



1. These terms and conditions apply to all customers on an Business Solo Service Plan. Business Solo is available to Business customers connecting on line 1 only.
2. Business Solo pricing is described at [www.orange.co.uk/business/solo](http://www.orange.co.uk/business/solo). Any benefit or offer included within your Business Solo Service Plan will end if your use of that Service Plan ends.
3. Connection is subject to status and an 12, 18, 24 or 36 month minimum connection period (or such longer minimum connection period) as stated in your agreement with Orange.
4. **Resigning (or upgrading):** The following rules apply when resigning or upgrading to Business Solo during your minimum connection period:
  - If your current contract with Orange is an OBSCA, OBSMA or OBA, then you can only re-sign or upgrade in accordance with the terms of that agreement;
  - If your contract with Orange is not an OBSCA, OBSMA or OBA, you can resign or upgrade in the final 3 months of your current Minimum Connection Period contract but the remaining duration of your current Minimum Connection Period will be added to your new Minimum Connection Period.
5. **Migration:** The following rules apply to changes to your Business Solo Service Plan during your minimum connection period:
  - you can move to a higher Service Plan at any time;
  - If your contract with Orange is an OBSCA, OBSMA or OBA, then downward changes to your Service Plan are governed by the terms set out in your agreement;
  - If your contract with Orange is not an OBSCA, OBSMA or OBA, then regardless of anything in the Standard Network Terms and Conditions for the Supply of Orange Network Services which states otherwise (a) you may only change down one Service Plan step and on one occasion; and (b) that one step down can only occur after half the minimum connection period contracted for that Service Plan has expired. For example, if you contracted to Business Solo 40 on a 2 year contract, you can only change to Business Solo 35 and only after you have used Business Solo 40 for at least 12 months.
6. **Voice:**
  - Your Anytime Any Network Minutes include UK calls to Orange phones, UK landlines beginning with 01/02/03, other UK mobile networks and Orange answerphone. Calls to 05, 08 and 09 numbers, 07 call-forwarding services and any calls made whilst Roaming are not included and are charged at prevailing rates - see price guide for details. Inclusive minutes do not roll over. Orange magic numbers does not apply.
7. **Text:** Any text allowance is for standard person to person text messages sent within the UK. Inclusive texts do not rollover. Out of bundle texts will be charged at your Service Plan rate.
8. **Business Solo Unlimited**  
**Voice:**
  - Unlimited UK calls subject to a fair use policy of 5000 minutes per month and covers calls to UK landlines beginning with 01/02/03, other UK mobile networks and Orange answerphone. Calls to 05, 08 and 09 numbers, 07 call-forwarding services and any calls made whilst Roaming are not included and are charged at prevailing rates - see price guide for details.

**Text:** unlimited text allowance is for standard person to person text messages sent within the UK and is subject to a fair use policy of 3000 messages per month.

**Usage** above fair use policies will constitute abuse and Orange may monitor usage and withdraw the unlimited use offer from your account, transfer you to a Service Plan more appropriate to your use or Disconnect your Account if the fair usage policy is abused.
9. **Sharing:** you cannot add any sharers to Business Solo or to Business Solo Unlimited .
10. **Orange Business Additions:**
  - **Faulty Replacement Service:** Service Plans that are 18 months or longer include Orange's Faulty Replacement Service for Business for your Minimum Connection Period subject to a maximum of 24 months. Faulty Replacement Service is subject to terms and conditions set out at [www.orange.co.uk/business/faultyreplacement](http://www.orange.co.uk/business/faultyreplacement).
  - **Care:** Service Plans do not include Orange Care, but this may be purchased separately. Orange Care is subject to the terms and conditions set out at [www.orange.co.uk/businessscare](http://www.orange.co.uk/businessscare).
  - **Answerphone:** Where Service Plans include free calls to answerphone, those calls do not use inclusive minutes if they are made from your Orange mobile phone to your Orange answerphone whilst in the UK. Calls to your answerphone whilst roaming and use of the additional features such as answerphone call return, will be charged at your standard Service Plan rates.
  - **Itemised billing:** Itemised billing can be requested and will be chargeable. Itemised billing may be provided online.
  - **Best value mid-contract tariff review:** Where the Customer's Service Plan includes this, the Customer may request Orange to conduct the review. This request must be made within 30 days of the contract mid-point (which is when the leader has been connected for half the minimum connection period). Orange will promptly conduct the review and inform the Customer of the results. Orange will make a recommendation, based on a review against the current inclusive Service Plan range and will be limited to a single Service Plan step downwards or unlimited steps upwards, within Business Solo. Orange may, in its discretion, recommend a move to another Service Plan Family (such as Business Sense).



- **additional inclusive benefits:** where applicable, you can select a benefit (or benefits) from a range of options but where you do not do so, Orange will choose which benefit(s) to apply to your Account. Unless stated otherwise, any benefits do not include Roaming services or allowances.

11. **Direct debit:** Charges for payments not made by direct debit will be applied as set out in the price guide.

12. **Network terms:** Service is subject to Orange's "Standard Network Terms and Conditions for the Supply of Orange Network Services" which are stated (as appropriate) in:

- your Customer Information Form, Business/Small Business CIF, OBSCA, OBSMA, OBA; or
- the pay monthly Standard Terms and Conditions for the Supply of Orange Network Services, a copy of which can be found at the back of your Orange phone user guide and at <http://www.orange.co.uk/terms>.

With the exception of clause 5 above, where there is any inconsistency between these Business Solo terms and conditions and the Standard Network Terms and Conditions for the Supply of Orange Network Services, the latter will prevail.

13. Business is classified as a customer who can provide the following:

- For limited companies, the company registration number and the VAT number;
- For charities, the charity number;
- For all other businesses, a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill.

14. Orange reserves the right to replace or amend the Service Plans or these terms and conditions or to withdraw the Service Plans at any time without notice.

15. References to Orange in these terms and conditions are to Orange Personal Communications Services Limited whose registered office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.