

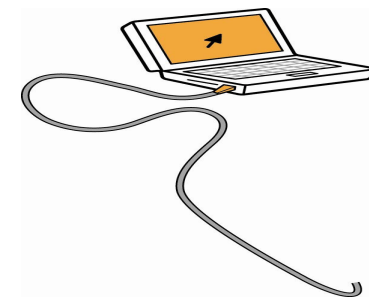


Changes to the Connection and
Upgrade process.
July 2010

Changes to the upgrade and connection process

- Please note there has been a change to the Connection and Upgrade process within Commercial Support.
- Any connections or upgrades which has had a Discount Approval (DA) attached and approved must now be processed offline, the only exception to this is if the DA is for commission then the process is business as usual

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The change will benefit you all as the DA can be applied at point of registration resulting in no delays.



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Connection template - amended

As well as updating the way in which we process connections and upgrades which have an approved DA we have also amended the connection template to include whether customers wish to opt out of the EU data roaming cap which was introduced on July 1st 2010. All customers are automatically opted into this cap, the addition of a new column on the connection template (column N) will allow you to tell us whether the customer wishes to opt out of this cap. Further information is available via the intranet.

Customers can choose to opt out of this cap in-life, either by the account holder calling 345 from their Orange handset or if you have 3rd party access then this can be requested on the customers behalf either via 345 or through Commercial Support.

All requests to remove the cap should only be made following discussion with the account holder so that they are aware of all possible charges which may be incurred by having this cap removed.



Microsoft Excel
Worksheet



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