            | 2p       | 3p     |
| Trinidad and Tobago | 2p       | 10p    |
| Turkey              | 4p       | 10p    |
| UAE                 | 10p      | 10p    |
| Uganda              | 20p      | 20p    |
| USA                 | 1p       | 1p     |

# Services

| service  | description  | cost  | further information   |
|--|--|---|---|
| Orange Care  | Worldwide cover for your phone against loss, theft, damage as well as developing a fault, subject to Orange Care General Terms and Conditions. Any claim accepted will be subject to an administration fee (currently £15). Replacement is usually within 24 hours of a claim being accepted | <p>£6 per month per phone including Insurance Premium Tax, not applicable to certain high value devices</p> <p>£12 per month per phone including Insurance Premium Tax, applicable to certain high value devices</p> <p>To arrange or request a copy of Orange Care General Terms and Conditions (OCGTCs), please call 150 free from your Orange phone, or 07973100150 from any other phone</p> | Orange Care is the insurance and warranty for your Orange device. The Orange Care General Terms and Conditions can be seen by visiting our website <a href="http://orange.co.uk">orange.co.uk</a> . |
| Copy and Keep  | Copy and Keep service, copies SMSs, photos, music downloads and videos (only media which is copyright free will be transferred) from phone to phone or to USB stick  | Free for New and Existing Orange Care Customers or £6 as a stand alone charge (per transaction)   | to use the Copy and Keep Service, visit an Orange Shop  |
| 118 000<br>Orange Directory Enquires service UK      | To request a UK national phone number  | Access Charge of 50p per minute plus a Service charge of 80p per call plus 25p per minute.  | call customer services on 150 or visit <a href="http://orange.co.uk/help">orange.co.uk/help</a>   |
| 195<br>accessibility<br>directory<br>enquiry service | blind/disabled directory enquiries   | calls to this service are free  | call 195/150 to register for access call 07973 100 195 from any other mobile to access the service  |
| Orange<br>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 12.3p per message received   | call 277 for details  |
| Orange Maps  | Orange Maps gives you the best of mobile maps and in-car navigation all on your mobile phone   | £5  | visit <a href="http://orange.co.uk/orangemaps">orange.co.uk/orangemaps</a>  |
| Orange<br>Postcards                                  | Use your phone to take a photograph and send it by MMS shortcode 80247 to be turned into a postcard that will be delivered by the Royal Mail   | <p>£1.79 in the UK</p> <p>£2.24 overseas</p> <p>standard WAP charges apply</p>  | visit <a href="http://orange.co.uk/mms">orange.co.uk/mms</a>  |

# Services

| service                   | description   | cost   | further information  |
|---------------------------|---|--|--|
| Orange Mobile TV          | Orange TV lets you watch channels you all know and love, as well as some exciting new ones on your 3G phone   | It costs £5 per month for regular TV packs, or £10 per month for the Max pack. Alternatively pay as you watch for 40p per minute   | visit <a href="http://orange.co.uk/tv">orange.co.uk/tv</a>                             |
| Monkey tariff             | Call 247 or 079 7310 0247 to listen to a friends playlist by entering their unique 7-digit Monkey playlist number   | 5p per minute from the UK. Standard roaming charges apply if calling from abroad   | visit <a href="http://orange.co.uk/monkey">orange.co.uk/monkey</a>                     |
| Music Player              | Download songs from hundreds of artists straight to your phone  | Tracks usually cost £1.54 per track or buy a bundle of 3 for £3.07. The cost is added to your monthly bill   | visit <a href="http://orange.co.uk">orange.co.uk</a>                                   |
| 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<br>Email is included within the Orange World bundle allowance<br>SMS alerts are free<br>20.4p per minute to listen to your emails                  | visit <a href="http://orange.co.uk/emailandorganise">orange.co.uk/emailandorganise</a> |
| Answer Fax                | Orange Answer fax lets you receive faxes directly to your phone while you're out and about and forward them to a convenient fax machine for printing  | charged at normal Answer Phone rate (additional charges may apply)   | call customer services on 150  |
| Fax and data services     | Send and receive faxes and emails, even browse the internet while you're on the move  | Data calls to freephone numbers will be charged at standard rates, depending on your service plan  | go to an Orange Shop or call 156   |
| Local Number              | If you don't want people to know you are using a mobile phone, you can have a local number. Available for London, Birmingham, Liverpool and Manchester dialling codes   | No initial charge.<br>Monthly charges:<br>a number local to your billing address £18<br>a number not local to your billing address £32.94 cost per incoming call 10.20p (pm) | call customer services on 150  |

# Services

| service                                | description  | cost  | further information                                  |
|--|--|---|--|
| Memorable Numbers                      | You can also choose a phone number that everyone can remember  | <p>One off charge and then monthly charges depend on your service plan</p> <p>bronze Orange number - £58.75</p> <p>silver Orange number - £235</p> <p>gold Orange number - £360</p> <p>bronze local number - £88.13</p> <p>silver local number - £117.50</p> <p>gold local number - £146.88</p> | call customer services on 150                        |
| Your Account online                    | Manage your Orange account online  | -   | visit <a href="http://orange.co.uk">orange.co.uk</a> |
| Bills and Statements                   | Itemised bills   | £1.54   | call customer services on 150                        |
| Copies of bills                        | Copies of itemised bills   | £3.60 per copy  | call customer services on 150                        |
| bills in large print, braille or audio | -  | call customer services on 150   | call customer services on 150                        |
| phone unlocking charge                 | If you want to use your phone on an alternative network you can have your phone unlocked. Handsets can only be unlocked from our network once you've been on the pay monthly plan that the phone came with for at least 6 months | £8.99. If you are still within the minimum term of your contract you must also pay the remainder of your monthly charges of your contract   | call customer services on 150                        |
| text delivery reports                  | Receive a text informing you whether your message was successfully delivered   | 1 p or 2p depending on the price plan that you are on   | call customer services on 150                        |
| SIM replacement                        | -  | £1.50   | call customer services on 150                        |

## Network performance promise - we'll give you credit if you're cut off

Orange is the only network to give you up to a minute of talk time back, in the unlikely event that you're cut off during a call.

- call the same number back within five minutes, and before calling anyone else, and we'll credit your account
- redialled calls must last longer than three seconds for credit to be added
- calls to fixed charge numbers, like Orange Directory Enquiries, will be credited as a call at your standard rate
- on Talkshare accounts the credit will be available for the rest of the group to use
- calls lost by a third party don't qualify for credit

Our network promise doesn't apply to 3G, international calls, calls made whilst abroad, calls made whilst national roaming or freephone 0800 numbers.



## Early termination charge price guide information

- if you wish to terminate your contract early you are required to pay the remaining monthly line rental charges to cover your minimum contract period. However, you could be eligible for a discount, as explained below.
- we pay money to other communications providers when you make calls and send texts to their customers. We receive money when you receive calls and texts from the customers of other communications providers.  
The rate at which these payments are made is subject to changes over time due to factors including changes to relevant Ofcom regulations. If we pay more to the other communications providers than we receive from them, we'll make a saving if you terminate your contract early.
- we have looked at the average calls and texts made and received on a range of tariffs and calculated whether on average we are likely to save money if you terminate early (before the end of your minimum term) and if so, how much. That average saving is the discount which you will receive.
- the discount varies according to the tariff you are on. The table below sets the discount which will be applied to any tariff which falls within a particular band of tariffs according to the cost of the monthly line rental.

### New discounts which will apply to each monthly line rental (as relevant)

| from   | to     | discount* |
|--------|--------|-----------|
| £0.00  | £20.00 | 0         |
| £20.01 | £30.00 | 14p       |
| £30.01 | £40.00 | 56p       |
| £40.01 | £50.00 | £1.08     |

| from   | to     | discount* |
|--------|--------|-----------|
| £50.01 | £60.00 | 82p       |
| £60.01 | £70.00 | £3.49     |
| £70.01 | £80.00 | £4.73     |

\* Based on current usage profiles and termination rates. Subject to change.

Your Early Termination Charge is worked out by: subtracting the appropriate discount (see tables above) from your monthly line rental (Exc VAT). This is then divided by 30 to give a daily Early Termination Charge, and multiplied by the number of days left on your contract.

If you are on Everyday 50 a different calculation is used. Your Early Termination charge is calculated by dividing the appropriate discount (see tables above) by 30 to get a daily discount and then subtracting that daily discount from 43p which is your daily line rental excluding VAT. The result is then multiplied by the number of days left on your contract.



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

The information contained within this booklet is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it, and services may be modified, supplemented or withdrawn. For up to date information on the latest prices please visit [orange.co.uk](http://orange.co.uk)

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