

services and charges

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

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pay as you go price guide



you're in
control
with pay as you go

With a choice of plans and a range of flexible services, Orange lets you stay in control of how you use your phone and how much it costs.

This booklet lays out the services and costs to you as an Orange pay as you go customer.

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choosing the right

pay as you go plan

With a choice of Orange pay as you go plans, you get the flexibility to select the one that delivers the best value for you.

- there is no monthly subscription so you only pay for the calls you make (minimum call charge 5p per call)
- receive £1 of free credit, when you register your phone for the first time

There are three options to choose from:

talk and save

After you've talked for three minutes each day, calls to Orange phones and land lines cost just 5p per minute. The first three minutes cost 25p each.

- calls can be made whenever you choose, there are no peak or off-peak times
- access to services via the Orange home page costs 10p per minute

fixed rates all day

Fixed rates all day lets you keep track of what you are spending on calls by charging one easy-to-calculate rate, night and day.

- calls to other Orange customers and land lines are 20p per minute. Calls to other networks are 40p per minute
- there is no minimum daily spend

choose your own off-peak

Choose your own off-peak lets you select an off-peak time band that suits you, for cheaper call charges when you need them most.

- you will automatically receive our standard off-peak hours of 11pm to 7am. You can then add one of the following off-peak time bands to suit your needs:

7am-11am

11am-3pm

3pm-7pm

- if you do not choose any of the above off-peak time bands you will receive the default off-peak time band 7pm-7am
- you can change your off-peak time band every 30 days by calling **450** from your Orange pay as you go phone
- see table of charges opposite for peak and off-peak call costs

table of charges

pay as you go plan	fixed rates all day	talk and save		choose your own off-peak	
	all day	first 3 mins (per day)	after 3 mins (per day)	peak	off-peak
Orange to Orange	20p	25p	5p	20p	10p
Orange to UK landlines	20p	25p	5p	35p	10p
standard text message	12p	12p	12p	12p	12p
Voice 177	40p	40p	40p	40p	40p
Answer Phone	10p	10p	10p	10p	10p
Orange World access	10p	10p	10p	10p	10p
calls to other UK mobile networks	40p	40p	40p	50p	25p
118 000 Orange directory enquiry service	59p	59p	59p	59p	59p

Prices include VAT. Weekend rates apply between 00:00:01 on Saturday until 23:59:59 on Sunday. Please note that all call charges are per minute. Wap access calls require an Orange wap phone.

- calls on all plans are subject to a minimum call charge of 5p, excluding calls made while abroad

changing plans

You can switch between fixed rates all day, talk and save, and choose your own off-peak once every 30 days if you wish. Call **450** from your Orange phone and follow the instructions.

Your Account online

Your Account is a great new way of managing your Orange pay as you go account online. No more waiting in line in your local corner shop to top-up, or to call customer services to change your address details. You can now do them all online. We will be developing the Your Account service over the coming months. Initially the things you will be able to do are:

- view and change your account details online
- view your remaining credit
- Top-up using your nominated credit or debit card
- Top-up using an Orange voucher
- register an Orange Top-up swipe card
- display your Personal Unlocking Key (PUK) code – this will be required should your phone become blocked due to entering the incorrect PIN code three times in a row

top-up
your credit

Pay as you go gives you five easy ways to top-up. Whichever one you choose, if you top-up by £50 in one transaction, we'll give you an extra £5 credit for free. Or if you pay by Direct Debit, however much you choose to pay each month, you'll get an extra 10% for free. For example if you pay £10 we'll give you an additional £1 credit.

And for times when you run out completely, you can have two 30 second Reserve Calls or one 60 second call. To activate these, call **450** from your Orange phone and press option 1 then 4. Please remember that you'll need to top-up your credit after using each Reserve Call.

You can check your balance at any time. Just call **450** from your Orange phone.

If you're going away, remember to check out the 'top-up abroad' section before you go. You'll find it on page 14.

pay by Direct Debit

- setting up a monthly Direct Debit is the easiest way to pay
- the amount you pay each month is automatically credited to your phone

- you can choose to pay £10, £20, £30, £40, £50, £75 or £100 a month
- whichever amount you choose, we'll give you an extra 10% for free
- with Direct Debit we'll also give you money towards upgrading your phone. For every £10 you pay by Direct Debit, we'll put £1 towards a new phone for you. Stay with Orange for a year, and when you upgrade we'll give you 10% of the money you've paid by Direct Debit over the last 12 months towards a new phone (e.g spend £120 on talk time, get £12 off a phone when you upgrade). Stay with us for 2 years or more and we'll give you even more money back – 15% of the money you've paid by Direct Debit over the last 12 months towards your upgrade (e.g spend £120 on talk time, get £15 off a phone when you upgrade).
- you can cancel your Direct Debit, or change your monthly amount, at any time. Just give us 14 days notice
- for more information about paying by Direct Debit, call **450** from your Orange phone

please note: full terms and conditions apply and are available by calling customer services.

credit or debit card


- another convenient way to pay as you go is to nominate a credit or debit card – just call **450** and register with Orange. You will need to provide numerical details from the nominated card billing address
- you can use your nominated card to top-up immediately by calling **450** from your Orange phone. Then enter the four digit ID number you chose when you registered and the last four numbers from the number on the front of the nominated card
- credit is available in £5, £10, £15, £25 or £50 amounts
- a family member can use their credit or debit card to buy credit for you. Call **450** from your Orange phone in the presence of the cardholder to register their details, then they can call and top-up using your phone
- you can top-up while abroad using your nominated credit or debit card. Call **450** from your Orange phone while abroad
- you can also top-up online once your credit or debit card is nominated

cash machine top-ups

- Abbey, Royal Bank of Scotland, First Trust Bank, NatWest, Tesco Personal Finance and Co-operative Bank customers with a bank card can use these cash machines to top-up, 24 hours a day
- insert your bank card and follow the instructions. Your phone will be credited instantly, and your account will be debited automatically. There is no need to register
- credit is available in amounts of £10, £15*, £20, £30, £40 or £50

*except Abbey

Orange top-up Swipe Card

- top-up Swipe Cards are available from any **Orange shop** or wherever you see the green top-up symbol  accompanied by the Orange logo
- you can use a Swipe Card to top-up your credit at any of these outlets – it's quick, easy and instant
- credit is available in amounts of £5, £10, £15, £20, £30, £40 or £50
- you can register up to five Swipe Cards to your account so other people can top-up for you
- you can register Swipe Cards online using Your Account at www.orange.co.uk

vouchers

- you can buy Orange £20 and £50 vouchers from any **Orange shop** or participating retailers in the UK
- call **450** from your Orange phone to activate the vouchers or visit Your Account at www.orange.co.uk
- if you lose a voucher before you have activated it, unfortunately you lose the credit

please note: vouchers from other Orange group networks abroad may not be valid.

top-up abroad

- you can use an Orange top-up Swipe card to top-up while in Ireland, Spain, Portugal, Greece and Italy. It's quick, easy and instant
- you can use your nominated credit or debit card to top-up in amounts of £5, £10, £15, £25 or £50 immediately while abroad by calling **450** from your Orange phone. Alternatively, use vouchers bought in the UK and call **450** to top-up whilst you're away
- to find out where in the world you can use your Orange pay as you go phone, see the 'calling while abroad' section on page 26 or go to www.orange.co.uk/international

Extras from Orange

Extras from Orange give you great deals on talk time, text messages and access to Orange World.

- you pay a one-off charge for a great value package which you can then use over the next month
- there are different sized Extras to suit your needs, and the bigger the package you buy, the better value you get
- choose a combination of Extras that fits the way you use your phone. It's easy to keep a check on what you have left of your current Extras. Simply call **450** from your Orange phone.

text messages	what you pay
50 text messages	£4 (from 8p per text)
150 text messages	£8 (from 5.3p per text)
400 text messages	£12 (from 3p per text)
talk time	what you pay
50 minutes of talk time	£12 (from 24p per min)
100 minutes of talk time	£20 (from 20p per min)
access to Orange World	what you pay
4MB GPRS or 160 minutes of dial-up CSD (worth £16)	£4

To purchase Extras call **450** from your Orange phone. Terms and conditions apply, see www.orange.co.uk/extras for full details.

Answer Phone

Answer Phone

Orange Answer Phone will take messages when you're not around.

- Orange Answer Phone can be personalised with your own greeting. Just call **123** and follow the prompts
- Caller id shows the name or number of whoever is calling, if their network supports it, so you can decide to pick up the call or divert it to Orange Answer Phone
- calls to Answer Phone cost 10p per minute in the UK on all pay as you go plans
- you can listen to your emails sent to your Orange Email account on your Answer Phone – this costs 20p per minute. To set up an Orange Email account go to **www.orange.co.uk** and click on 'email'
- messages can be recorded and sent to the Answer Phone of up to 25 other Orange users at once. This is charged per minute for calling Orange Answer Phone
- for costs of using Orange Answer Phone abroad, see page 28

For further information on Answer Phone go to www.orange.co.uk or call customer services on 450.

messaging

Text Messaging

Quick. Discreet. Fun. Send and receive messages between mobiles.

- all Orange phones can send and receive text messages within the UK
- you can also text to other countries, and text while you're abroad
- standard UK texts cost 12p each
- buy a text bundle from Extras to get texts from 3p
- international text messages from the UK cost 20p
- for texting while abroad costs see page 27
- receiving standard text messages on your Orange phone is free, both in the UK and abroad
- using your phone while abroad is subject to network coverage

please note: Orange Text Media updates cost from 12p per message received. You may also be charged for sending or receiving messages to and from third party text services (e.g. competitions), the rate depends on the provider.

For more information on Text Messaging go to www.orange.co.uk or call customer services on 450.

Photo Messaging

Show your friends what you're up to with a photo message.

- send a photo, sound and text all rolled into one
- photo messages can be sent to any compatible Photo Messaging phone or direct to any email address. See www.orange.co.uk for further details
- photo messages can also be sent to non-compatible phones. The recipient will receive a text message detailing how to view the photo message online at www.orange.co.uk/mms
- you can send photo messages from the following countries (networks):

country	network
Austria	Connect Austria, T-Mobile Austria GmbH
Belgium	Mobistar SA
Czech Republic	T-Mobile CZ, Eurotel Praha spol. s.r.o.
Denmark	TDC Mobil A/S, Orange A/S
Estonia	AS EMT (Estonia Mobile Telephone Corporation)
Finland	Sonera Corporation
France	Orange France, Bouygues Telecom, SFR - CEGETEL

country	network
Gaza Strip	Cellcom Israel Ltd
Germany	O ₂ (Germany) GmbH & Co. OHG, E-Plus Mobilfunk, T-Mobile Deutschland GmbH (D1)
Greece	Vodafone-Panafon, TIM
Hungary	Westel Mobile Telecommunications Company Ltd
Ireland	Vodafone Ireland Plc
Israel	Cellcom Israel Ltd
Italy	Wind Telecomunicazioni SpA, Telecom Italia Mobile (TIM)
Malta	Vodafone Malta Limited, Mobislie Communications Limited
Netherlands	KPN Mobile The Netherlands BV, Orange NL, Telfort (Netherlands) BV
Norway	NETCOM AS
Poland	PTK Centertel, Polska Telefonia Cyfrowa
Portugal	Optimus Telecomunicacoes SA
Romania	Orange Romania SA
Slovakia	EuroTel Bratislava as, Orange Slovensko as
Slovenia	SI.MOBIL dd, Mobitel dd
Spain	Telefonica Moviles España SA (Movistar), Retevision Movil SA, Vodafone España SA
Sweden	Telia Mobile (TeliaSomera Mobile Networks)
Switzerland	TDC Switzerland AG, Orange Communications SA
Turkey	Turkcell Iletisim Hizmetleri AS
West Bank	Cellcom Israel Ltd

- photo messages are charged at 30p per message sent in the UK
- photo messages sent whilst abroad are charged at 30p per message

**To use Photo Messaging you need a Photo Messaging phone.
For further information and an up to date list of countries see
www.orange.co.uk/mms or call customer services on 450.**

International Calling

calling abroad from the UK

Calling abroad from the UK with Orange is simple to do and call charges are easy to understand.

- international calls are divided into 6 zones, each with a flat rate which applies 24 hours a day, seven days a week, and is the same whether you are calling a land line or a mobile phone
- calls are charged by the second
- you can find out how much it costs to call or text a particular country via text message. Simply type the words 'UK TO' followed by the country you want to call e.g. 'UK TO CHINA', to **452** and we'll text you back the rate to call or text that country. This service is free to send the text request from the UK however if you send it from abroad, you will be charged the same text rate as a text message from that country

costs for calling or texting abroad from the UK

	Rep of Ireland & Channel Islands	Europe 1	Europe 2	Australia & New Zealand	USA & Canada	rest of world
calling abroad from UK	20p	25p	35p	40p	20p	£1
text messaging abroad from the UK	20p	20p	20p	20p	20p	20p

All prices are quoted per minute and include VAT and apply as of 1 July 2003.

Europe 1 countries: Andorra, Austria*, Azores*, Belgium*, Canary Islands, Cyprus, Denmark*, Finland*, France*, Germany*, Gibraltar, Greece*, Iceland, Italy*, Liechtenstein, Luxembourg*, Madeira*, Malta, Monaco*, The Netherlands*, Norway, Portugal*, San Marino, Spain*, Sweden*, Switzerland, Vatican City (Italy).

Europe 2 countries: Albania, Belarus, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic*, Estonia*, Faroe Islands, Georgia, Hungary*, Latvia, Lithuania, Macedonia, Moldova, Poland*, Romania, Slovakia*, Slovenia, Ukraine, Yugoslavia (Serbia and Montenegro).

*Denotes country within European Union. UK VAT is not applicable on calls made or received whilst you are outside of the European Union.

calling while abroad

Using your phone abroad is as simple as using it at home, and Orange pay as you go phones are ready to use in the following countries:

Republic of Ireland and Channel Islands.

Europe 1: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Italy, Liechtenstein, Malta, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland.

Europe 2: Bulgaria, Croatia, Czech Republic, Estonia, Hungary, Macedonia, Poland, Romania, Slovakia, Slovenia.

Australia and New Zealand.

USA and Canada.

rest of the world: Dominican Republic, Egypt, French Guyana, Gaza Strip, Guadeloupe, India, Israel, Kenya, Martinique, Mauritius, Morocco, Thailand, Turkey, West Bank.

More countries are soon to come on board. Always check www.orange.co.uk/international before travelling.

- to call or send a text message (or call a UK landline or mobile) simply dial the number exactly as you would do calling from the UK. You don't need to add any extra numbers from abroad to the UK
- receiving standard texts while you are abroad is free. However, if you have requested to receive messages from third party text services these may be chargeable, the rate depends on the provider
- photo messages can be sent while abroad if you are using a network that supports GPRS – see www.orange.co.uk/mms for up to date list
- photo messages sent whilst abroad are charged at 30p per message
- to find out the cost of a call in advance, simply text the word 'FROM' followed by the country you're going to, e.g. 'FROM FRANCE' to **452** and we'll text you back the rates to receive and make calls and send text messages from that country. This service is free to send the text request from the UK however if you send it from abroad, you will be charged the same text rate as a standard text message from that country
- usage whilst abroad is subject to network coverage

costs to make or receive calls when abroad

The table below shows rates, according to which zone the country you are calling from is in. For example, if you make a call while in Spain, you will be charged Europe 1 rates.

zone	Rep of Ireland & Channel Islands	Europe 1	Europe 2	Australia & New Zealand	USA & Canada	rest of world
calls received while abroad	60p	60p	70p	70p	70p	90p
calls made while abroad	£1.20	£1.20	£1.30	£1.30	£1.30	£1.40
Answer Phone	£1.20	£1.20	£1.30	£1.30	£1.30	£1.40
sending a text	30p	40p	40p	45p	45p	50p
receiving a text*	free	free	free	free	free	free
450 top-up; 453 balance; 112 emergency	free	free	free	free	free	free
450 customer services – automated	free	free	free	free	free	free
450 customer services – representative	60p	60p	60p	60p	60p	60p
452 information line	£1.20	£1.20	£1.30	£1.30	£1.30	£1.40

*Orange Text Media updates and third party texts are chargeable, the rate depends on the provider. Prices include VAT where applicable.

- to listen to messages on your Orange Answer Phone when abroad, access your Answer Phone in the normal way by calling **123**
- to check how much credit you have whilst you're abroad, call **450** from your Orange phone. A text message with the amount of credit that you have will be sent directly to your phone
- remember you can top-up while you are abroad. Please see page 14 for details

please note: accessing the Orange home page, Orange Text and Voice Media services while abroad is dependent on whether the foreign network supports them.

information services

118 000 Orange directory enquiry service

Track down the number you need with Orange **118 000**.

- to find UK personal and business numbers call **118 000** from your Orange phone or any other phone
- Orange offers a personalised service and you will receive a free text message confirming the number you requested when you call **118 000** from an Orange phone
- up to three searches can be made per call and each call costs 59p
- your call can be connected directly for an additional charge of 30p per minute
- you can find an international number while in the UK by calling international directory enquiries on **118 880**. It will be read to you and sent to you by text in the correct international format. You will be charged £2 per call or number search
- you can call the Orange directory enquiry service from abroad. Dial **+44 901 300 118 000** from the country you are in. Calls are charged at International Calling rates, see page 28

Orange Text Alerts

You can choose from a number of categories, and all of them can be sent directly to your phone as text message updates:

- sports news and results
 - breaking news, entertainment news, gossip and weather
 - text messaging, games, jokes
 - lottery
 - horoscopes
 - financial news
 - body and mind
- to choose the text updates you wish to receive call **277** free from your Orange phone
 - updates can be cancelled at any time by calling **277** free
 - if you want to keep up to date while you're abroad, remember to set up your text updates before you go by calling **277** free
 - updates cost from 12p per message received
 - Orange Text Alerts can also be accessed on the Information Menu on your phone. Check your phone user guide to see if your phone supports this

For more information on Orange Text Alerts, call 277.

Orange Voice Media

If you prefer to listen to your information, you can with Orange Voice Media by calling **177** and selecting one of the following categories:

- Orange Traffic Service
 - sport
 - horoscopes and tarot
 - news/weather
 - lottery
 - UK club guide
 - Account Services
- calls are charged at 40p per minute in the UK, whatever time of day you call
 - you can use Orange Voice Media when you're abroad by calling **177**, and will be charged at the international calling rates

To access Orange Voice Media in the UK or abroad call 177.

Orange World

This is the launch pad to all the latest news, sport results, traffic and travel information, ringtones and pictures, games and much more.

- when you access Orange World you can choose from info, fun, tools and Your Page to take you to the services and features you want to use
- Home gives you an overview of what's available on Orange World. From here you can view and update your quick links and personalise Orange World so you have quick access to the information you want most often
- the info section lets you keep up to date with the latest news, weather, live sports results, traffic and travel information, or find out what's on TV tonight
- go to fun to download the latest ringtones, games and video clips. Or if you're up for a chat you can join one of the many discussion groups
- if you need to find out some specific information, tools allows you to get to the information quickly. Looking for your next train home, the latest cinema listings, or simply want to check your email or Orange account details? This is the place to start

- Your page is your personal launch pad to Orange World. It gives you quick access to all your personalised services and features
- you access Orange World via the wap menu on your phone. This menu may be called 'Services', 'WAP', 'Web Browser' or 'Internet', depending on the make of your phone. Please refer to your user guide
- accessing services via Orange World costs 10p per minute
- there may be additional charges for downloading ringtones, logos and other services, but prices are clearly stated prior to confirmation
- you can also access these services with GPRS, see below for the benefits of this

For more information on Orange World, visit www.orange.co.uk or call customer services on 450.

Orange World Access

You can purchase the Orange World Access Pack via Orange World by following the links.

- Orange World Access costs £4 per month for 4 megabytes/160 minutes of wap browsing (worth £16)

GPRS

Using a phone that supports GPRS, you can have an 'always on' connection to Orange services, your email and the Internet.

- you can access your email and download information quickly. You can even connect your Orange phone to your PDA or laptop and get full Internet access on the move
- you can still receive voice calls while you're online
- you are charged only for the amount of web pages, emails or wap pages that you download (which is measured in megabytes), not how long you spend reading or accessing the information
- each megabyte you download costs £4 – that's approximately equal to 1200 wap pages, 20 web pages or 100 emails without attachments* on black and white wap phones. (Fewer for colour phones and smart phones.)
- each Infusio game you download costs £2 with extra levels costing 20p**
- if you download less than one megabyte you will only be charged for the information that you've downloaded

- to get access to services using GPRS, select the PAYG GPRS profile within the wap settings on your phone
- GPRS from Orange is available on a range of pay as you go phones. Go to **www.orange.co.uk** or visit your local **Orange shop** for further details on available phones

For more information on Orange GPRS visit www.orange.co.uk/multimedia or call customer services on 450.

*Orange does not recommend using HTML email with GPRS.
**Not available on all handsets.

Orange Email

- you can register for Orange Email and other services to help you organise your day and manage your Orange account online
- it's free to set up an Orange Email account and online diary
- when you have a new email or a diary reminder you can be notified by a free text message sent directly to your Orange phone
- you can send up to 30 free text messages a month from your PC to any UK mobile phone

- you can manage your account online
- you can access your Orange Email account through the Orange home page on your wap phone and you are charged 10p per minute
- you can listen to your emails sent to your Orange Email account on your Answer Phone – this costs 20p per minute
- accessing your Orange Email account via the Internet is free, excluding your usual ISP charges

To set up your Orange Email account go to www.orange.co.uk

protecting

your phone and SIM card

Orange Care

Your phone is an important part of your life so it makes sense to have it covered by Orange Care.

- Orange Care provides worldwide cover for 12 months for your phone against loss, theft, damage and breakdown
- a replacement phone of the same model will be despatched anywhere in the UK usually within 24 hours of your claim being accepted
- you will keep the same number on your replacement phone
- any remaining credit will be transferred
- Orange Care costs just £50 per phone, per year including Insurance Premium Tax (IPT)
- Orange Care can be purchased at any time, seven days a week and cover will start when your payment has cleared

Orange Care includes insurance and warranty which is subject to terms, conditions and exclusions. A copy of the terms and conditions is available by calling customer services on **450**.

To purchase Orange Care or for more information, please call 450 from your Orange phone.

Memory Mate

Memory Mate makes sure you won't lose all the numbers on your SIM card, even if you lose your phone.

- keeps essential SIM card information safely stored on a Memory Mate card (which is about the size of a credit card)
- the card can store address book entries, fixed dialling numbers and 10 saved text messages
- this service is available at all **Orange shops** while you wait and your Memory Mate card will be given to you to take home
- information can be quickly transferred when upgrading to a new phone
- Memory Mate costs just £2.99

To back up your data with Memory Mate, go into any Orange shop.

customer and operator services

call costs to customer and operator services

If you call Orange operator services from the UK, the costs are as follows:

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 phone
Orange operator services	25p per call	100	07973 100 100
emergency services	no charge	999/112	999/112
Orange competition hotline	standard plan rate	651	07973 100 651*
118 000 Orange directory enquiry service	59p	118 000	118 000
Orange international directory enquiries	£2.00	118 880	118 880
information line	no charge	452	07973 100 450*
your account balance	no charge	453	07973 100 450*
blind/disabled directory enquiries	no charge	195	07973 100 195*
Orange customer services	automated – free representative – 25p per call	450	07973 100 450*
if you call these numbers from any phone other than your Orange phone, you will be charged at the other network's rate			

Prices include VAT. All chargeable calls are subject to a minimum call charge of 5p.

*Only reachable from a landline.

calls to premium rate and other special numbers

Premium rate numbers give you access to all sorts of information and entertainment, and allow you to do things like enter TV competitions or take part in polls.

- premium numbers begin with **09**
- you can call selected premium numbers from your Orange phone. Calls cost 50p or 90p per minute or per call depending on the kind of service you're calling
- you can call further premium rate numbers charged at £1.20 and £1.70 per minute or call. To access this please call customer services
- pay as you go customers cannot call 0907 prefix numbers
- to find out if you can access a number, and how much it will cost you, visit www.orange.co.uk/090
- if you would prefer not to have access to premium rate numbers, call us on **450** from your Orange phone

For more information on premium rate numbers or to check the cost of a specific number visit www.orange.co.uk/090

call costs to other numbers

Please refer to the table below for call charges to other special numbers.

charges from anywhere within the UK

Plan	
calls to 0845 and 0870 numbers	charged at your standard talk plan rate*
freephone voice calls including paging numbers	charged at your standard talk plan rate*
freephone data calls	charged at your standard talk plan rate*
calling card services (e.g. 0500/0800/0808)	charged at your standard talk plan rate*
calls to Personal Number Services (e.g. 07000/07017/07020)	50p per minute
calls to 0871 numbers	35p per minute
calls to 0844 numbers	charged at your standard plan rate

Prices include VAT. All chargeable calls are subject to a minimum call charge of 5p.

*Calls to 0845 and freephone numbers on Talk and Save are charged at a fixed per minute rate of 25p for every minute. Calls to 0870 numbers on Talk and Save are charged as a standard landline call.

services that are
no longer
available

This section details Services that are no longer available from Orange.

text saver

Orange **text saver** which is no longer available allows you to text for less than 1p per message.

- for an annual fee of £19.99, **text saver** gives you 1825 text messages and £5 of credit
- **text saver** covers the first five text messages you send each day. Further text messages sent that day will be charged at the standard rate of 12p per message
- **text saver** can be added to all Orange pay as you go plans at any time
- **text saver** applies to standard person to person UK texts only. Texts to request services or to enter competitions, for example, will be charged at the published rate

please note: **text saver** cannot be used with either **talk saver** or Orange out here. Your phone must have credit to take advantage of inclusive texts.

You can no longer purchase **text saver**.

talk saver

Orange **talk saver** which is no longer available allows you to save 60% on calls between you and someone else on pay as you go.

- **talk saver** costs £19.99 a year, and is available at any **Orange shop**
- each **talk saver** pack contains two vouchers. You keep one, and give the other one to another pay as you go customer
- you can both register your vouchers by calling **450** from your Orange phones
- you'll both then get 60% off any calls you make to each other, for a whole year
- when your first year is up, you can both renew **talk saver** for just £9.99 each

please note: **talk saver** cannot be used with either **text saver** or Orange out here.

You can no longer purchase **talk saver**.

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