

SALES BRIEFING: CHANGES TO NEW ORANGE CUSTOMERS (CONSUMER PAYM ONLY)

13 October 2009

Statement about the change

As part of our commitment to improving our customers' experience with Orange and in supporting our ambitions to reduce our environmental impact, Orange has moved to an e-billing system.

This means, those customers who want to manage their account online will get fully itemised e-bills and no paper bills through the post. For those customers who want to get bills by post, they will get fully comprehensive itemised bills on paper. If customers would like to continue to receive paper bills or to stop receiving paper bills, this will be possible.

The itemised bills will be more comprehensive as customers have been telling us that a summary bill is not enough information because when they go over their monthly plan allowance they call Customer Services to discuss the detail. Itemised paper bills will cost up to £1.50/month* and e-billing is free.

** £1.50/month is the price with VAT at a rate of 17.5%. Depending on the tariff chosen, some itemised paper bills are free of charge, e.g. Panther tariffs.*

FAQs

Q: What's changing for new customers?

A: From **13 October 2009**, all customers who join Orange via one of our Independent dealers (connected through Enable) will be defaulted to receive free itemised e-bills online. Customers will therefore need to sign up at orange.co.uk/youraccount to see them – Your Account is Orange's 24/7 secure online service for managing your mobile account.

Orange customers will no longer be able to choose the free summary paper bill.

Q: What if customers don't have access to the internet?

A: If customers don't have access to e-bills online, they will be able to choose itemised bills on paper via the post (please choose 'Yes' for itemised paper bills in Enable). These cost up to £1.50/month depending on the tariff they've chosen.

Q: How do customers access their e-bills online?

A: They can see their e-bills at orange.co.uk/youraccount. They'll need their phone with them and their account number to sign up to Your Account for the first time (communicated on their Customer Information Form or their Direct Debit confirmation letter).

Q: How can customers who get e-bills pay their bills?

A: The easiest way for customers to pay their bills is by setting up a Direct Debit. If they don't want to sign up to Direct Debit, they'll either need to pay their bills with a credit/debit card online or print off their e-bill and take it into an Orange shop.

Q: What if the customer isn't happy about their bill options?

A: If the customer isn't happy about the available bill choices, please ask them to call Customer Services on 150 from their Orange phone (or 07973 100 150 from any other phone).

Q: What happens if I completed an order which was saved or parked before the enable changes were made?

A: When an order is parked, the billing option is recorded and cannot be changed. If the customer wants to change their billing option, they can do this by signing up at orange.co.uk/youraccount or calling Customer Services on 150 from their Orange phone (or 07973 100 150 from any other phone).

A: If an order has been saved, prior to the credit check, you will have the option to amend the customer's bill option. If nothing is amended, the customer's original billing option will be passed through to be registered. However, if the customer wants to change their billing option they will be offered the new billing options of 'free itemised e-bill' or 'itemised paper bill (charged up to £1.50/month depending on their tariff)'. If the original billing option is changed, free summary paper bills will not be offered.

The old CIF will be printed by Enable unless the bill options have been amended, in which case the new version of the CIF will be printed