

pay monthly

mobile price guide



get more from Orange

When you join Orange you can expect better value, easy-to-understand costs and services to suit your needs.

This price guide tells you all about the services available to Orange pay monthly customers and shows you just how much they cost. For billing and charging explanations please visit orange.co.uk/payingforcalls.

If you would like more details about any of our products or services, further information can be found on orange.co.uk or by calling customers services free on 150 - from your Orange phone.



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animal plans

Orange has three packages that make choosing a phone plan simple: Dolphin, Raccoon and Panther. Each package has been designed around the lifestyles our customers lead, and how they use their phones, providing a simple starting point for choosing the correct plan.

When you take an 18 month (or longer) contract we'll give you a Magic Number. Simply pick an Orange number and enjoy free unlimited calls as part of your plan. Add another number every 6 months for as long as you stay on an eligible package.

The talk plan allowances and prices detailed here are our standard high street talk plans. Special deals and rates can be found online at shop.orange.co.uk/shop/index

Just to let you know, we're passing the VAT reduction on to our pay monthly customers. Whilst the prices in our guides don't reflect this, the 2.5% VAT reduction will be included on your bill.



Dolphin

Unlimited texts for the fun-loving and sociable.



Raccoon

Unlimited landline calls for the resourceful and industrious.



Panther

Unlimited email for communicating on the move.

The following terms cover all our pay monthly animal plans: Price subject to payment by direct debit and non-itemised billing. Excludes calls to call forwarding services, 070, 08, 0870 and 09 numbers which will be charged up to £1.70 per call/min (see page 13). Unlimited offers subject to fair usage. Mobile Internet subject to 500MB limit per month. Any usage over this will be charged at standard rates, call 150 or go to orange.co.uk/mobilebroadband for details. New Dolphin or Raccoon customers get 2 months free unlimited evening and weekend UK internet browsing on their mobile, not available with other Mobile Internet bundles. After 2 months there will be a £5 subscription unless you opt out. Unlimited music downloads are only available with the Nokia 5800 phone.



Dolphin

Unlimited texts for the fun-loving and sociable.

12 month package

	30	35	40	45
cost	£30	£35	£40	£45
minutes	200	400	600	900
text	300	300	500	500
benefit	200 extra texts			
Mobile Internet	Free for the first 2 months evening & weekend browsing (new customers), charged at £5 per month thereafter			

18 month package

	25	30	35	40	45	75
cost	£25	£30	£35	£40	£45	£75
minutes	200	400	600	900	1200	3000
benefit	unlimited texts					
Mobile Internet	Free for the first 2 months evening & weekend browsing (new customers), charged at £5 per month thereafter				Anytime Mobile internet (500MB)	
inclusive sat nav	-		handset specific			
additional benefit	-				dedicated Customer Service, itemised billing and Answer phone	

24 month package

	15	20	25	30	35	40	70
cost	£15	£20	£25	£30	£35	£40	£70
minutes	100	200	400	600	900	1200	3000
benefit	unlimited texts						
Mobile Internet	Free for the first 2 months evening & weekend browsing (new customers), charged at £5 per month thereafter					Anytime Mobile internet (500MB)	
inclusive sat nav	-			handset specific			
additional benefit	-					dedicated Customer Service, itemised billing and Answer phone	

SIM only package

	15	20	25	30
cost	£15	£20	£25	£30
minutes	200	600	700	1200
benefit	unlimited texts			
Mobile Internet	-			Anytime Mobile Internet (500MB)



Racoon

Unlimited landline calls for the resourceful and industrious.

12 month package

	30	35	40	45
cost	£30	£35	£40	£45
minutes	200	400	600	900
text	300	300	500	500
benefit	200 landline minutes			
Mobile Internet	Free for the first 2 months evening & weekend browsing (new customers), charged at £5 per month thereafter			

18 month package

	25	30	35	40	45	75
cost	£25	£30	£35	£40	£45	£75
minutes	200	400	600	900	1200	3000
text	300	300	500	500	500	500
benefit	unlimited landline calls					
Mobile Internet	Free for the first 2 months evening & weekend browsing (new customers), charged at £5 per month thereafter				Anytime Mobile Internet (500MB)	
inclusive sat nav	-		handset specific			
additional benefit	-				dedicated Customer Service, itemised billing and Answer phone	

24 month package

	20	25	30	35	40	70
cost	£20	£25	£30	£35	£40	£70
minutes	200	400	600	900	1200	3000
text	300	500	500	500	500	500
benefit	unlimited landline calls					
Mobile Internet	Free for the first 2 months evening & weekend browsing (new customers), charged at £5 per month thereafter				Anytime Mobile internet (500MB)	
inclusive sat nav	-		handset specific			
additional benefit	-				dedicated Customer Service, itemised billing and Answer phone	

SIM only package

	15	20	25	30
cost	£15	£20	£25	£30
minutes	300	600	700	1200
text	100	100	100	500
benefit	unlimited landline calls			
Mobile Internet	-			Anytime Mobile internet (500MB)



Panther

Unlimited email for communicating on the move.

18 month package				
	35	40	45	75
cost	£35	£40	£45	£75
minutes	600	900	1200	3000
text	500	500	500	500
benefit	unlimited email sent direct to phone*			
Mobile Internet	unlimited			
Inclusive sat nav	handset specific			
additional benefit	-		dedicated Customer Service, itemised billing and Answer phone	

24 month package				
	30	35	40	70
cost	£30	£35	£40	£70
minutes	600	900	1200	3000
text	500	500	500	500
benefit	unlimited email sent direct to phone*			
Mobile Internet	unlimited			
inclusive sat nav	handset specific			
additional benefit	-		dedicated Customer Service, itemised billing and Answer Phone	

*compatible handsets only



Nokia comes with music

Unlimited music downloads.

24 month package					
cost	£25	£30	£35	£40	£45
minutes	200	400	600	900	1200
text	300	300	500	500	500
Mobile Internet	unlimited music download from the Nokia Music store with Nokia 5800				
additional benefit	-	-	-	-	free Answer Phone and dedicated Customer Services



36 month plans from Orange

Our new 36-month plans give you great value at a great price.

36 month package			
cost	£5	£10	£15
minutes	50	100	200
text	50	300	1000

Calls are charged per second, however, calls outside of your inclusive bundle are subject to a minimum call charge of 25p. Try Off peak data will not be included in the tariffs.



18 month SIM only plans from Orange

Get more value with our 18 month pay monthly SIM-only plan. Without buying a new phone you can get extra value with plans from £10 and unlimited texts on plans from £15 a month.

18 month package				
cost	£10	£15	£20	£30
minutes	100	300	800	1600
text	500	unlimited	unlimited	unlimited
benefit	Magic Number			
Mobile Internet	-	-	-	Anytime Mobile internet 500MB

Calls are charged per second for in bundle. Calls outside of your inclusive bundle will be rounded up to the next whole minute when they are charged.

Standard call charges for animal plans

You get loads of minutes and texts in your package, but if you use these up, the following charges apply.

All calls outside your call allowance are subject to a minimum call charge of 5p.

zone	cost per minute
standard UK landline (01, 02, 03 numbers)	20p
calls to other Orange mobiles	20p
calls to other mobile networks	20p
Answer Phone retrieval	12p
Standard text Messaging	12p
Text Message delivery receipt	1p*
Photo Messaging	30p
Video Messaging	50p
Video Calling Orange to Orange	30p
calls to other UK networks	50p

Standard Call Charge for 1 month, 18 month SIM only and 36 month plans

zone	cost per minute
standard UK landline	25p
calls to other Orange mobiles	25p
calls to other mobile networks	25p
Answer Phone retrieval	25p
Standard text Messaging	15p
Text Message delivery receipt	1p*
Photo Messaging	30p
Video Messaging	50p
Video Calling Orange to Orange	30p
calls to other UK networks	50p

Calls are billed per second. Not paying by Direct Debit costs £3.50 per month.

Multiple photo messages or messages over 100kb are 50p * Not included within talk plan text message allowance.

Calls are charged per second for in bundle. SIM Only Calls outside of your inclusive bundle will be rounded up to the next whole minute when they are charged. 36 month plan: Calls outside your inclusive bundle are subject to a 25p minimum call charge

calls to premium rate and other special numbers

number prefix	call charges if using an Orange phone (per minute)
calls to charity helplines	Free. Visit orange.co.uk/charity for full details
calls to 0808	15p
calls to 0800, 0500	15p
calls to 0845 and 0870	20p
calls to 056	20p
call to call forwarding services beginning with 07	20p
all other call forwarding services	Charged at relevant standard call charge rate
calls to 0844 followed by 477	10p
calls to 0844 followed by 428, 462 or 5661	55p
calls to all other 0844 numbers	12p
calls to 0871, 0872, 0873	35p
calls to personal number services beginning with 070 ¹	55p
satellite calls	£5.75 per minute at all times.

calls to premium rate and other special numbers continued

number prefix	call charges if using an Orange phone (per minute)
premium rate numbers (09) (There are 3 levels of access across 4 price bands)*	<p>09 numbers charged per minute are rounded for the first minute and billed per second thereafter.</p> <p>price band 1: Calls advertised as 10p-40p per min from a BT landline cost 50p per min on Orange. Calls advertised as 10p-40p per call from a BT landline cost 50p per call on Orange.</p> <p>price band 2: Calls advertised as 41p-70p per min from a BT landline cost 90p per min on Orange. Calls advertised as 41p-70p per call from a BT landline cost 90p per call on Orange.</p> <p>price band 3: Calls advertised as 70p-£1 per min from a BT landline cost £1.20 per min on Orange. Calls advertised as 70p-£1 per call from a BT landline cost £1.20 per call on Orange.</p> <p>price band 4: Calls advertised as more than £1 per min from a BT landline cost £1.70 per min on Orange. Calls advertised as more than £1 per call from a BT landline cost £1.70 per call on Orange.</p>
international premium rate numbers (calls to premium rate services operating on international prefixes)	£1.50 per minute

For more information on 09 number call charges, please visit orange.co.uk/paymonthlyguide and download the '09 Premium Rate numbers' guide.

For more information on premium rate services and network translation services (08 numbers) please see our codes of practice at orange.co.uk/codesofpractice

¹ Subject to a minimum call charge of 55p.

All calls are subject to a minimum call charge of 5p unless stated otherwise.

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
Orange customer and operator services	free	150	07973 100 150
emergency services	free	999/112	999/112
if you call these numbers from any other network, you will be charged at that network's rate			

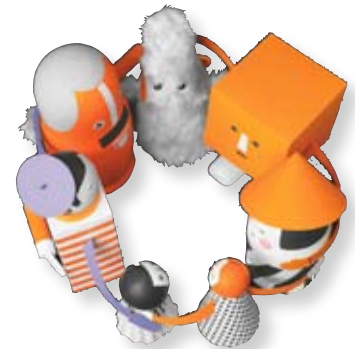


Your Group

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 orange.co.uk/yourgroup or call customer services on 150.

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 free on 150.

text bundle	cost per month
30 messages	£3
100 messages	£6
250 messages	£13
500 messages	£22
1000 messages	£30

Along with great savings on photo messaging, the 30 message photography bundle includes unlimited free uploading to Orange Album.

photography bundle	cost per month
15 messages	£3
30 messages	£5
50 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

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 £1.50 per day when browsing. However you can buy a daily bundle for £1.

Mobile Internet browsing bundles			
Mobile Internet	cost	information	out of bundle - cost per MB
Daily Bundle	£1	Orange World and mobile internet access for one day. Valid until 23:59:59 on day of purchase.	-
Evening and Weekends Monthly Browsing Bundle	£5	Evening and Weekend Browsing is inclusive	£3 per MB
Anytime Monthly Browsing Bundle	£7.50	250MB allowance anytime	£0.94 per MB
Anytime Monthly Browsing Bundle taken at point of contract sign/ resign	£5	500MB allowance anytime	£1 per MB
TRY Evening and Weekends Monthly Browsing Bundle ¹	free	First two Evening and Weekends Monthly Browsing Bundle for free when taken as part of TRY.	£3 per MB

The unlimited evening and weekend pack includes 7pm-7am Monday-Friday and 7pm Friday to 7am Monday.

Unlimited offers are subject to fair usage policies.

¹ After 2 months there will be a £5 monthly subscription unless you opt out.

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



using your phone abroad: set up and costs

From 1st July 2009, a lower roaming charge is introduced.

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.

calling from zone	calling the UK, Ireland & Channel Islands or Europe 1	calling any other zone	receiving calls whilst abroad	sending texts whilst abroad
Ireland & Channel Islands*	38p	40p	19p	11p
Europe 1*	38p	70p	19p	11p
Europe 2	£1.30	£1.30	70p	40p
Australia	85p	£1.10	70p	40p
USA & Canada	£1.10	£1.10	70p	40p
Rest of World 1	£1.45	£1.45	90p	50p
Rest of World 2	£1.75	£1.75	£1.00	50p

* Calls to customer services are free from your Orange phone. All call rates above are pence per minute (ppm) in EEA countries Iceland, Liechtenstein & Norway you will be charged 33p to make a call and 16p to receive a call from Ireland and Channel Islands zone and Europe 1 zone. Prices apply to all networks in all countries and zones.

Up to 30 June 2009, all calls made whilst in Ireland & Channel Islands and Europe 1 will be charged in 60 second increments; and all calls received whilst in Ireland & Channel Islands and Europe 1 will be in 60 second increments, and all call received whilst abroad, other than Ireland and Channel Islands and Europe 1, will be charged in a per second increments.

From July 1st 2009, 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). All the SMS sent whilst in Ireland & Channel Islands and Europe 1 will be charge 11p per message

mobile data charges

If you're not sure how often you'll need data, you may prefer to pay for the data you use as you use it: this now costs as little as £3/MB (1MB on your mobile gives you approximately 100 WAP pages or 100 emails or lets you send 10 pictures).

Data used from zone	GPRS/3G data - per MB
Ireland & Channel Islands	£3
Europe 1	£3
Europe 2, Australia, USA & Canada, Rest of World 1, Rest of World 2	£8

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 Data bundles			
Bundle cost	£5	£12	£58.75
Inclusive elements	3 MB	10 MB	100 MB
Bundle duration	30 days	30 days	monthly
Zones covered	Countries in Ireland & Channel Islands and Europe 1 zones		
Out of bundle charges	Once allowance is used up, standard roaming charges apply		

Favourite Countries

If you're travelling to either **France, Spain, Greece, Ireland or Belgium** you can call home for less with our Favourite Countries bundles.

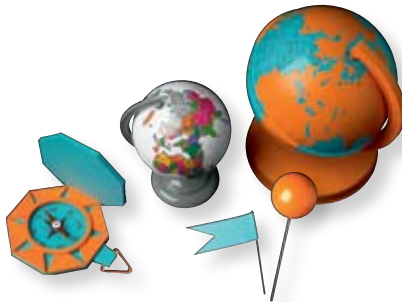
Favourite Country - roaming in **one** country from the listed above.

Favourite Country		
Bundle cost	£5	£5
Calls made	first 60 mins @ 29p/min	first 60 mins @ 29p/min
Calls received	60 inclusive mins	60 inclusive mins
Bundle duration	30 days	monthly

5 Favourite Countries - roaming in **any** of the five countries listed above.

5 Favourite Countries	
Bundle cost	£8
Calls made	first 100 mins @ 29p/min
Calls received	100 inclusive mins
Bundle duration	monthly

To add Favourite Countries just call Customer Services on 150. It's free from your Orange phone.



World Traveller

World Traveller	
Bundle cost	£2 monthly recurring charge
Inclusive elements	discounted rates off talk and text dependent on zone (see table below)

calling from zone	making calls abroad	saving	receiving calls abroad	saving	sending texts abroad	saving	GPRS/3G data - per MB	saving
Ireland & Channel Islands	35p	8% off standard Euro tariff	19p	-	11p	-	£2.25	25%
Europe 1	38p	-	19p	-	9p	17%	£2.25	25%
Europe 2	£1.30	-	70p	-	40p	-	£8	-
Australia	60p	29%	35p	50%	25p	38%	£8	-
USA & Canada	95p	14%	55p	21%	25p	38%	£8	-
Rest of World 1	£1	31%	60p	33%	35p	30%	£8	-
Rest of World 2	£1.75	-	£1.00	-	50p	-	£8	-

- calls to customer services are free from your Orange phone
- 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

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 or call customer services on 150.

Call abroad Subscription

Get our Call Abroad Subscription for £2.50 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	Making an international video call	Receiving an international video call
	standard rates	Call Abroad Subscription rate				
Orange Zone	45p	18p	20p	25p/50p	50p	free
Europe 1	45p	20p				
Europe 2	50p	25p				
Ireland	15p	12p				
Australia	50p	28p				
USA	30p	12p				
Rest of World 1	90p	75p				
Rest of World 2	£1	80p				



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 inclusive of insurance premium tax (IPT) To arrange or request a copy please call 150 free from your Orange phone, or 07973 100 150 from any other phone	Orange care is the insurance and warranty of your Orange phone. The general Terms and Conditions can be seen by visiting our website orange.co.uk
Memory Mate	Memory Mate makes sure you won't lose all the numbers on your SIM card, even if you lose your phone	£2.99 available at all Orange Shops	to back up your data with Memory Mate visit an Orange Shop
118 000 Orange Directory Enquires service UK	To request a UK national phone number	69p per call. Maximum of 3 numbers per call. It is free to receive the searched number text. 30p per minute onward call connection.	call customer services on 150 or visit orange.co.uk/118000
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	call customer services on 150 or visit orange.co.uk/118000
118 880 Orange International Directory Enquiries service	To request an international phone number	£2 per call. It is free to receive the searched number text	call customer services on 150 or visit orange.co.uk/118000
Other 118's Third party Directory Enquiries	-	Prices to call other 118 numbers other than Orange may vary	Please call customer services on 150 or visit www.orange.co.uk/directoryenquiries
195 Accessibility Directory Enquiry service	-	calls to this service are free	call 195/150 to register for access
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 12p per message received	call 277 for details
Orange Traffic service	This service allows you to listen to Orange traffic information	40p per minute	call 177 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

Services

service	description	cost	further information
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	£1.75 in the UK £2.20 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
Music Player	Download songs from hundreds of artists straight to your phone	Tracks usually cost £1.50 per track or buy a bundle of 3 for £3. 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 20p 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 £17.63 a number not local to your billing address £32.25 cost per incoming call 10p (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 bronze Orange number - £58.75 silver Orange number - £235 gold Orange number - £352.50 bronze local number - £88.13 silver local number - £27.50 gold local number - £146.88	call customer services on 150
Your Account online	Manage your Orange account online	-	visit orange.co.uk
Bills and Statements	Itemised bills	£1.50	call customer services on 150
Copies of bills	Copies of itemised bills	£3.53 per copy	call customer services on 150
Payment type	Charge for not paying by Direct Debit	£3.50 per number	Further information: 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	£20. 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 per receipt	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 or freephone 0800 numbers.



Service Plans and services that are no longer available

This section is for your reference. You can't change over to any of the Service Plans featured, or add any of the additional services listed in the following pages. They are subject to the terms on page 4 of this guide.

Note: if you change your Service Plan or number of inclusive minutes which you receive as part of your monthly subscription, you will lose any rollover minutes which you may have accumulated in the previous month

1 June 2009 - 30 June 2009 plan

36 month package			
cost	minutes	text	mobile internet
£15	200	unlimited	-

Calls are charged per second, however, calls outside of your inclusive bundle are subject to a minimum call charge of 25p. Try Off peak data will not be included in the tariffs.

30 June 2008 - 2 April 2009 plans

Dolphin 12/18/24 month packages								
cost	12 month		18 month			24 month		
	any network minutes	texts	any network minutes	any network texts	extra benefit off peak browsing	any network minutes	any network texts	extra benefit off peak web browsing
£15	-	-	-	-	-	100	Unlimited	-
£20	-	-	-	-	-	200	Unlimited	-
£25	75	150	200	Unlimited	-	400	Unlimited	-
£30	100	300	400	Unlimited	-	600	Unlimited	-
£35	100	500	600	Unlimited	-	750	Unlimited	Unlimited
£40	600	500	750	Unlimited	Unlimited	-	-	-

Dolphin SIM only package			
cost	any network, any time		extra benefits
	minutes	text	
£15	200	unlimited	-
£20	200	unlimited	-
£20	600	unlimited	-
£25	700	unlimited	-
£30	850	unlimited	unlimited off-peak web browsing

Racoon 12/18/24 month packages									
cost	12 month			18 month			24 month		
	any network minutes	texts	extra benefit: landline minutes	any network texts	texts	extra benefit: landline minutes	any network texts	texts	extra benefit: landline minutes
£20	-	-	-	-	-	-	300	100	unlimited
£25	-	-	-	300	100	unlimited	500	100	unlimited
£30	225	100	-	500	100	unlimited	700	100	unlimited
£35	400	100	-	700	100	unlimited	-	-	-
£40	700	100	200	-	-	-	-	-	-

Racoon SIM only package			
cost	any network, any time		extra benefits
	minutes	text	
£15	300	100	unlimited anytime calls to landlines
£25	500	100	-
£30	800	100	unlimited anytime calls to landlines

Canary 12/18/24 month packages									
cost	12 month			18 month			24 month		
	any network minutes	texts	extra benefit: Orange to Orange minutes	any network texts	texts	extra benefit: Orange to Orange minutes	any network texts	texts	extra benefit: Orange to Orange minutes
£25	-	-	-	-	-	-	400	500	unlimited
£30	-	-	-	400	500	unlimited	-	-	-
£35	350	250	-	-	-	-	850	500	unlimited
£40	-	-	-	850	500	unlimited	-	-	-
£45	850	450	200	-	-	-	-	-	-

Canary SIM only package			
cost	any network, any time		extra benefits
	minutes	text	
£20	450	250	-
£30	950	400	unlimited anytime Orange to Orange calls

Panther 12/18/24 month packages									
cost	12 month			18 month			24 month		
	any network minutes	texts	extra benefit ¹	any network texts	texts	extra benefit ²	any network texts	texts	extra benefit ²
£40	-	-	-	-	-	-	1200	500	unlimited
£45	-	-	-	1200	500	unlimited	-	-	-
£50	900	400	200	-	-	-	1800	500	unlimited
£55	-	-	-	1800	500	unlimited	-	-	-
£60	1200	500	200	-	-	-	-	-	-
£70	-	-	-	-	-	-	3000	500	unlimited
£75	-	-	-	3000	500	unlimited	-	-	-
£80	1800	500	200	-	-	-	-	-	-

All Panther packages and 18 month Racoon include free calls to Answer Phone.

¹ choice of texts or landline or Orange minutes plus unlimited 2 months of unlimited off-peak web browsing

² choice of texts, landlines minutes, Orange to Orange minutes or 250MB anytime web browsing plus 2 months of unlimited off-peak web browsing

Panther SIM only package				
cost	any network, any time		Answer Phone	extra benefits
	minutes	text		
£30	1200	unlimited	free	500MB web browsing
£35	1300	500	free	choice of unlimited texts, unlimited landlines, unlimited extra Orange to Orange minutes or 250MB anytime web browsing*

* If 250 MB anytime web browsing is chosen as the extra benefit, then the 2 months of unlimited off peak browsing does not apply.

Standard call charges

	cost per minute
standard UK landline (01, 02, 03 numbers)	12p
calls to other Orange mobiles	12p
calls to other mobile networks	35p
Answer Phone retrieval	12p
Standard text Messaging	12p
Text Message delivery receipt	1p*
Photo Messaging	30p
Video Messaging	50p
Video Calling Orange to Orange	30p
calls to other UK networks	50p

Calls are billed per second. Not paying by Direct Debit costs £3.50 per month.

* Not included within talk plan text message allowance.

For full charge detail of premium rate (e.g. 070, 08, 0870, 09) and other special numbers, please see page 46.

25 December 2008 - 2 April 2009 plans

Panther 18 month package						
cost	any network, any time		Answer Phone	extra benefits	multimedia*	Magic Numbers
	minutes	text				
£45	1200	500	free	Choose either unlimited texts, unlimited landlines minutes, unlimited Orange to Orange minutes and 500MB anytime web browsing	2 months of unlimited off-peak web browsing	1
£55	1800					
£75	3000					

1 March 2008 - 30 June 2008 plans

Dolphin 12/18/24 month package								
	12 month		18 month			24 month		
cost	any network minutes	texts	any network minutes	texts	unlimited benefit	any network minutes	texts	unlimited benefit
£20	-	-	-	-	-	100	300	-
£25	75	150	100	300	-	100	unlimited	-
£30	100	300	100	unlimited	-	600	unlimited	-
£35	100	500	600	unlimited	-	750	unlimited	unlimited off peak browsing
£40	600	500	750	unlimited	unlimited off peak browsing	-	-	-

Racoon 12/18/24 month package									
	12 month			18 month			24 month		
cost	any network minutes	texts	extra landline minutes each month	any network minutes	texts	extra landline minutes each month	any network minutes	texts	extra landline minutes each month
£20	-	-	-	-	-	-	225	100	-
£25	-	-	-	225	100	-	400	100	-
£30	225	100	-	400	100	-	700	100	unlimited
£35	400	100	-	700	100	unlimited	-	-	-
£40	700	100	200	-	-	-	-	-	-

Canary 12/18/24 month package

cost	12 month			18 month			24 month		
	any network minutes	texts	extra orange to orange minutes each month	any network minutes	texts	extra orange to orange minutes each month	any network minutes	texts	extra orange to orange minutes each month
£25	-	-	-	-	-	-	350	250	-
£30	-	-	-	350	250	-	-	-	-
£35	350	250	-	-	-	-	850	400	unlimited
£40	-	-	-	850	400	unlimited	-	-	-
£45	850	400	unlimited	-	-	-	-	-	-

Panther 12/18/24 month package

cost	12 month			18 month			24 month		
	any network minutes	texts	extra benefits each month	any network minutes	texts	extra benefits each month ⁵	any network minutes	texts	extra benefits each month ⁵
£40	-	-	-	-	-	-	900	400	unlimited
£45	-	-	-	900	400	unlimited	-	-	-
£50	900	400	200	-	-	-	1200	500	unlimited
£55	-	-	-	1200	500	unlimited	-	-	-
£60	1200	500	200	-	-	-	-	-	-
£70	-	-	-	-	-	-	1800	500	unlimited
£75	-	-	-	1800	500	unlimited	-	-	-
£80	1800	500	200	-	-	-	-	-	-

⁴ choice of texts, landline minutes or Orange to Orange minutes

⁵ choice of text, landline minutes, Orange to Orange minutes or 250MB anytime web browsing

standard call charges

zone	cost per minute
standard UK landline (01, 02, 03 numbers)	12p
calls to other Orange mobiles	12p
calls to other mobile networks	35p
Answer Phone retrieval	12p
Standard text Messaging	12p
Text Message delivery receipt	1p*
Photo Messaging	30p
Video Messaging	50p
Video Calling Orange to Orange calls to other UK networks	30p 50p

Calls are billed per second. Not paying by Direct Debit costs £3.50 per month unless you pay via an Orange shop.

2 Multiple photo messages or messages over 100kb are 50p

* Not included within talk plan text message allowance.

1 March 2008 - 31 August 2008 plans

Dolphin SIM only			
cost ¹	any network minutes	texts	unlimited benefit
£15	150	300	unlimited ² off peak texts

Racoon SIM only			
cost ¹	any network minutes	texts	unlimited benefit
£15	225	100	unlimited ^{2,3} off-peak calls to landlines

Panther SIM only			
cost ¹	any network minutes	texts	choice of texts, landline minutes, orange to orange minutes or 250MB anytime web browsing
£35	1000	400	unlimited ^{2,3}

All Panther packages and 18 month Racoon include free calls to Answer Phone.

¹ Subject to payment by Direct Debit and non-itemised billing, except for Panther plans where itemised billing is inclusive.

² All unlimited offers are subject to fair usage and additional terms. See orange.co.uk for details.

³ Unlimited landline minutes are to standard UK landlines beginning with 01, 02 or 03 only.

* Calls to 08 numbers, 09 numbers and call forwarding services are not included in the inclusive minutes bundle and may be charged up to a maximum of 55p, £1.70 and 20p or standard call charge rates respectively.

For further information on call charges please refer to standard call charges table on page 33 for details.

1 March 2007 - 29 February 2008 plans

Dolphin 12/18/24 month package									
	12 month			18 month			24 month		
cost ¹	any network minutes	texts	extra minutes each month	any network minutes	texts	extra minutes each month	any network minutes	texts	extra minutes each month
£25	75	200	0	100	300	0	150	450	0
£35	200	500	0	500	unltd ²	0	750	unltd ²	0

Racoon 12/18/24 month package									
	12 month			18 month			24 month		
cost ¹	any network minutes	texts	extra landline minutes each month	any network minutes	texts	extra landline minutes each month	any network minutes	texts	extra landline minutes each month
£25	150	50	0	225	100	0	350	150	0
£30	300	50	0	400	100	0	600	150	0
£35	400	50	200	700	100	unltd ^{2,3}	100	150	unltd ^{2,3}

Canary 12/18/24 month package									
	12 month			18 month			24 month		
cost ¹	any network minutes	texts	extra Orange to Orange minutes each month	any network minutes	texts	extra Orange to Orange minutes each month	any network minutes	texts	extra Orange to Orange minutes each month
£30	250	150	0	350	200	0	550	300	0
£40	450	200	200	850	300	unltd ²	1250	450	unltd ²

Panther 12/18 month package						
	12 month			18 month		
cost ¹	any network minutes	texts	choice of texts, landline minutes or Orange to Orange minutes	any network minutes	texts	choice of texts, landline minutes or Orange to Orange minutes
£45	600	200	200	900	300	unlimited ²
£55	800	200	200	1200	300	unlimited ²
£75	1000	200	200	1500	300	unlimited ²

1 August 2006 - 28 February 2007 plans

Dolphin 12/18 month package				
	12 month		18 month	
cost ¹	any network minutes	texts	any network minutes	texts
£19	50	25	75	75
£25	75	200	150	200
£35	250	250	500	unlimited ²

Racoon 12/18 month package						
	12 month			18 month		
cost ¹	any network minutes	texts	extra landline minutes each month	any network minutes	texts	extra landline minutes each month
£25	100	50	50	175	75	100
£30	200	50	100	325	75	150
£35	250	50	125	500	200	unlimited ²

Canary 12/18 month package						
	12 month			18 month		
cost ¹	any network minutes	texts	extra Orange to Orange minutes each month	any network minutes	texts	extra Orange to Orange minutes each month
£30	200	75	50	325	150	100
£40	300	100	75	600	400	unlimited ²

Panther 12/18 month package				
cost ¹	12 month		18 month	
	any network minutes	texts	any network minutes	texts
£45	400	100	800	200
£55	600	100	1200	250
£75	900	100	1500	unlimited ²

For Dolphin £19 the standard call charges are 15p to standard UK landlines, 15p to other Orange mobiles, 15p to answer phone and 40p calls to other mobile network.

All Panther packages and 18 month Racocon include free calls to Answer Phone. 18 month Racocon packages include free calls to Answer Phone

¹ Subject to payment by Direct Debit and non-itemised billing.

² All unlimited offers are subject to fair usage and additional terms. See orange.co.uk for details.

³ Unlimited landline minutes are to standard UK landlines beginning with 01, 02 or 03 only.

* Calls to 08 numbers, 09 numbers and call forwarding services are not included in the inclusive minutes bundle and may be charged up to a maximum of 55p, £1.70 and 20p or standard call charge rates respectively.

For further information on call charges please refer to standard call charges table on page 33 for details.

1 April 2006 - 31 July 2006 plans

Dolphin 12/18/24 month package				
cost ¹	12 month		18 month	
	any network minutes	texts	any network minutes	texts
£19	50	25	50	25
£25	0	500	0	500
£25	75	125	75	125
£30	100	200	100	200

Racocon 12/18 month package						
cost ¹	12 month			18 month		
	any network minutes	texts	extra landline minutes each month	any network minutes	texts	extra landline minutes each month
£25	100	0	50	100	0	50
£30	200	0	100	200	0	100
£35	240	0	120	240	0	120

Canary 12/18 month package						
cost ¹	12 month			18 month		
	any network minutes	texts	extra Orange to Orange minutes each month	any network minutes	texts	extra Orange to Orange minutes each month
£30	200	75	50	200	75	50
£40	300	100	75	300	100	75

Panther 12/18 month package				
cost ¹	12 month		18 month	
	any network minutes	texts	any network minutes	texts
£45	400	100	400	100
£55	600	100	600	100
£75	900	100	900	100

18 month Racocon packages include free calls to Answer Phone

* Calls to 08 numbers, 09 numbers and call forwarding services are not included in the inclusive minutes bundle and may be charged up to a maximum of 55p, £1.70 and 20p or standard call charge rates respectively. See page 33 for details.

For further information on call charges please refer to standard call charges table on page 33 for details.

Panther 3G 12/18 month package				
cost ¹	12 month		18 month	
	any network minutes	texts	any network minutes	texts
£45	500	100	600	100
£55	750	100	900	100
£75	1125	100	1350	100

For Dolphin £19 the standard call charges are 15p to standard UK landlines, 15p to other Orange mobiles, 15p to answer phone and 40p calls to other mobile network.

All Panther packages and 18 month Racocon include free calls to Answer Phone.

¹ Subject to payment by Direct Debit and non-itemised billing, except for Panther plans where itemised billing is inclusive.

* Calls to 08 numbers, 09 numbers and call forwarding services are not included in the inclusive minutes bundle and may be charged up to a maximum of 55p, £1.70 and 20p or standard call charge rates respectively.

For further information on call charges please refer to standard call charges table on page 33 for details.

standard call charges

	cost (per minute)
standard UK landline (01, 02, 03 numbers)	12p
calls to other Orange mobiles	12p
calls to other mobile networks	35p
Answer Phone retrieval	12p
Text Messaging	12p
Text Message delivery receipt	1p*
Photo Messaging ²	25p
Video Messaging	50p
Video Calling	Orange to Orange 30p calls to other UK networks 50p

All charges per minute and include VAT. Calls are billed per second. Not paying by Direct Debit costs £3.50 per month. ¹ Free on all Panther plans. ² Multiple photo messages or messages over 100KB are 50p.

* Not included within talk plan text message allowance.

calls to premium rate and other special numbers

for all Animal Plans Launched in 2006 and 2007	
number prefix	cost (per minute)
calls to charity helplines	Free. Visit orange.co.uk/charity for full details
call to 0808	free
calls to 0800, 0500	10p
calls to 0845	12p
calls to 0870	12p
calls to 0844	12p
calls to 0844 numbers followed by 428, 462 or 566	55p
calls to 0844 numbers followed by 477	10p
calls to call forwarding services beginning with 07	20p
all other call forwarding services	Charged at relevant standard call charge rate
calls to 0871, 0872, 0873	35p
calls to personal number services beginning with 070	55p
satellite calls	£5.75 per minute at all times. This is applicable to Orange Service Plan customers
premium rate numbers (09) (There are 3 levels of access across 4 price bands)	<p>price band 1: Calls advertised as 10p-40p per min from a BT landline cost 50p per min on Orange. Calls advertised as 10p-40p per call from a BT landline cost 50p per call on Orange.</p> <p>price band 2: Calls advertised as 41p-70p per min from a BT landline cost 90p per min on Orange. Calls advertised as 41p-70p per call from a BT landline cost 90p per call on Orange.</p> <p>price band 3: Calls advertised as 70p-£1 per min from a BT landline cost £1.20 per min on Orange. Calls advertised as 70p-£1 per call from a BT landline cost £1.20 per call on Orange.</p> <p>price band 4: Calls advertised as more than £1 per min from a BT landline cost £1.70 per min on Orange. Calls advertised as more than £1 per call from a BT landline cost £1.70 per call on Orange.</p>

Customers on the legacy Dolphin £19 plans pay 15p per minute for 0845, 0870 and 0844 calls instead of 12p.

Your Plan

You can use your minutes to call all Orange phones, Orange Answer Phone, any UK network and fixed lines. All prices below include VAT.

Talk – any network anytime	cost per month
30	£15
400	£50
700	£70
1000	£95
2000	£178

calls to any network anytime	cost per month
60 minutes	£19
120 minutes	£25
200 minutes	£30
300 minutes	£40
*600 minutes	£55
*900 minutes	£75

*Orange Premier plans

services and call types	cost per month
calls to Orange mobiles	10p
calls to UK landlines	10p
calls to Answer Phone	5p
calls to other UK mobile networks	35p
calls to 0845	10p
calls to 0870	10p
calls to 0844	10p
calls to 0844 numbers followed by (428/462/566/093/444)	up to 30p
calls to call forwarding services beginning with 07	20p
all other call forwarding services	Charged at relevant standard call charge rate
calls to 0871, 0872, 0873	peak up to 30p; off-peak up to 15p
calls to personal number services beginning with 070	55p
calls to 0800/0500	10p
text message	10p
photo message*	30p
video message	50p
video calling	30p
Orange to Orange to other UK mobile networks	50p

All rates above are pence per minute (ppm), but calls are billed per second and include VAT. UK landline calls are calls to 01, 02 and 03 geographic landlines. Note: There are restrictions on moving service plans within the first half of your minimum term contract (eg within first 6 months of a 12 month contract).

* Multiple photo messages or messages over 100KB are 50p

Orange to Orange Anytime

- if you opt to only include calls to other Orange phones, Orange Answer Phone and landlines (not other mobile networks), you will get 50% more inclusive minutes every month
- for example, for £30 you'll get 300 minutes each month

minutes per month (excluding calls to other networks)	cost per month
45	£15
90	£19
180	£25
300	£30

minutes per month (excluding calls to other networks)	cost per month
600	£50
1050	£70
1500	£95
3000	£178

All prices listed include VAT

Family from Orange

This is a package that makes it a little easier to manage your family's mobile spend.

- one itemised bill for the whole family, pay monthly and pay as you go
- 50% extra free minutes every month for pay monthly customers
- 50 free texts each month for pay as you go customers
- Reserve Tank for pay as you go customers
- convenient weekly or monthly top-ups from a minimum of £2.50 per week or £10 per month

Terms and conditions apply. For further details visit orange.co.uk/family.

Everyday 50

services and call types	cost per month
monthly subscription for single phone	£14-£15.50 (charged at 50p per day)
number of phones allowed	1
standard talk time included (minutes per day)	50 minutes off-peak
calls to Orange mobiles	peak 35p/off-peak 5p
calls to UK landlines	peak 35p/off-peak 1p
calls to Answer Phone	10p
call to other UK mobile networks	peak 40p/off-peak 25p
calls to 0845	peak 12p/off-peak 1p
calls to 0870	peak 12p/off-peak 1p
calls to 0844	10p
calls to 0844 numbers followed by (428/462/566/093/444)	up to 30p
calls to call forwarding services beginning with 07	20p
all other call forwarding services	Charged at relevant standard call charge rate
calls to 0871, 0872, 0873	up to 30p
calls to personal number services beginning with 070	55p
calls to 0800/0500	10p
text message	10p
photo message	25p
CSD access to Orange World*	5p weekdays/2p weekends
Line 2 subscription**	£9.30 per month
itemised billing	£1.00

All rates above are pence per minute (ppm), but calls are billed per second and include VAT. Not available to customers after 1 October 2002.

* These charges apply to accessing services from Orange World via a CSD connection. If you change your setting to call other WAP services, you will be charged at your standard rate.

** Line 1 must be of greater value than Line 2.

Off-Peak Service Plans

services and call types	Orange to Orange off-peak	Orange Combination	Any Network off-peak
monthly subscription for single phone	£20.00	£25.00	£25.00
standard talk time included (minutes per month)	1000 off-peak minutes to Orange phones, Answer Phone and standard UK landlines	200 off-peak minutes to other UK mobile networks and 800 off-peak minutes to Orange phones, Answer Phone and standard UK landlines	1000 off-peak minutes to any standard UK network or landline
calls to Orange mobile	peak off-peak	35p 5p	
calls to Orange landlines	peak off-peak	35p 5p	
calls to Orange Answer Phone	peak off-peak	35p 5p	
calls to other UK mobile networks	peak off-peak	45p 30p	
calls to 0845		10p	
calls to 0870		10p	
calls to 0844		10p	
calls to 0844 numbers followed by (428/462/566/093/444)		up to 30p	
calls to call forwarding services beginning with 07		20p	
all other call forwarding services		Charged at relevant standard call charge rate	
calls to 0871, 0872, 0873		up to 30p	
calls to personal number services beginning with 070		55p	
calls to 0800/0500		10p	
text message		10p	

All rates above are pence per minute (ppm), but calls are billed per second and include VAT. These plans are not available to new connections.

Orange Everytime

services and call types	Orange Everytime	Orange Everytime 20	Orange Everytime 200	Orange Everytime 400	Orange Everytime 1000
monthly subscription for single phone	£12.99	£15.99	£30.00	£50.00	£117.50
monthly subscription per additional phone	n/a	n/a	£14.69	£14.69	£14.69
number of phones allowed	1	1	1 to 2	1 to 5	1 to 15
standard talk time included - minutes per month	20	20	200	400	1000
calls to Orange mobiles and UK landlines	10p				
calls to Answer Phone	10p	10p	free	free	free
calls to other UK mobile networks	35p	35p	35p	35p	35p
calls to 0845 peak off-peak			12p 6p		
calls to 0870 peak off-peak			10p 10p		
calls to 0844	10p				
calls to 0844 numbers followed by (428/462/566/093/444)	up to 30p				
calls to call forwarding services beginning with 07	20p				
all other call forwarding services	Charged at relevant standard call charge rate				
calls to 0871, 0872, 0873	up to 30p				
calls to personal number services beginning with 070	55p				
calls to 0800/0500	10p				
photo message	25p				
access to Orange World*	10p	10p weekdays/ 2p weekends	5p	5p	5p
Line 2 subscription**	£7.11	n/a	n/a	n/a	n/a

All rates above are pence per minute (ppm), but calls are billed per second and include VAT. Not available to customers after 1 October 2002.

* These charges apply to accessing services from Orange World. If you change your setting to call other WAP services, you will be charged at your standard rate.

** Line 1 must be of greater value than Line 2.

Orange Talk Plans

services and call types	Talk 60	Talk 150	Talk 200	Talk 500	Talk 1800	Talk 5000	Talk 10000
monthly subscription for single phone	£17.50	£25.00	£25.00	£58.75	£176.25	£470.00	£940.00
monthly subscription per additional phone	n/a	£14.69	n/a	£14.69	£14.69	£14.69	£14.69
number of phones allowed	1	1 to 2	1	1 to 5	1 to 15	1 to 35	1 to 100
standard talk time included - minutes per month	60	150	200	500	1800	5000	10000
Orange to landlines	15p 5p	10p 5p	10p 5p	9p 5p	9p 5p	7p 5p	7p 5p
Orange to Orange calls	15p 5p	15p 5p	15p 5p	13p 5p	13p 5p	12p 5p	12p 5p
calls to Answer Phone	9p	9p	9p	free	free	free	free
calls to other UK mobile networks peak off-peak				30p 12p			
calls to 0845 peak off-peak				12p 6p			
calls to 0870 peak off-peak				10p 10p			
calls to 0844	10p						
calls to 0844 numbers followed by (428/462/566/093/444)	up to 30p						
calls to call forwarding services beginning with 07	20p						
calls to call forwarding services	Charged at relevant standard call charge rate						
calls to 0871, 0872, 0873	up to 30p						
calls to personal number services beginning with 070	55p						
calls to 0800/0500	10p						
text message	10p	10p	10p	10p	5p	4p	4p
photo message	25p						
access to Orange World* weekdays	5p						
access to Orange World* weekends	2p	2p	2p	-	-	-	-
Line 2 subscription**	£11.63	n/a	n/a	n/a	£170.38	£464.13	£943.13

All rates above are pence per minute (ppm), but calls are billed per second and include VAT. Not available to customers after 1 October 2002.

* These charges apply to accessing services from Orange World. If you change your setting to call other WAP services, you will be charged at your standard rate.

** Line 1 must be of greater value than Line 2.

Talkshare Plus

Talkshare Plus enables up to four sharers who are on one of the Service Plans that are no longer available to benefit from cheaper calls and texts and share inclusive minutes.

- sharers can call each other for a flat rate of 5p per minute and 5p per text message, all day every day after the inclusive minutes have been use up
- each sharer pays £14.69 per month

Talkshare

- buy 120 minutes or more with the standard Your Plan, and you can share your minutes and costs with up to 19 other pay monthly customers
- each additional sharer will be charged £14.50 per month, and after the inclusive minutes have been used, calls between sharers cost 5p per minute, and text messages just 5p each

Orange in Front

It is no longer possible to add Orange in Front to your Service Plan.

- a new phone upgrade every 12 months up to the value of £79.99
- 30 inclusive text messages every month
- £1 a month credit towards international calls (unused credit will roll over each month, up to a maximum of £6)
- Orange in Front costs £5 per month

discontinued data bundles

Product name	Size	cost (inc VAT)	out of bundle (inc VAT)
Orange World Access 1	1MB	£2	£2
Orange World Access 3	3MB + 10 texts + 20 MMS	£4	£3
Orange World Access 4	4MB	£4	£1
Orange World Access 10	10MB	£8	80p
Orange World Access 25	25MB	£16	70p
Orange World Access 80	80MB	£41.13	65p
Orange World Access 400	400MB	£52.88	59p
Orange World Access Max	Fair Use - 1000MB	£88.13	N/A - Fair Use
£8 Monthly anytime access to the internet	30MB usage limit	£8	Pay as You Consume rates

discontinued BlackBerry Bundles - May 08 - November 08

Product name	contract duration		email and browsing
	24 Month	18 month	
Talk	£7.50	£7.50	unlimited
Email	£10.70	£12.20	unlimited

discontinued BlackBerry bundles - August 07- April 08

Product name	cost	inclusive data allowance	out of bundle - cost per MB
Internet for BlackBerry (data only)	£16.45 £11.75 £9.40	6MB (BlackBerry APN only)	£2.00 per MB 12p per text Voice not possible
Internet Talk for BlackBerry (voice and data)	£11.75 £7.05 £5.88	6MB (BlackBerry APN only)	£2.00 per MB 12p per text Voice charged at call plan rate

discontinued BlackBerry bundles - December 2006- August 2007

Product name	cost	inclusive data allowance	text message	out of bundle - cost per MB
Internet for BlackBerry	£17	6MB	25	£2.00 per MB
Internet Talk for BlackBerry (Dolphin, Raccoon & Canary)	£14	6MB	25	£2.00 per MB
Internet talk extra for BlackBerry Panther	£10	6MB	25	£2.00 per MB

calls to premium rate and other special numbers

For customers who are not on any of the Dolphin, Raccoon, Canary or Panther packages

number prefix	cost (per minute)
calls to charity helplines	Free. Visit orange.co.uk/charity for full details
calls to 0800, 0500	10p**
calls to 0845	10p**
calls to 0870	10p**
calls to 0844	10p**
calls to 0844 numbers followed by (428/462/566/093/444)	up to 30p
calls to call forwarding services beginning with 07	20p
calls to call forwarding services	Charged at relevant standard call charge rate
calls to 0871, 0872, 0873 numbers	up to 30p
calls to personal number services beginning with 070	55p
satellite calls	£5.75 per minute at all times; this is applicable to Orange Service Plan customers
premium rate numbers (09) (There are 3 levels of access across 4 price bands)	<p>price band 1: Calls advertised as 10p-40p per min from a BT landline cost 50p per min on Orange. Calls advertised as 10p-40p per call from a BT landline cost 50p per call on Orange.</p> <p>price band 2: Calls advertised as 41p-70p per min from a BT landline cost 90p per min on Orange. Calls advertised as 41p-70p per call from a BT landline cost 90p per call on Orange.</p> <p>price band 3: Calls advertised as 70p-£1 per min from a BT landline cost £1.20 per min on Orange. Calls advertised as 70p-£1 per call from a BT landline cost £1.20 per call on Orange.</p> <p>price band 4: Calls advertised as more than £1 per min from a BT landline cost £1.70 per min on Orange. Calls advertised as more than £1 per call from a BT landline cost £1.70 per call on Orange.</p>

** these are for customers on Your Plan, Orange to Orange off-peak and Any Network off-peak only. For the cost of these calls on other service plans call customer services on 150.

notes

notes

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.

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Mixed Sources

Product group from well-managed forests, controlled sources and recycled wood or fiber

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