

Orange Value Promise



Orange Value Promise

At Orange we want to make sure we deliver the best value to our customers. That's why we offer the Orange Value Promise:

Orange Value Promise offers the Orange equivalent of non promotional tariffs, available to individual pay monthly customers from O₂, Vodafone and T-mobile retail stores only. All OVP prices include VAT.

There are some call charges that Orange do not replicate. These include, and are not limited to calls to premium rate numbers, calls to personal rate numbers, calls to 0844 numbers, calls to 0871 numbers, calls made whilst roaming abroad, and calls made to international destinations. For details of these and other charges, please visit www.orange.co.uk.

Terms and conditions apply. See page 11 for details.

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Orange equivalent
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Orange equivalent (EQ) to T-Mobile Service Plans

tariff name	monthly charge	inclusive call minutes	inclusive text messages	standard call charges (per minute)		freephone and national rate (0870,0845) call charges (per minute)		Answer Phone retrieval charge
				peak	off-peak/weekend	peak	off-peak/weekend	
EQ Relax 25	£16.00	25	0	10p	10p	10p	10p	free
EQ Relax 50	£19.00	50	0	10p	10p	10p	10p	free
EQ Relax 100	£23.00	100	0	10p	10p	10p	10p	free
EQ Relax 200	£32.00	200	0	10p	10p	10p	10p	free
EQ Relax 400	£51.00	400	0	10p	10p	10p	10p	free
EQ Relax 1000	£97.00	1000	0	10p	10p	10p	10p	free
EQ Everyone off-peak 200	£16.50	200 off-peak	0	30p	5p	10p	10p	free
EQ Everyone off-peak 500	£22.00	500 off-peak	0	30p	5p	10p	10p	free
EQ Freetime 750	£18.00	750 off-peak	50	40p	5p	10p	10p	free

- with EQ Relax tariffs your inclusive minutes are standard, on-net and calls to other UK mobiles
- with EQ Everyone Off-Peak 200 and 500 your inclusive minutes are for standard, on-net and calls to other UK mobiles at off-peak times only
- with EQ Freetime 750 your inclusive minutes are standard, on-net and WAP calls at off-peak times. Line 2 is not available

- rollover minutes are not available on EQ T-Mobile tariffs
- peak hours 7am-7pm
- standard text messages in the UK cost 10p to send
- available only on 12 month contracts

tariff name	Orange to Orange call charges (per minute)		Orange to other UK mobiles call charges (per minute)		fax & data standard calls charge (per minute)		fax & data to Orange calls charge (per minute)		fax & data to other mobiles calls charge (per minute)	
	peak	off-peak/weekend	peak	off-peak	peak	off-peak/weekend	peak	off-peak/weekend	peak	off-peak/weekend
	EQ Relax 25	10p	10p	25p	25p	10p	10p	10p	10p	25p
EQ Relax 50	10p	10p	25p	25p	10p	10p	10p	10p	25p	25p
EQ Relax 100	10p	10p	25p	25p	10p	10p	10p	10p	25p	25p
EQ Relax 200	10p	10p	25p	25p	10p	10p	10p	10p	25p	25p
EQ Relax 400	10p	10p	25p	25p	10p	10p	10p	10p	25p	25p
EQ Relax 1000	10p	10p	25p	25p	10p	10p	10p	10p	25p	25p
EQ Everyone off-peak 200	30p	5p	30p	15p	30p	5p	30p	5p	30p	15p
EQ Everyone off-peak 500	30p	5p	30p	15p	30p	5p	30p	5p	30p	15p
EQ Freetime 750	40p	5p	50p	30p	40p	5p	40p	5p	50p	30p

- payment other than by Direct Debit costs an additional £3 per month
- itemised billing is £1 per month
- calls to customer service are free from your Orange phone whilst in the UK
- Orange Care is available at £5 per month for each phone and includes insurance and warranty, which are subject to terms, conditions and exclusions. An administration fee of £15 will be applied to any accepted claim.

Orange equivalent (EQ) to O₂ tariffs

tariff name	monthly charge	inclusive calls minutes	inclusive text messages	standard call charges (per minute)		freephone and national rate (0870,0845) call charges (per minute)		Answer Phone retrieval charge	
				peak	off-peak/weekend	peak	off-peak/weekend	peak	off-peak/weekend
				EQ O₂ Leisure Plus	£20.00	1000 off-peak 25 off-net off-peak	100	30p	2p
EQ O₂ Leisure Time All	£25.00	500 off-peak	100	30p	5p	30p	5p	30p	5p
EQ O₂ 25	£16.00	25	25	15p	5p	15p	5p	15p	5p
EQ O₂ 50	£19.00	50	25	15p	5p	15p	5p	15p	5p
EQ O₂ 100	£25.00	100	100	10p	10p	10p	10p	10p	10p
EQ O₂ 200	£30.00	200	50	10p	10p	10p	10p	free	free
EQ O₂ 250	£35.00	250	50	10p	5p	10p	5p	free	free
EQ O₂ 400	£45.00	400	50	10p	5p	10p	5p	free	free
EQ O₂ 600	£60.00	600	50	10p	5p	10p	5p	free	free
EQ O₂ Max	£75.00	1000	50	4p	2p	4p	2p	free	free

- EQ Leisure tariffs includes standard, on-net, voicemail, and WAP calls at off-peak times only
- EQ Leisure Time All minutes are for standard, on-net and calls to other UK mobiles, voicemail, national rate, freephone and WAP calls at off-peak times only
- other plans include standard, national rate (0870, 0845), freephone, on-net, off-net, Answer Phone and WAP calls at any time
 - peak hours: 7am-7pm
 - rollover minutes are available on EQ O₂ 200, 250, 400, 600 and EQ O₂ Max
 - WAP calls are 10p per minute
 - calls to customer services are free
 - text messages in the UK cost 12p to send
 - freephone, national and lo-call calls are charged at standard call rates

tariff name	Orange to Orange call charges (per minute)		Orange to other UK mobiles call charges (per minute)		fax and data standard calls charge (per minute)	
	peak	off-peak/weekend	peak	off-peak/weekend	peak	off-peak/weekend
EQ O₂ Leisure Plus	30p	2p	45p	30p	30p	2p
EQ O₂ Leisure Time All	30p	5p	45p	30p	30p	5p
EQ O₂ 25	15p	5p	45p	30p	15p	5p
EQ O₂ 50	15p	5p	45p	30p	15p	5p
EQ O₂ 100	10p	10p	40p	40p	10p	10p
EQ O₂ 200	10p	10p	40p	40p	10p	10p
EQ O₂ 250	8p	8p	35p	35p	10p	5p
EQ O₂ 400	8p	8p	35p	35p	10p	5p
EQ O₂ 600	8p	8p	35p	35p	10p	5p
EQ O₂ Max	3p	3p	30p	30p	4p	2p

- payment other than Direct Debit costs £3
- itemised billing is charged at 99p per month
- Orange Care is available at £5 per month for each phone and includes insurance and warranty, which are subject to terms, conditions and exclusions. An administration fee of £15 will be applied to any accepted claim.

Orange equivalent (EQ) to Vodafone Service Plans

tariff name	monthly charge	inclusive call minutes	inclusive text messages	standard call charges (per minute)		freephone and national rate (0870,0845) call charges (per minute)		Answer Phone retrieval charge (per minute)	
				peak	off-peak/weekend	peak	off-peak/weekend	peak	off-peak/weekend
EQ Vodafone Evening & Weekend	£20.00	1000 off-peak	0	29p	5p	29p	5p	29p	5p
EQ Vodafone Anytime 30	£15.00	30	0	15p	15p	15p	15p	15p	15p
EQ Vodafone Anytime 100	£22.00	100	0	15p	15p	15p	15p	15p	15p
EQ Vodafone Anytime 200	£30.00	200	0	12p	12p	12p	12p	12p	12p
EQ Vodafone Anytime 500	£50.00	500	0	12p	12p	12p	12p	12p	12p
EQ Vodafone Anytime 1000	£75.00	1000	0	12p	12p	12p	12p	12p	12p
Vodafone Business	£14.00	n/a	0	10p	5p	10p	5p	10p	5p

- with EQ Vodafone Anytime tariffs your inclusive minutes are for standard calls and calls to mobiles at any time
- with EQ Vodafone Evening & Weekend your inclusive minutes are for standard and on-net calls at off-peak times only
- peak hours: 7am-7pm Monday-Friday
- calls to customer services are charged at standard call charge rates
- text messages in the UK cost 12p per message to send

tariff name	Orange to Orange call charges (per minute)		Orange to other UK mobiles call charges (per minute)		standard data call charges (per minute)	
	peak	off-peak/weekend	peak	off-peak/weekend	peak	off-peak/weekend
EQ Vodafone Evening & Weekend	29p	5p	40p	40p	29p	5p
EQ Vodafone Anytime 30	15p	15p	40p	40p	15p	15p
EQ Vodafone Anytime 100	15p	15p	40p	40p	15p	15p
EQ Vodafone Anytime 200	12p	12p	35p	35p	12p	12p
EQ Vodafone Anytime 500	12p	12p	35p	35p	12p	12p
EQ Vodafone Anytime 1000	12p	12p	35p	35p	12p	12p
Vodafone Business	10p	5p	35p	25p	10p	5p

- freephone and national rate calls (0870, 0845) are charged at the standard call rate and are chargeable at all times
- itemised billing costs an additional £1.50 per month
- payment other than by Direct Debit, costs an additional £2.94 per month
- Orange Care is available at £5 per month for each phone and includes insurance and warranty, which are subject to terms, conditions and exclusions. An administration fee of £15 will be applied to any accepted claim.

Orange match the call charges of Virgin Mobile

From 2 February 2004 the OVP plan with call charges matched to Virgin Mobile is not available to new customers joining Orange or to existing customers wishing to change plan. The information below is for reference only, for customers currently on this plan.

tariff name	standard call charges (per minute)		Answer phone retrieval charge (per minute)		Orange to Orange call charges (per minute)		Orange to other UK mobiles call charges (per minute)		fax and data standard calls charge (per minute)	
	first 5 minutes per day	after 5 minutes per day	peak	off-peak/weekend	peak	off-peak/weekend	peak	off-peak/weekend	peak	off-peak/weekend
Service Plan with call charges matched to Virgin Mobile	15p	5p	free	free	at standard call rate	at standard call rate	35p	35p	at standard call rate	at standard call rate

- receive a one-off call credit when you connect to Orange on this Service Plan – this is not applicable for internal transfers to this plan
- this plan does not include the Virgin Mobile Big Bonus scheme
- national calls (0870, 0845) are charged at the standard call rate
- calls to your Orange Answer Phone are free
- text messages in the UK cost 10p per message to send
- freephone call charges at the standard rate
- calls to customer services are charged at 10p per call from your Orange phone whilst in the UK
- national calls are charged at the standard call rate
- Orange Care is available at £5 per month for each phone and includes insurance and warranty, which are subject to terms, conditions and exclusions. An administration fee of £15 will be applied to any accepted claim.

terms and conditions

Your Orange Value Promise terms and conditions are listed below:

1. DEFINITIONS

Competitor tariff

A popular published, currently available, monthly paid contract digital tariff available in the UK from O₂ (UK) Limited (formerly British Telecommunications Mobile Communications Ltd), Vodafone Retail Ltd and T-Mobile (formerly One 2 One). For the avoidance of doubt this excludes O₂ (Online) Limited tariffs and other tariffs which are only offered online by the above companies.

OVP

Orange Value Promise.

Service Plan

The scale of charges for using a mobile phone.

Additional Services

Optional services which cost extra whether they are supplied in conjunction with competitor tariffs or outside competitor tariffs.

2. SCOPE

- 2.1 OVP applies to Competitors' tariffs for voice, answerphone, standard WAP and standard person to person Text Messaging on other UK digital networks. It includes standard data calls at 9.6 kb per second. OVP excludes High Speed Data at 28.8 kb per second and GPRS calls.

- 2.2 Services will provide generally the same functionality of the Competitor's product but specifications may differ. Competitor's own branded e-commerce and Additional Services are not offered with OVP.
- 2.3 For a list of current OVP tariffs please visit www.orange.co.uk/cgi-bin/ovp/costs.pl
- 2.4 Once our Competitors close an OVP equivalent tariff for new connections, we may at our choice withdraw the OVP Plan for new connections and close the Service Plan to customers switching Service Plan.
- 2.5 We reserve the right to discontinue a currently available or a 'closed' OVP Plan and move existing customers to the nearest equivalent currently available Service Plan. We will write to the account holder to notify such changes.
- 2.6 OVP Plans are not available on Orange Line Two.
- 2.7 OVP does not apply to pay as you go, pay up front or shared tariffs.
- 2.8 OVP does not offer discounted rates or schemes for calls between nominated or frequently called numbers.
- 2.9 OVP does not apply to Competitor's promotional tariffs but we reserve the right to offer a competitor's promotional tariff and may, from time to time, offer our own promotional variants of OVP Plans.

- 2.10 We reserve the right not to offer any Competitor tariff containing elements of services or functions that the Orange Network does not currently offer or to omit those elements of services or functions.

3. CHARGES

- 3.1 We will make reasonable endeavours to ensure that OVP Plan charges are the equivalent of the Competitor tariff published charges.
- 3.2 In the event that a Competitor makes any changes to a Competitor tariff, subject to the provisions of these terms and conditions we will make reasonable endeavours to implement any published changes to existing OVP Plans as soon as is reasonably practical.
- 3.3 If you are connecting to Orange on an OVP Plan you will be charged the equivalent of the Competitor's standard connection charge.
- 3.4 We reserve the right to apply Competitor's charges for changing OVP Service Plan.
- 3.5 Subject to point 3.4 above, you may switch between Orange Value Promise Service Plans, Orange Talk Plans or other Orange Service Plans.
- 3.6 You may switch between OVP Plans or to an Orange Talk Plan by giving us at least 5 days' notice before your Monthly Billing Date.

- 3.7 OVP Plans will replicate the charging structure and minimum call charges of the Competitor's tariff including, but not limited to, service charges for itemised billing, non-direct debit payment, access charges for short message service, charges for calls to Customer Service and charges for calls made to freephone numbers (including, but not limited to, those prefixed 050 and 080).

- 3.8 International direct dialled and Roaming calls will be charged at standard Orange rates.

4. CHARGES FOR MOBILE TO MOBILE CALLS

- 4.1 OVP Plan charges, for calls entirely on the Orange Network, will be the equivalent of the Competitor's tariff charges for calls made entirely on their network, subject to point 2.8 above. These are known as 'On Net calls'.
- 4.2 OVP Plan charges, for calls made to phones on the Competitor's network, will be the equivalent of the Competitor tariff charges for calls made from their Network to phones on the Orange Network, subject to point 2.8 above. These are known as 'Mobile to Mobile Off Net calls'. For example, if 'Y tariff', on 'network X', charges 25p per minute to call another mobile phone on its network and charges 50p per minute to call a mobile phone on any other network, the OVP equivalent Plan will charge 25p per minute to call another Orange phone and

50p per minute to call a mobile phone on 'network X' or any other mobile network.

5. OTHER BENEFITS

- 5.1 OVP offers rollover on minutes and text messages on all OVP Plans with an inclusive bundle where the competitor tariff offers rollover on minutes or text messages. Rollover on minutes or text messages is not available on Service Plans with an inclusive value bundle. Unused inclusive minutes and/or text messages from one month may be rolled over for use in the next. If the rolled over minutes and/or text messages are not used in that month they will be lost. We reserve the right to offer rollover as a promotion on certain OVP plans where rollover is not offered by the competition.
- 5.2 The Orange Network Performance Promise applies to OVP Plans, subject to its terms and conditions.

6. INSURANCE PRODUCTS AND ORANGE CARE

- 6.1 Competitors' insurance products are not offered under OVP.

- 6.2 Orange Care is not included in any OVP Plan, but you may purchase it separately. If you do not purchase Orange Care then you will only get the benefit of the manufacturer's warranty on a new phone.

7. PROMOTIONAL OFFERS

- 7.1 Subject to clause 2.9 we reserve the right to replicate or to offer our own promotional variants of selected promotional offers made available by Competitors in whole or in part.
- 7.2 These promotional offers will only be available for new connections and will not be applied where an account has been upgraded or migrated.
- 7.4 Such promotional offers will not be available in conjunction with other promotions which we are offering at the time, unless expressly stated otherwise in the terms and conditions of the offer.
- 7.5 We reserve the right to vary the promotional offers that we offer and to limit the OVP tariffs to which they apply.
- 7.6 Where we have chosen to replicate a promotional offer we will use reasonable endeavours to do so as soon as is reasonably practicable.

8. FINAL POINTS

- 8.1 We reserve the right to move each phone on an OVP Plan to a separate account and to bill you separately for each such phone.
- 8.2 Service is subject to the Orange Terms and Conditions for the supply of Network Services, a copy of which can be found at the back of your Orange phone user guide.
- 8.3 We reserve the right to vary these terms and conditions at any time. Please call Orange Customer Services to confirm.

For further information about Orange and our products and services please visit our website at www.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.

All prices quoted include VAT unless otherwise stated.

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