



Extras – General Terms and Conditions

Extras are available to all Orange pay as you go customers with sufficient airtime credit on their pay as you go account.

1. You may purchase a maximum of 12 Extras to be active on your account at any one time (subject to availability). These will be charged to the current airtime credit on your Orange Pay As You Go account upon purchase.
2. Please ensure you have adequate airtime credit on your Pay As You Go account to pay for your Extra. If we are, for whatever reason, unable to debit your account then Orange will be unable to apply the Extra to your Pay As You Go account.
3. Extras will be applied to your account at time of purchase and will remain active for the duration of the Extra or until the Extra runs out, whichever is sooner. The duration of Extras are:-
 - a) Daily Extras – until 23:59:59 on day of purchase
 - b) Weekend Extras – 7pm Friday to 7am Monday
 - c) Weekly Extras – seven days from day of purchase ending at 23:59:59 on final active day
 - d) Monthly Extras – 30 calendar days from day of purchase ending at 23:59:59 on final active day
 - e) Three Month Extras – 90 calendar days from time of purchase ending at 23:59:59 on final active day
4. Full details of each Extra and their prices can be found at orange.co.uk/shop (monthly Extras only), orange.co.uk/extras, in the Pay As You Go Price Guide, from an Orange Shop on the high street or by calling 450. All prices include VAT.
5. Some Extras are subject to handset capability. You are advised to check your handset capability before purchasing Extras.
6. You will be notified by text message to confirm that your Extra has been applied to your account.
7. No amendments can be made to the Extra after you have purchased it and it has been applied to your account, unless you call Customer Services on 450 and ask them to remove it. You may not be entitled to a refund if you have already used some of the Extra.
8. Extras cannot be transferred between accounts or mobile numbers.
9. You will be charged at standard Orange Pay As You Go Service Plan rates for usage outside your Extra allocation.
10. Any allocation remaining at the time the Extra expires will not roll over.
11. If you access your two free reserve calls whilst you have an Extra, your Extra will be barred until you top up.
12. Orange and landline calls are limited to calls to Orange mobiles and UK landlines within the UK.
13. If you have a 'Calls to Orange customers and landlines' Extra and a 'Calls to mobiles and landlines in the UK' Extra on your account at the same time, you will always be charged from the latter before you are charged for the former.
14. Video calls are video calls made to 3G mobile phones within the UK.
15. Text Extras can only be used to send standard person to person messages to any UK mobile network whilst in the UK.
16. Photo messaging allows single photo messages of under 50KB. Multiple photos and photo messages over 50KB will be charged at standard photo messaging rates.
17. Any calls or texts made to phones outside the UK will be charged at standard international rates or calls from abroad at standard roaming rates, unless you have an Extra to call abroad from the UK or make calls whilst travelling abroad.
18. Evening calls must be made between 7pm and 7am.
19. Weekend calls must be made between 7pm Friday and midnight Sunday.
20. By purchasing an Extra you are deemed to have accepted both these Orange Extras General Terms and Conditions and the relevant Extra Specific Terms and Conditions.
21. If your account or mobile number is terminated, suspended or barred for whatever reason you will not be able to use the Extra. No refund of unused Extras will be given.
22. Orange reserves the right to amend, vary or cancel these terms and conditions or Orange Extras at any time having given reasonable notice to you.
23. Service is subject to the Terms and Conditions for the supply of Orange Pay As You Go Services, a copy of which can be found at orange.co.uk/terms or at the back of your Orange Phone User Guide. Where there is any inconsistency between the Orange Extras General Terms and Conditions, and the Standard Terms and Conditions for the supply of Orange Pay As You Go Services, the latter will prevail.

E-Voucher Extras – Terms and Conditions

1. If for any reason we are unable to apply an E-Voucher Extra to your account, airtime credit to the amount you paid for the Extra will be applied to your account and you will be notified of this.
2. Once you have redeemed an E-Voucher Extra it will be valid only for the relevant period specified in Condition 3 of the Extras General Terms and Conditions.
3. The Orange Extras General & Specific Terms and Conditions also apply. These can be viewed above and below.

Extras – Specific Terms and Conditions

Extras General Terms and Conditions apply for all the following Orange Extras.

Extras valid from 14 March 2011

Minutes:

Get 25 UK minutes for £1. That's 4p per minute and you have till midnight the same day to use them.

Get 100 UK minutes for £7.50. That's 7.5p per minute and you have 30 days from purchase to use them.

Get 30 minutes in Western Europe* (Zones 1 and 2) for £5. That's 17p per minute and you have 30 days from purchase to use them.

* Andorra, Austria, Belgium, Bulgaria, Channel Islands, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe (inc St Barthelemy and St Martin), Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Moldova, Monaco, Netherlands, Norway, Poland, Portugal (inc Azores and Madeira), Reunion, Romania, San Marino, Slovakia, Slovenia, Spain (inc. Canary and Balearic Islands), Sweden, Switzerland, Vatican City – Italy.

Get 40 minutes to call abroad* for £5. That's 12.5p per minute and you have 30 days from purchase to use them.

* Albania, Antigua and Barbuda, Australia, Austria, Bahamas, Bangladesh, Belgium, Bermuda, Brazil, China, Cyprus, Czech Republic, Denmark, Dominican Republic, Finland, France, Germany, Gibraltar, Greece, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Italy, Japan, Kenya, Latvia, Luxembourg, Malaysia, Malta, Moldova, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Poland, Portugal, Puerto Rico, Romania, Russia, Singapore, Slovakia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Thailand, Trinidad and Tobago, Turkey, US/Canada, Virgin Islands US.

Texts:

Get 50 UK texts for £1. That's 2p per text and you have till midnight the same day to use them.

Get unlimited UK texts for £7.50 and you have 30 days from purchase to use them.

Get 150 UK texts for £5 and you have 7 days from purchase to use them.

Mobile internet:

Get 25MB UK mobile internet for £1. That's 4p/MB and you have till midnight on the same day to use them.

Get 100MB UK mobile internet for £3. That's 3p/MB and you have one week from purchase to use them.

Get 500MB UK mobile internet for £7.50. That's 1.5p/MB and you have one month to use them from purchase.

Get 1GB UK mobile internet for £12. That's 1.2p/MB and you have one month to use them from purchase.

Get 10MB mobile internet in Western Europe* (Zones 1 and 2) for £3. That's 30p/MB and you have 30 days from purchase to use them.

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

Calling abroad from the UK

Minutes:

Get 35 minutes of calls to mobiles and landlines in India & Pakistan for £5. That's 14p per minute and you have all month to use them.

Get 70 minutes of calls to mobiles and landlines in India & Pakistan for £10. That's 14p per minute and you have all month to use them.

Texts:

Get 150 text messages for £5. That's 3p per text message and you have the next seven days to use them.

Legacy Extras

Minutes:

Get 120 minutes of calls to Orange customers and landlines for £5. That's 4p per minute and you have the next seven days to use them.

Get 60 minutes of calls to Orange customers and landlines, for £5. That's 8p per minute and you have the next seven days to use them.

Get 100 minutes of calls to Orange customers and landlines for £10. That's 10p per minute and you have all month to use them.

Get 50 minutes of calls to mobiles and landlines in the UK for the whole month for £12. That's 24p per minute.

Get 300 minutes of calls to Orange customers and landlines for £15. That's 5p per minute and you have the next seven days to use them.

Get 100 minutes of calls to mobiles and landlines in the UK for the whole month for £20. That's 20p per minute and you have all month to use them.

Get 200 minutes of calls to Orange customers and landlines, for the next 3 months for £20. That's 10p per minute and you have the next three months to use them.

Calling abroad from the UK:

Get 30 minutes of calls to mobiles and landlines in Poland for £8. That's 27p per minute and you have all month to use them.

Get 30 minutes of calls to mobiles and landlines in South Africa for £9. That's 30p per minute and you have all month to use them.

Get 60 minutes of calls to mobiles and landlines in South Africa for £15. That's 25p per minute and you have the next two months to use them.

Get 25 minutes of calls to mobiles and landlines in Eastern Europe* (countries within Zones 2 and 3) for one month for £5. That's 20p per minute.

* Albania, Andorra, Belarus, Bosnia, Bulgaria, Croatia, Czech Republic, Estonia, Faroe Islands, Georgia, Greenland, Hungary, Iceland, Latvia, Lithuania, Macedonia, Montenegro, Norway, Poland, Romania, Serbia, Slovakia and Ukraine.

Get 50 minutes of calls to mobiles and landlines in Eastern Europe* (countries within Zones 2 and 3) for one month for £10. That's 20p per minute.

* Albania, Andorra, Belarus, Bosnia, Bulgaria, Croatia, Czech Republic, Estonia, Faroe Islands, Georgia, Greenland, Hungary, Iceland, Latvia, Lithuania, Macedonia, Montenegro, Norway, Poland, Romania, Serbia, Slovakia and Ukraine.

Texts:

Get 20 text messages for £1. That's 5p per text message and you have till midnight the same day to use them.

Get 60 text messages for £2. That's 3p per text message and you have all weekend to use them.

Get 50 text messages for £4. That's 8p per text message and you have all month to use them.

Get 100 text messages for £6. That's 6p per text message and you have all month to use them.

Get 150 text messages for £8. That's 5p per text message and you have all month to use them.

Get 500 text messages for £15. That's 3p per text message and you have all month to use them.

Get 1000 text messages for £25. That's less than 3p per text message and you have all month to use them.

Multimedia:

Get 10 photo messages for the next seven days for £2. That's 20p per message.

Get 4MB of access to Orange World for £4 – see orange.co.uk/orangeworld for details.

Get 10 minutes of video calls for the next seven days for £5. That's 50p per minute.

E-Voucher – E-Voucher Terms and Conditions apply:

Get 50 text messages for £4. That's 8p per text messages and you have all month to use them.

Get 4MB of access to Orange World for £4 – see orange.co.uk/orangeworld for details.

Get 150 text messages for £5. That's 3p per text message and you have the next seven days to use them.

Get 150 text messages for £8. That's 5p per text message and you have all month to use them.

Get 300 minutes of calls to Orange customers and landlines, for the next seven days for £15. That's 5p per minute.