

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 ee.co.uk/help 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	5p per minute	5p per minute
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 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		
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
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 ¹	£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 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 opt-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



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 Andorra, Moldova & Rest of World 1-3) will be applicable if you exceed your plan allowances and are the same as standard UK rates.

	Ireland & Isle of Man (Inc. VAT)	Jersey & Guernsey (Inc. VAT)	Europe 1 (Inc. VAT)	Andorra & Moldova (Inc. VAT)	Rest of World 1 (Inc. VAT)	Rest of World 2 (Inc. VAT)	Rest of World 3 (Inc. VAT)
calling the UK, Ireland, Channel Islands or Europe 1	50p	50p	50p	4p	£1.44	£1.80	£3.00
calling any other Zone	£1.20	£1.44	£1.44	£1.44	£1.44	£1.80	£3.00
receiving calls	free	free	free	1p	£1.44	£1.80	£3.00
sending texts	15p	15p	15p	to EU 1p/ ROW 60p	60p		
listening to answer phone	50p	50p	50p	4p	£1.44	£1.80	£3.00
Mobile Data per MB	£1.99	£1.99	£1.99	£4p	£9.60		

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

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

	Ireland & Isle of Man (Inc. VAT)	Jersey & Guernsey (Inc. VAT)	Europe 1 (Inc. VAT)	Andorra & Moldova (Inc. VAT)	Rest of World 1, 2, 3 (Inc. VAT)
photo messages < 50KB	50p	50p	50p	4p	£1.80
photo messages > 50KB	50p	50p	50p	4p	£1.80

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*	£9.60
£15.00	25MB	1 day*	£9.60
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*	£9.60
£20.00	20MB	1 day*	£9.60
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*	£9.60
£50.00	10MB	1 day*	£9.60
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: % 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 1st November 2017

Ireland & Isle of Man	Ireland (Republic of), Isle of Man
Jersey & Guernsey	Jersey, Guernsey
Europe 1	Aaland Islands, Austria, Azores, Balearic Islands, Belgium, Bulgaria, Canary Islands, Croatia, Cueta, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Gibraltar, Germany, Greece, Hungary, Iceland, Italy, Latvia, Lithuania, Liechtenstein, Luxembourg, Madeira, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovak Republic, Slovenia, Spain, Sweden, Saint Barthélemy, Saint Martin, Switzerland, Vatican City
Andorra & Moldova	Andorra, Moldova (Republic of)
Rest of the World 1	Australia, China, Israel, Thailand, The State of Palestine, Turkey, USA, Canada
Rest of the World 2	Argentina, Bosnia-Herzegovina, Brazil, Colombia, Ecuador, Egypt, Hong Kong, India, Kenya, Macedonia, Madagascar, Malaysia, Mexico, Montenegro, Montserrat Morocco, Myanmar New Zealand, Nicaragua, Nigeria Pakistan, Panama, Peru, Saudi Arabia, Senegal, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Tajikistan, Tanzania, The Dominican Republic, The Ivory Coast, Uganda, Uruguay, Venezuela
Rest of the World 3	Afghanistan, Aircraft, Albania, Algeria, Angola, Anguilla, Antigua and Barbuda, Armenia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Chad, Chile, Congo, Costa Rica, Cuba, Djibouti, Dominica, El Salvador, Equatorial Guinea, Ethiopia, Fiji, French Polynesia, Gabon, 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, Mali, Maritime, Mauritius, Mongolia, Mozambique, Namibia, Nepal, Niger, Oman Other International Operators, Palau, Papua New Guinea, Paraguay, Qatar, Russia, Rwanda, Saint Kitts And Nevis, Saint Lucia, Saint Vincent and the Grenadines, Satellite, Sierra Leone, Sudan, Suriname, Swaziland, Syria, Taiwan, The Bahamas, The British Virgin Islands, The Cayman Islands, The Central African Republic, The Cooks ands, The Digicel Caribbean Network, The Falkland Islands, The Faroe Islands, The Gambia, The Maldives, The Netherlands Antilles, The Philippines, The Seychelles, The Turks And Caicos Islands, The United Arab Emirates, Togo, Trinid And Tobago, Tunisia, Turkmenistan, Ukraine, Uzbekistan, Vanuatu, Vietnam, Yemen, Zambia, Zimbabwe

Roaming Zones for World Traveler Bundle and MMS before 1st of November 2017

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 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 - under/over 50KB
	standard rates per minute	call Abroad Subscription rate		
Orange Zone	19p	15p	6p	50p
Ireland	19p	10p		
Europe 1	19p	15p		
Europe 2	19p	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	19p	6p	30.6p	51.1p	free
Europe 1	19p				
Europe 2	19p				
Ireland	19p				
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	19p	6p
Europe 1	19p	
Europe 2	19p	
Ireland	19p	
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 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 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	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 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
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	<p>£1.79 in the UK</p> <p>£2.24 overseas</p> <p>standard WAP charges apply</p>	visit orange.co.uk/mms

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 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
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

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 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	£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

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

All prices include VAT unless otherwise stated.

© Everything Everywhere, UK registered company 02382161.
Hatfield Business Park, Hatfield, Hertfordshire, AL10 9BW
orange.co.uk

All other trademarks are acknowledged.

Price guide updated and all charges applicable from 15th of October 2019.
EE81017485_1019



This booklet is printed entirely on recycled paper containing 100% post-consumer recovered fibre. You can recycle this publication again.

