

# Terms and Conditions

## PAYG Animal Packages

1. PAYG Animal Packages are open to all Orange Pay as You Go Customers. Existing customers moving to a PAYG Animal 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. If you take up the Raccoon package you will lose your benefit to any other Orange offers, including but not limited to Magic Numbers, Bright Top Ups, Phone Fund and Reserve Tank.
4. The package charges are:

	Starter	Dolphin	Canary	Monkey	Camel	Raccoon
Orange mobiles	30p	30p	30p	30p	25p	14p
Standard UK landlines (01, 02, 03)	30p	30p	30p	30p	25p	14p
Other UK mobiles	30p	30p	30p	30p	25p	14p
Standard text	12p	12p	12p	12p	12p	14p
Answer Phone	30p	30p	30p	30p	25p	14p

A one minute minimum call charge applies to all calls, thereafter calls are charged per minute.

5. 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)
6. The Rewards are:

	Camel	Dolphin	Canary
Minimum top up	£10	£10	£10
Reward	Free international calls	Free texts and access to the internet on your phone	Free evening and weekend minutes, texts and photo messages to UK mobiles

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

Minimum level of top up	Camel	Dolphin	Canary
£10 top up	60 minutes of international calls	400 texts and free internet access	100 free evening and weekend minutes plus 100 evening and weekend texts or photo messages to UK mobiles
£20 top up	120 minutes of international calls	600 texts and free internet access	200 free evening and weekend minutes plus 200 evening and weekend texts or photo messages to UK mobiles
£30 top up	240 minutes of international calls	Unlimited texts and free internet access	300 free evening and weekend minute plus 300 evening and weekend texts or photo messages to UK mobiles

8. 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 29, 30 or 31 day of a month, the Monthly Period will run to the 28 of the next month.

9. 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.
10. 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.
11. Your Accumulated Amount will be reset to zero on entering Daily Analysis.
12. 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.
13. 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.
14. 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.
15. If the Analysis Date falls on the 29, 30, or 31 of a month, the Analysis Date will be set to the 28th.
16. Your Accumulated Amount will be reset to zero on each Analysis Date.
17. Orange will inform you by text when you qualify for your Reward/s.
18. 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.
19. The Reward will be applied within 72 hours of qualifying for the Reward. You will be sent a free text message letting you know when your Reward starts. Rewards last for a calendar month, we will tell you by text message when that period is up.
20. If you change plans while using your reward, you'll lose any service that you haven't already used up
21. Free texts – texts are person to person texts to UK mobiles.
22. Free evening and weekend minutes, texts and photo messages - calls and texts to UK mobiles made between 7pm and 7am Monday to Friday and 7pm Friday to 7am Monday. Photo messages are to other UK mobiles.
23. International calls – calls made from your mobile to mobiles and landlines in the countries, excluding special numbers such as premium rate numbers, listed at [orange.co.uk/payasyougo](http://orange.co.uk/payasyougo)
24. Free internet (mobile internet browsing) – usage is subject to a 100MB cap – any usage over this will be charged at your Animal plan rate. Orange considers 100MB sufficient for typical mobile internet browsing usage. It is insufficient for streaming of audio/video content, peer to peer file sharing or Voice over Internet Protocol (VOIP) calls and internet tethering. If customers do any of the above they should expect to exceed the 100MB cap and will be charged at standard data rates.

Further terms apply – see [orange.co.uk/term](http://orange.co.uk/term)

**Terminology Offer** – Orange PAYG Animal package

**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.

**Short terms**

**Dolphin:** Reward subject to minimum top-up of £10 a month. UK only. Reward starts from 400 person to person texts to UK networks. Unlimited texts subject to £30 monthly top-up. 100MB free internet.

**Canary:** Reward subject to minimum top-up of £10 a month. Evening and weekend calls, texts and photo messages to UK mobiles only. Reward starts from 100 mins, texts and photo messages for £10 monthly top-up and goes up to 300 mins, texts & photo messages for a £30 monthly top-up.

**Racoon:** If you take up the Racoon package, you will not be able to get any other Orange offers.

**Camel:** Reward subject to minimum top-up of £10 a month. Rewards starts from 60 minutes of international calls for £10 monthly top-up and goes up to 240 minutes of international calls for £30 monthly top-up. International calls are calls made from your mobile to mobiles and landlines in the countries listed at [orange.co.uk/payasyougo](http://orange.co.uk/payasyougo)

**All Animal packages:** Calls to 07 call forwarding services are excluded from bundle allowances and will be charged as standard other mobile rate. Calls to 070, 0800, 08 and 0870 numbers are not included in bundle. They will be charged up to 75p/min for 070 numbers, 25p/min for 0800 numbers, 40p/min for 08 numbers and 40p/min for 0870 numbers. Minimum call charges vary.

For full terms and price guide, visit: [orange.co.uk/payasyougo](http://orange.co.uk/payasyougo)

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)

All prices include VAT unless otherwise stated.

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