

# 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 ee.co.uk/help for full details	
calls to freephone (080)	20p	20p
calls to 08 numbers (not including freephone 080)	40p	40p
calls to 056	40p	40p
calls to call forwarding services	40p	40p
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	13.2p
satellite text message	£1.50	£1.50
076 paging number service	up to 51.1p	up to 51.1p
calls to 155	£1.53	£1.53
calls to short codes #2901, 2902...2925	1p, 2p...25p	1p, 2p...25p
premium rate numbers (09)	<p>For specific details on 09 call charges, please visit <a href="http://orange.co.uk/paymonthly">orange.co.uk/paymonthly</a> guide and download the '09 Premium rate number' guide. The call will be charged between £1.25 and £2.25 per minute or as a fixed charge.</p> <p>09 numbers charged per minute are rounded for the first minute and billed per second thereafter (if applicable).</p>	

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
a TextLink user, using 18002 prefix	Same as local and national calls to other Orange customers or other UK mobile operators' customers	–	–
Access to RNID Typetalk™ via BT RelayAssist	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	5.1p	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 working 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, 08454125150, 08454125000, 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
calls to 08 numbers**	£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.

\*\*Calls to zero rated 08 services will not be decremented from bundles.

# 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

<sup>1</sup>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 1GB 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 animal 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	1GB 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	1GB 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 op-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.

	Ireland & Isle of Man	Jersey & Guernsey	Europe 1 (Vatable)	Europe 1 (non-VAT)	Rest of World 1	Rest of World 2	Rest of World 3
calling the UK, Ireland, Channel Islands or Europe 1	18.8p	15.6p	18.8p	15.6p	£1.20	£1.50	£2.50
calling any other Zone	£1.20	£1.20	£1.20	£1.20	£1.20	£1.50	£2.50
receiving calls	4.9p	4.1p	4.9p	4.1p	£1.20	£1.50	£2.50
sending texts	5.9p	4.9p	5.9p	4.9p	50p		
listening to answer phone.	18.8p	15.6p	18.8p	15.6p	£1.20	£1.50	£2.50
Mobile Data (per MB)	19.8p	16.5p	19.8p	16.5p	£8.00		

All call rates above are pence per minute (ppm). Prices apply to all networks in all countries and zones.  
All calls made whilst in Ireland & Channel Islands and Europe 1 will be charged per second with a 30 second minimum call charge; and calls received whilst abroad will be charged per second for all zones (No minimum call charge).  
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)

	Ireland & Isle of Man	Jersey & Guernsey	Europe 1 (Vatable)	Europe 1 (non-VAT)	Albania, Belarus, Bosnia Herzegovina, Faroe Islands, Georgia, Israel (inc. Palestine), Macedonia, Montenegro, Serbia, Turkey, Ukraine	All other rest of world countries
photo messages < 50KB	19.8p	16.5p	19.8p	16.5p	60p	£1.00
photo messages > 50KB	19.8p	16.5p	19.8p	16.5p	75p	£1.50



Combined roaming bundle

travel in countries in Ireland, Channel Islands and Europe 1 zones				
bundle cost	bundle element			bundle duration
	calls	texts	Europe 1 (Vatable)	
£15	50	100	30MB	7 days
£15	100	200	–	7 Days

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 countries in Ireland, Channel Islands and Europe 1 zones			
bundle cost	bundle element	bundle duration	out of bundle charges per MB
£3.00	50MB	1 day*	19.8p
Areas included: Ireland, Channel Islands and Europe 1 zones			

\*Once you opt in, the bundle begins automatically, as soon as you start using data in Ireland and Channel Islands zone or Europe 1 zone. 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 19.8p per MB. The bundle will last up until midnight of that same day (local time).

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: Australia, China, Israel, Occupied Palestinian Territories, Thailand, Turkey and 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 A			
bundle cost	bundle element	bundle duration	out of bundle charges per MB
£6.00	30MB	1 day*	£8
Countries included: Armenia, Colombia, Mexico and Russia			

\*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 B			
bundle cost	bundle element	bundle duration	out of bundle charges per MB
£9.00	30MB	1 day*	£8
Countries included: Botswana, Dominican Republic, Egypt, Honduras, India, Indonesia, Macedonia, Malaysia, Mali, Montenegro, Montserrat, New Zealand, Nigeria, Senegal, Singapore, Sri Lanka, UAE and Uganda			

\*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 element	bundle duration	out of bundle charges per MB
£15.00	30MB	1 day*	£8
Countries included: Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, British Virgin Islands, Canada, Cayman Islands, Dominica, Grenada, Guyana, Haiti, Hong Kong, Jamaica, Morocco, Netherland Antillies, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, South Africa, Tanzania, Trinidad and Tobago, Turks and Caicos Islands, Ukraine and United States Virgin Islands			

\*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 all around the world			
bundle cost	bundle element	bundle duration	out of bundle charges per MB
£15.32	10MB	30 Days	EU 19.8p/The rest of world £8**
£61.28	50MB	30 Days	EU 19.8p/The rest of world £8**

\*Bundles are available in Ireland & Channel Islands, Europe 1 (include France and Spain), Europe 2 (include Turkey), Australia, USA & Canada, Rest of World 1 and Rest of the World 2 zones.

\*\*To find out relevant region country list(s), please go to ee.co.uk/roaming for further information.



Mobile data charges continued

unlimited calls and texts within the Europe per day*			
Daily charge	Calls	Texts	bundle duration
£2.00	unlimited	Unlimited	1 day*
Europe (Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City)			

\*Daily charge activates when you make a call, receive a call or receive a text in while in Europe.

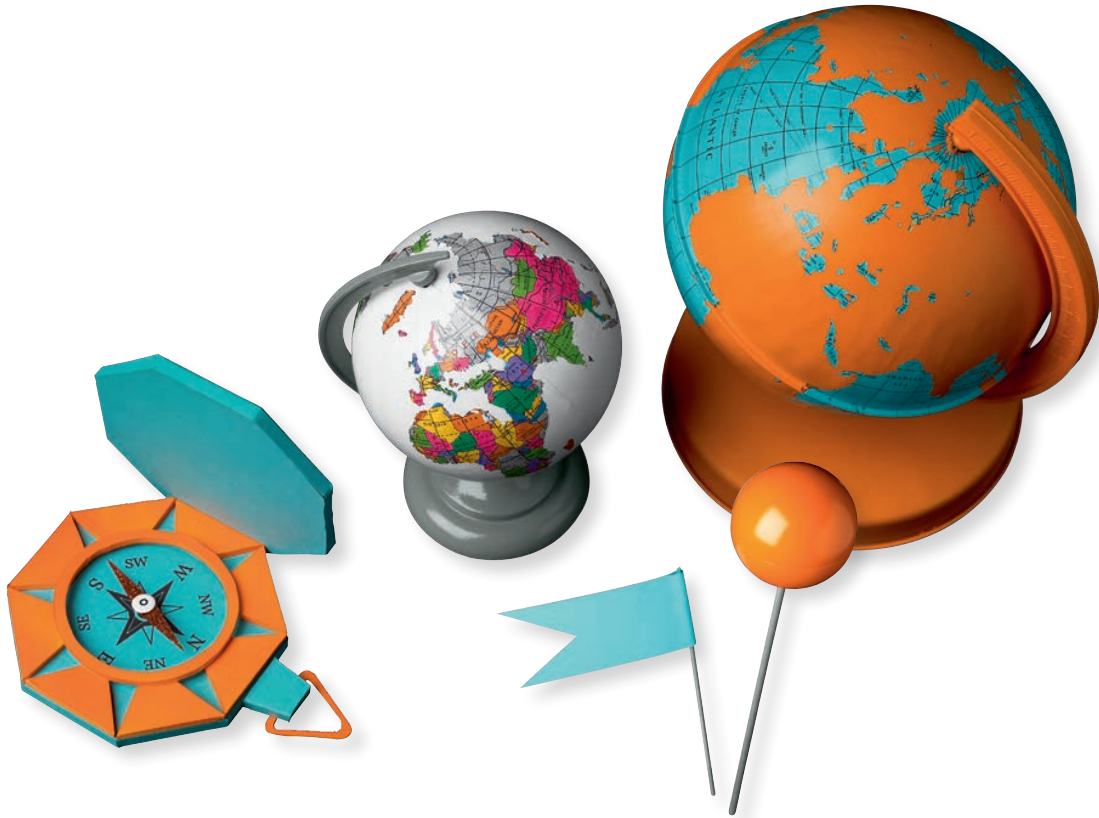
World Traveller

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: % discount on standard roaming rates	receiving calls abroad: % discount on standard roaming rates	sending texts abroad: % discount on standard roaming rates
Ireland & Channel Islands	10%	14%	10%
Europe 1 (inc. France, Spain)	10%	14%	10%
Europe 2 (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
- all calls made whilst in Ireland, Channel Islands & Europe 1 will be charged per second with a 30 second minimum call charge, and all calls made whilst abroad other than Ireland, Channel Islands & Europe 1 will be charged in 60 second increments
- all calls received whilst abroad will be charged in per second
- in countries where VAT is applicable, VAT is included in the above rates





Standard roaming zones from 15 July 2014

Ireland & Isle of Man	Ireland (Republic of), Isle of Man
Jersey & 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, Slovak Republic, Slovenia, Spain, Sweden, Saint Barthelemy, Saint Martin
Europe 1 (Non-VAT)	Andorra, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Moldova, Norway, Réunion Island, San Marino, Switzerland, Vatican City
Rest of the World 1	Australia, China, Israel, Thailand, Turkey, USA, Canada
Rest of the World 2	Argentina, Bosnia and Herzegovina, Brazil, Caribbean, Columbia, Dominican Republic, Ecuador, Egypt, Hong Kong, India, Ivory Coast, Kenya, Macedonia, Madagascar, Malaysia, Mexico, Moldova (Republic of), Monserrat, Montenegro, Morocco, New Zealand, Nicaragua, Nigeria, Pakistan, Panama, Peru, Saudi Arabia, Senegal, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Tajikistan, Tanzania, Uganda, Uruguay, Venezuela
Rest of the World 3	Afghanistan, Air and Maritime, Albania, Algeria, Andorra, Angola, Armenia, Azerbaijan, Bahrain, Bangladesh, Belarus, Belize, Benin, Bermuda, Burundi, Bhutan, Bolivia, Botswana, Brunei Darussalam, Burkina Faso, Cambodia, Cameroon, Cape Verde, Centrafique, Chad, Chile, Congo, Cook Islands, Costa Rica, Cuba, Djibouti, Dutch Antilles, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Guam, Guatemala, Guinee, Guyana, Honduras, Indonesia, Iran, Iraq, Japan, Jordan, Kazakhstan, Kuwait, Kyrgyzstan, Lao, Lebanon, Lesotho, Liberia, Libya, Macau, Malawi, Maldives, Mali, Mauritel, Mauritius, Mongolia, Mozambique, Namibia, Nepal, Niger, Oman, Palestine, Palau, Papua New Guinea, Paraguay, Philippines, Qatar, Russia, Rwanda, Seychelles, Sierra Leone, Sudan, Suriname, Swaziland, Syria, Taiwan, Togo, Tunisia, Ukraine, United Arab Emirates, Uzbekistan, Vietnam, Yemen, Zambia, Zimbabwe

Roaming Zones for World Traveller Bundle and MMS

Ireland & Isle of Man	Ireland (Republic of), Isle of Man
Jersey & 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, Slovak Republic, Slovenia, Spain, Sweden, Saint Barthelemy, Saint Martin
Europe 1 (Non-VAT)	Andorra, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Moldova, Norway, Réunion Island, San Marino, Switzerland, Vatican City
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, Lesotho, Liberia, Libya, Macau, Malaysia, Maldives, Morocco, Mozambique, Oman, Pakistan, Paraguay, Peru, Qatar, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, 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, 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.

For a list of countries and which zone they are in visit [orange.co.uk/international](http://orange.co.uk/international) or call customer services on 150.

## 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 - under/ over 50KB
	standard rates per minute	call Abroad Subscription rate		
Orange Zone	£1	15p	25p	standard rate as per your price plan
Europe 1	£1	15p		
Europe 2	£1	15p		
Ireland (Republic of), Isle of Man, Jersey and Guernsey	50p	10p		
Australia	£1	15p		
USA	£1	5p		
Rest of World 1	£1	30p		
Rest of World 2	£1	30p		

## 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 50KB	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				

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	£6 per month per phone including Insurance Premium Tax, not applicable to certain high value devices  £12 per month per phone including Insurance Premium Tax, applicable to certain high value devices  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	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 orange.co.uk.
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 Orange Directory Enquires service UK	To request a UK national phone number	89p per call. Maximum of 3 numbers per call. It is free to receive the searched number text. 30.6p per minute onward call connection	call customer services on 150 or visit orange.co.uk/help
118 000 information finder directory enquiries by text	Ask any type of question or request a directory listing by text	texts to 118000 - standard out of bundle rate; texts from 118000 - £1.02	call customer services on 150 or visit orange.co.uk/help
other 118's third party directory enquiries	–	Prices to call other 118 numbers other than Orange may vary	call customer services on 150 or visit orange.co.uk/help
195 accessibility directory 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 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

Services

service	description	cost	further information
Orange Maps	Orange Maps gives you the best of mobile maps and in-car navigation all on your mobile phone	£5	visit orange.co.uk/orangemaps
Orange 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	£1.79 in the UK £2.24 overseas standard WAP charges apply	visit orange.co.uk/mms
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 orange.co.uk/tv
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 orange.co.uk/monkey
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 orange.co.uk
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 20.4p per minute to listen to your emails	visit orange.co.uk/emailandorganise
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

Services

service	description	cost	further information
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. Monthly charges: a number local to your billing address £18 a number not local to your billing address £32.94 cost per incoming call 10.20p (pm)	call customer services on 150
Memorable Numbers	You can also choose a phone number that everyone can remember	One off charge and then monthly charges depend on your service plan  <b>bronze Orange number</b> - £58.75 <b>silver Orange number</b> - £235 <b>gold Orange number</b> - £360  <b>bronze local number</b> - £88.13 <b>silver local number</b> - £117.50 <b>gold local number</b> - £146.88	call customer services on 150
Your Account online	Manage your Orange account online	-	visit orange.co.uk
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	£20.42. 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	1p or 2p depending on the price plan that you are on	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*	from	to	discount*
£0.00	£20.00	0	£50.01	£60.00	82p
£20.01	£30.00	14p	£60.01	£70.00	£3.49
£30.01	£40.00	56p	£70.01	£80.00	£4.73
£40.01	£50.00	£1.08			

\* 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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