

Channel Briefing

Small Business v1

August 2009

Issued 20th July 2009

Changes are highlighted in blue

Headlines

Priorities

1. Try bundles
2. Business tariffs

What starts

1. Try bundles
2. Nokia E-mail

What ends

1. Business Everywhere customer offer

Try bundles

What is it?

To address the issues faced with the current TRY bundles a new range of TRY bundles have been built. These bundles are available to customers (subject to basic rules) and will be used proactively through call centres or via the campaign process managed by the Inlife SME segment team.

The details of the new TRY bundles are as follows:

Product	Offer	CSS Code
SMS	30 on/off net SMS for 1 month	TRYONCE_30_TEXT
Photo	30 on/off net MMS (photo messaging) for 1 month	TRYONCE_30_MMS
Video Messages	15 on/off net Video MMS (30 second video clip) for 1 month	TRYONCE_15_VIDEOMSG
Data / Browsing	TRY Orange world 1 month – Browse free for 1 month. (500MB included)	TRYONCE_1M_WEB
Roaming	Europe Traveller – bundle free for 1 month. Offers free minutes received and discounted calling rates.	Tbc
Trafficmaster – 240 Service	10 Free calls per month for 2 month to Traffic 240 Service.	10FREEMIN-TRAFFIC240

What are the customer benefits?

Ability to TRY new services at low risk.

When is it available?

Products will be live in CSS for use on 1st August 2009

Initially at launch the TRY bundles will be used by the CS operation team when possible to encourage customers to try new services. The approach will for CSR's to look at customer's details (or via POP) and promote a service that they think the customers can benefit from.

Business Rules

Basic Rules for TRY use across all services will be as follows:

- Can be applied only once to a MISDN.
- Offer auto expires after 30 days.
- Can only be used ONCE
- Cannot be used with Tariffs that have inclusive services (i.e. Text / Data inclusive tariffs excluded from Text / Data TRY bundles)

Terms and conditions

TBC. Revision of existing TRY T&C's in development.

Business Plans

What is it?

There are three minute-based pricing plans available for business customers. The plans are segmented so different promotions can be applied to different customers as they all have different needs. Orange direct channels continue to have differentiated offers. The plans come with a standard set of benefits and an enhanced set of benefits depending on their plan.

Standard Benefits - included on all business plans.

- **Rollover of bundled minutes and texts** If you don't use all your bundled minutes or texts, they'll roll over for 1 month
- **UK based Business Customer Services** - Our business hours helpline is staffed by a specially trained Business team, ensuring you always get business class service.
- **No minimum call charges.** You pay for the minutes you use. There are no minimum charges
- **Free missed call alerts** If you miss a call, don't worry – we'll send you a text with the details on.
- **Network Performance Promise.** Up to a minute's free talk time in the (unlikely) event that a customer is cut off during a call.
- **Everyphone Service.** This allows you to pick up calls or messages from any UK landline or any Orange phone
- **Conference Calling** Speak to all the key people at once from your mobile - saving you the time and effort of arranging a meeting.

other benefits - Some or all of the following benefits are included depending on the chosen plan.

- **Unlimited calls between users** This means all employees on your contract can call each other as often as they want, and the business won't be charged for the calls*.
- **Unlimited texts between users** All employees on your plan can text each other as often as they want and there will be no charge for any of the texts*.
- **Free calls to your Answer Phone** We don't charge when you pick up an Answer Phone message anywhere in the UK
- **Free itemised billing** Each call is logged with its destination and how long the call took
- **Inclusive Orange Care phone insurance** on selected plans. We know how important mobiles are to your business. So if your phone is lost, stolen, damaged or develops a fault, we can usually have you up and running within 24 hours of your claim being accepted.
Orange Care General Terms and Conditions apply. See www.orange.co.uk/businesscare
- **Mid-contract tariff review** Business changes fast, and so does the way you and your colleagues use your mobile phones. We'll check on the pattern of calls and ensure you're always on the best tariff. If you're not, we'll advise which tariff would be the best for your business.

Inclusive international calls

Calls to 28 countries are now included on selected plans. These include calls to standard landline and mobile numbers in 28 countries from the inclusive minute bundle, the list of countries was based upon the countries most frequently used by businesses.

- Austria
- Belgium
- Canada
- China
- Cyprus (South)
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Hong Kong
- Hungary
- Ireland
- Israel
- Italy
- Japan
- Luxembourg
- Malaysia
- Netherlands
- Norway
- Poland
- Portugal
- Russia
- Singapore
- Spain
- Sweden
- Switzerland
- USA

Migration Rules

General rules

- Existing Solo, Venture or Momentum customers can migrate onto the refreshed tariffs as long as the new tariff is the same or higher price point. This can only be done after the customer has reached mid point.
- Customers can only migrate down one price point after the mid point in their current contract within tariff family. This can only be done once during contract period. Momentum customers migrating down a plan will lose any tenure discount. (Excludes OVP tariffs).
- Customers can migrate up a price point within tariff family at any time and as often as they like. (Excludes OVP tariffs).
- Customers moving across tariff families can only do so if they move to an equal or higher price point. This can only be done after reaching the mid point in contract.
- Contract end dates are not affected as a result of any tariff migrations unless completed at the same time as a handset upgrade.
- Migrating customers must retain the same tenure length when changing talk plans.
- Unlimited offer choice can not be changed without a tariff change until the end of contract.
- Promotional elements of the tariff may be lost if not part of the tariff the customers is moving to.
- Customers can not change the choice of unlimited offers with a tariff change unless the current choice is not available on the tariff they are moving to.

Existing Business Plus/Business Advance customers

- Customers can move to a new plan if they move to an equal or higher price point. This can only be done from the mid point in the customer's contract.
- Promotional elements of Business Plus/Advance will be lost if not part of the tariff customer is moving to
- Once a customer moves onto a new plan they can not migrate back to Business Plus/Advance

OVP, Your Plan & Legacy Tariff customers

- Customers on OVP, Your Plan or Legacy tariffs can only migrate to a higher price point and onto the following tariffs - Solo, Venture & Momentum. This can be completed at any point in the contract.
- Once a customer moves onto Solo, Venture or Momentum they can not migrate back to an OVP, Your Plan or Legacy tariff

Out of Contract customers

- Out of contract customers can only migrate to a new talk plan.
- Customers can only benefit from promotional elements if they resign their contract (however Solo customers will automatically receive promotional elements as they are part of the core tariff.)
- Customers will also not be eligible for any tenure discounts (Momentum) unless they resign

Orange Care

- Check if customer is eligible for inclusive Orange Care when migrating customer's from one tariff to another.

Leader & Sharer Moves

- Only the leader MISDN can affect a talk plan change. Changes to the leader MISDN will impact sharers.

Sharer Moves

- A sharer moving to a new talk plan can only do so if they're set up as either a new leader or a single sub
- A sharer cannot move to another talkshare as a sharer. No sharer to sharer talk plan changes permitted
- A new leader created for the same account but for a new talkshare may be requested. This is only permitted if:
 - The existing leader on the account and their contract agreement is not changed or merged with the new talkshare **unless the existing leader is out of contract**
 - FFThe current leader can only move to the new talkshare once they are out of contract

Leader / Sharer

- Leaders and sharers can only swap status if both out of contract. (The process for leader/sharer swaps is as follows:- All swaps requests will be escalated to a line manager in BCS. Once approval has been received, the customer must email/fax BCS on their own letterhead with the reason for the request.
- Sharers need to be the same tenure as the leader at point of connection

Business Solo

Plans for the self employed/sole traders (1 phone)

What is it?

Business Solo is aimed at business customers who only require one phone and who are unlikely to grow beyond being a single user.

Who can have it?

Business Solo is available to small business customers in the direct and indirect channels. It is available to new customers and existing customers within their migration period.

The offer –2 February to 30th June

- choice of unlimited benefit
- inclusive mobile browsing on all plans

Blackberry offer

From **02 February 2009** the BIS add-on bundle (Talk with BlackBerry) will be **free of charge** when taken with any Business Solo talkplan. This is a **2-month promotional offer** (February and March)

Plan	monthly cost	any network any time minutes per month		Texts	unlimited* offer	standard benefits
		18 month contract	24 month contract			
Business Solo 30	£30	400	600	-	unlimited texts	Orange Care 1MB browsing
Business Solo 30	£30	500	750	100	unlimited Orange to Orange calls	
Business Solo 35	£35	700	1050	100	your choice of either unlimited calls to landlines or Orange to Orange calls	Orange Care 2MB browsing
Business Solo 40	£40	900	1350	200	your choice of either unlimited calls to landlines or Orange to Orange calls	Orange Care 3MB browsing international calls Answer Phone itemised billing
Business Solo 45	£45	1200	1800	200	your choice of either unlimited calls to landlines, Orange to Orange calls or texts	Orange Care 4MB browsing international calls Answer Phone itemised billing

Subject to status. Offer 31 April 2009. Costs exclude VAT. *Fair usage applies to unlimited offers: 3000 UK landline minutes, 3000 Orange to Orange minutes or 3000 texts per month. Bundled minutes do not include calls to call forwarding service numbers starting 07, 070 or numbers beginning 08 and 09, which will be charged at rates up to 17.02p, 46.1p, 46.1p, and £1.45 (respectively) per minute., for further information see www.orange.co.uk/business/priceguide. Bundled minutes do not include calls while roaming. Inclusive international calls in selected countries. Out-of-bundle rates per minute: UK landline calls, Orange to Orange calls and Answer Phone all 10p, other networks 25p. Orange Care is subject to the Orange Care General Terms and Conditions see orange.co.uk/businesscare. Terms apply.

Business Solo Traveller

What is it?

Business Solo Traveller is aimed at business customers who travel frequently.

Who can have it?

Business Solo is available to small business customers in the direct and indirect channels. It is available to new customers and existing customers within their migration period.

The plan

- exclusive plan offering a bundle of UK and roaming minutes
- inclusive international calls from the UK
- free broadband for business

Plan	monthly cost	any UK network any time minutes per month		UK texts	roaming* minutes per month		inclusive benefits
		18 month contract	24 month contract		outbound	Inbound	
Business Solo Traveller	£50	300	450	100	100	100	Orange Care international calls UK Answer Phone itemised billing

Subject to status. Costs exclude VAT. *Roaming minutes can only be used in Zones 1 & 2 and do not roll over, Inclusive international calls in selected countries. See orange.co.uk/business/zones for a list of countries included. Bundled minutes do not include calls to call forwarding service numbers starting 07, 070 or numbers beginning 08 and 09, which will be charged at rates up to 17.02p, 46.1p, 46.1p, and £1.45 (respectively) per minute, for further information see www.orange.co.uk/business/pricguide. Out-of-bundle rates per minute: UK landline calls, Orange to Orange calls 10p, other networks 25p. Orange Care is subject to the Orange Care General Terms and Conditions see orange.co.uk/businesscare. Terms apply.

Business Sense

Plans for up to 350 phones

What is it?

Business Sense allows customers to share minutes and other benefits across a group of users. All Business Sense plans offer customers unlimited calls and texts between sharers, free itemised billing, and free Answer Phone. By extending their tenure customers can choose from a range of benefits including discount options and unlimited calling benefits.

Business Sense is a range of plans that can be taken by single users or shared groups. Starting with a core 18 month plan, customers can choose from a range of benefits for signing up to a 24 or 36 month plan. Business Sense Options allows customers to get an additional calling benefit for longer tenure, and Business Sense Discount offers customers a reduction in their line rental for signing up to a longer plan.

Who can have it?

Business Sense is available to small and medium business customers in the direct/indirect channels. It is available to new customers and existing customers in their migration period.

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Who can have it?

Business Sense is available to small and medium business customers in the direct/indirect channels. It is available to new customers and existing customers in their migration period.

The offer

- **Unlimited calls and text between sharers**
- **A choice of a line rental discount or an additional benefit from landline minutes, text messages, and international direct dialling on 24 and 36 month contracts**
- **Free answer phone**
- **Inclusive Orange Care**
- **Free itemised billing**
- **Mid-contract review**

18 month table

Monthly charge	Inclusive UK mins	Users	
		Min	Max
£30	500	1	2
£40	750	1	2
£50	1000	1	4
£75	1500	1	6
£85	2000	1	8
£120	3000	1	10
£155	4000	1	15
£185	5000	1	25
£275	7000	3	50
£375	10000	3	75
£450	12000	3	100
£550	15000	3	150
£725	20000	3	200
£900	25000	3	250
£1,250	35000	3	300
£1,600	45000	3	350

Additional users	£15 per month
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24 month plan options	36 month plan options
<ul style="list-style-type: none"> ▪ 3000 landline minutes ▪ 1000 text messages ▪ 1000 minutes of IDD calls 	<ul style="list-style-type: none"> ▪ unlimited landline minutes ▪ 1500 text messages ▪ 1500 minutes of IDD calls

By signing up to a 24 or 36 month Business Sense Options plan customers choose their core plan and will get unlimited Orange to Orange calls and can then choose an additional benefit that is most appropriate to their needs. Once the customer has selected an option they cannot change their option until their contract has expired

24 month plan discount	36 month plan discount
15% discount	25% discount

Business Sense Discount offers a discount on the monthly charge for the leader and any sharers on a 24 or 36 month plan. The customer chooses from the 18 month plans and then receives the discount on their leader line rental and sharer fees. For sharers to qualify for the discount they also need to be on a 24 or 36 month contract, if they are on a 12 or 18 month contract they will not receive the discount.

Discounts will automatically be applied when the customer is on the appropriate contract, sharers will only receive the discount when on 24 or 36 month contract.

Please note a customer can choose Business Sense Options or Business Sense Discount, they cannot receive both benefits (technically enforced).

Out of bundle rates

UK Landlines (01/02/03)	10p per minute
Other Orange mobiles	10p per minute
Other UK mobiles	30p per minute
Texts	10p per message
Answer Phone retrieval	Free
UK GPRS	£2.55 per MB
calls to charity helplines	Free. Visit orange.co.uk/charity for full details
calls to 0808	12.76p per minute
calls to 0800, 0500	12.76p per minute
calls to 0845	17.02p per minute
calls to 0870	17.02p per minute
calls to call forwarding services beginning with 07	17.02p per minute
all other call forwarding services	charged at relevant standard call charge rate
calls to 0844 followed 477	8.51p per minute
calls to 0844 followed by 428, 462, or 566	46.81p per minute
calls to all other 0844 numbers	10.21p per minute
calls to 0871, 0872, 0873	29.79p per minute
calls to call forwarding numbers starting 070	46.81p per minute
satellite calls	£4.8936 per minute

International calls, roaming and premium rate numbers will be charged at the standard published rates, more information will be available at orange.co.uk/business/priceguide.

12 month plans

The 12 month Business Sense plans won't be published in our communications; they are the same as the 18 month plans in offering customers unlimited calls and texts between sharers [Orange USP], free answer phone, free itemised billing and a reactive mid-contract review. The plans offer 20% less minutes than the 18 month plans at the same price, and won't include Orange Care.

Monthly charge	Inclusive UK mins	Users	
		Min	Max
£30	400	1	2
£40	600	1	2
£50	800	1	4
£75	1200	1	6
£85	1600	1	8
£120	2400	1	10
£155	3200	1	15
£185	4000	1	25
£275	5600	3	50
£375	8000	3	75
£450	9600	3	100
£550	12000	3	150
£725	16000	3	200
£900	20000	3	250
£1,250	28000	3	300
£1,600	36000	3	350

additional users	£15 per month
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Business rules

Fair usage:

Business Sense (groups)

- unlimited calls between sharers: average of 3000 minutes per user, per month

Business Sense Options (single users)

- unlimited Orange to Orange: 3000 minutes
- unlimited landline calls: 3000 minutes

Business Sense Options (groups)

- average of 3000 minutes per user, per month

Business Sense Specific Rules

- Customers can migrate as per General Migration rules.
- Promotional elements of the tariff may be forfeited if not part of the tariff the customers is moving to. Promotional elements must be removed from customer tariff when they move. Any eligible promotions on the new tariff should be applied.
- Customer can not change their choice of option bundle/s unless their option is not available on the tariff they are migrating to.
- Customers wanting to migrate to a Business SIM Only tariff can only do so when they are out of contract.

Business SIM Only

What is it?

Small business customers can choose from a range of SIM only plans. These offer customers more flexibility in the way they can join Orange or add additional SIMs to their accounts. The main benefits of the plans are:

- 30 day rolling contract
- inclusive International calls to 28 selected countries
- unlimited Orange to Orange calls
- free Answer Phone
- half price sharer fees on sharer plans
- unlimited texts between sharers on sharer plans

Who can have it?

New and existing small business customers in both indirect and direct channels.

How do they get it?

Through Enable or registrations team

Single user plans

Business SIM only plan	monthly cost	minutes per month	texts per month	inclusive benefits
SIM only 300	£15	300	50	▪ unlimited Orange to Orange calls ▪ inclusive international calls* ▪ free Answer Phone
SIM only 500	£22.50	500	100	
SIM only 750	£30	750	150	

Sharer plans

Business SIM only plan	monthly cost	minutes per month	monthly sharer fee	max sharers	Inclusive benefits
SIM only 1000	£45	1000	£7.50	5	▪ unlimited Orange to Orange calls ▪ unlimited texts between users ▪ inclusive international calls* ▪ free Answer Phone
SIM only 2000	£85	2000	£7.50	10	
SIM only 3000	£125	3000	£7.50	15	

Inclusive international calls to selected countries see orange.co.uk/business/iddinbundle for list of countries.

business rules

- minimum term is one month
- no handset is included and no Orange Care included
- not available to consumer customers

migration rules

- business SIM Only customers may switch to a higher or lower SIM Only service plan after the first billing date. Only one service plan change per month is permitted. In the event the customer does switch service plan they must give 10 days notice before their billing Date and changes will take effect on their next bill
- customers must complete three months on their SIM Only service plan before they are eligible to migrate to a pay monthly business plan
- in order to move onto a pay monthly business plan the customer must also upgrade their current device paying the appropriate cost of the device based on their current device price. The benefits of the pay monthly business plan will depend upon the contract length chosen taken by the customer with the device upgrade. Standard migration rules will then apply
- existing customers on a pay monthly business plan must be out of their current contract before they can move onto a SIM Only service plan
- customers are subject to normal network terms and conditions and promotional offer terms and conditions available on request

Business Infinity

Business Infinity offers business customers unlimited calls and texts for a fixed monthly amount. It is aimed at high end single users and offers:

- unlimited UK calls (standard landlines and mobiles only)
- unlimited UK texts
- 500 minutes of international calls to 28 selected countries
- inclusive Orange Care
- Inclusive data on 24/36 month plans
- free Broadband for Business (direct channels only see page 12)

Who can have it?

New and existing small business customers in both indirect and direct channels (not Pay Monthly)

How do they get it?

Through Enable or registrations team

How much does it cost?

Orange Infinity plan	monthly cost	minutes per month	texts per month	browsing per month	Inclusive benefits
Business Infinity 18 month	£100	unlimited	unlimited	-	▪ 500 minutes of international calls ▪ inclusive Orange Care phone insurance ▪ free Answer Phone
Business Infinity 24 month	£95	unlimited	unlimited	250MB	
Business Infinity 36 month	£90	unlimited	unlimited	250MB	

Costs exclude VAT. Subject to status. Unlimited minutes are to UK standard landlines and mobiles only and are subject to fair use policy of 5000 minutes per month. Unlimited texts are for UK use only and are subject to fair use policy of 3000 texts per month. 500 minutes to 28 selected countries, for list of countries, visit www.orange.co.uk/iddinbundle. Inclusive Orange Care is subject to the Orange Care General Terms and Conditions, visit orange.co.uk/businesscare. Terms apply visit orange.co.uk/business/terms

business rules

- there is no rollover of any unused IDD minutes or data allowance
- unlimited calls and texts subject to Fair Use Policy
 - 5000 minutes for UK calls
 - 3000 texts
- customers on Business Infinity are unable to migrate down a price point until they have completed their minimum contract period or resign their contract, whichever event occurs first.
- calls to 08, 09 and call forwarding services will be charged at the appropriate our of bundle rates
- calls to 07 call forwarding services are not included in the plan and will be charged at 17.02p per minute
- roaming is not included in any plan, charges for roaming will be as per the OBS published rates (and is subject to connection to foreign networks and cannot be guaranteed)

migration rules

In contract customers migrating onto Business Infinity

- existing customers who are in contract and migrating onto Business Infinity must take the Infinity plan of the same tenure as their contract.

Flexible Workforce (FW)

What is it?

Flexible Workforce is 'pay as you consume' SIM only proposition for in life SME customers with an annual fee of £25, which will provide an alternative to PAYG.

- 30 day rolling contract

Accounts can have a maximum number of Flexible Workforce sharers which can be added to an account based on a PAYM/FW subscribers as follows:

Number of PAYM Connections on the Account	Maximum number of Flexible Workforce connections that can be added to the account at any on time
2	1
3-15	2
16-30	3
31-50	5
51-75	7
76-100	10
101-150	15
151+	20

Who can have it?

- Existing pay monthly business customers on Business Solo, Sense, Venture or Momentum tariffs with at least 3 month good billing history and no account arrears

When can they have it?

12 January 2009

How much does it cost?

Proposition	Flexible Workforce
Annual Fee	£25 per subscriber
UK mins in talkplan	None
UK Calls PPM	14ppm ex VAT
Text PPM	14ppm ex VAT
Voicemail	14ppm ex VAT
IDD PPM	Standard OOB rates apply
Data MB	£2.55
Itemised Billing	£1.28

How do they get it?

Through Enable or registrations team

Migration Rules

From Flexible Workforce:

- 30 days notice
- Standard migration rules apply

To Flexible Workforce:

Sharers/subscribers can migrate to Flexible Workforce from another Orange tariff if they meet the following conditions:

- MSISDN to migrate is out of contract without any billing arrears
- MSISDN migrating will lose all benefits or tariff features associated with existing tariff and adopt the terms and conditions of the Flexible Workforce tariff
- The number of FW to PAYM subscribers on account after migration continues to meet the maximum FW subscribers allowed on account based on the ratios above.
- As a rule of thumb, customers looking to migrate existing Venture or Momentum sharers on to a Flexible Workforce tariff should be dissuaded from doing so if their average monthly usage is above the following thresholds:
 - Venture - £9.25 average monthly usage charges
 - Momentum - £7.38 average monthly usage charges

BlackBerry Internet Service (BIS)

What is it?

BIS plans include unlimited MB (data) for emails and allows customers to receive their ISP-based email eg: hotmail, yahoo) to a BlackBerry device. Customers can also use the device for calls, web browsing and text messaging so they can have one device for all their communication needs. BlackBerry Connect is available on selected devices. BlackBerry Connect is software which allows customers to use the BIS service on non-BlackBerry devices so customers are less restricted by device type.

BIS provides the following:

- up to 10 emails accounts per device
- browser – quick access to Orange World, HTML and WAP web pages
- phone and SMS – make and receive phone calls quickly and easily, or use SMS to send text messages
- organiser – calendar, address book, memo pad and task lists
- easy email set-up with a 3 click process on the device

Who can have BIS?

New and existing business customers and pay monthly customers in both direct and indirect channels.

How do they get BIS?

BIS is available both through registrations and through Enable.

Business customers (ex VAT)

BlackBerry Plan	Monthly cost			data allowance (emails & browsing)
	12 month contract	18 month contract	24 and 36 month contract	
Talk with BlackBerry	£4.25			Unlimited
Email with BlackBerry (no talk)	£12.51	£10.38	£9.11	Unlimited

Unlimited data is for UK use only and is subject to Fair use policy of 250MB per month. Roaming data costs £2.55 per MB in business zones 1 & 2 and £5.50 per MB in zones 3 to 7. See orange.co.uk/business roaming for zones. Offer ends 31 December 2008.

Pay Monthly customers (inc VAT)

BlackBerry Plan	monthly cost			data allowance (emails & browsing)
	12 month contract	18 month contract	24 month contract	
Talk with BlackBerry	£5.00 offer			Unlimited
Email with BlackBerry (no talk)	£14.70	£12.20	£10.70	Unlimited

Unlimited data is for UK use only and is subject to Fair use policy of 250MB per month. Roaming costs £3.00 per MB Europe and £8.00 per MB in the rest of the world. Offer ends 31 December 2008.

Roaming

- roaming data bundles are available for business customers only, see roaming section.
- BIS may be available whilst roaming abroad. The device may synchronise with your email accounts automatically resulting in data charges. Customers who do not wish to receive email whilst abroad can turn off the BlackBerry Internet Service (see user manual for details).

Business rules for both business and pay monthly customers

- BlackBerry devices are not available for sale without the purchase of a BlackBerry Plan
- Existing customers can migrate to the new unlimited plans as per the normal BAU migration rules
- Not available to SIM only customers or to Pay as You Go customers.
- Connection to a BISVOICE bundle requires the customer to have a contracted voice tariff.
- The contract tenure of the BISVOICE bundle should match the contract tenure length of the associated voice tariff.
- Email with BlackBerry is a data only tariff (no voice).
- Connection is subject to status and a 12 month minimum contract (or such longer minimum connection period as stated in your agreement with Orange).
- All new BIS bundles and tariffs are positioned as “unlimited email and browsing” and have a 250MB fair use policy – where the customers use of the services exceeds the fair use policy, Orange may contact them in order to request that they moderate their use of the service; Orange reserves the right to suspend access to the services if this fair use policy continues to be breached
- BIS must be activated by the Customer from the device or by going to www.blackberry.orange.co.uk.
- If an existing contract customer acquires an Orange supported BIS device, they can have a suitable bundle applied so that they can register for the BIS service.
- If a new customer wishes to connect an Orange supported BIS device they already own, they can be connected to a suitable bundle subject to normal business rules.
- If you are a new or existing customer you must have Talk with BlackBerry (BISVOICE) or Email with BlackBerry (BISDATA) to qualify for BIS. If you are an existing customer who migrates to an eligible tariff and is entitled to BIS it will be applied to your account from your next bill date.
- Existing customers may migrate to an eligible tariff if it is permitted under Orange’s Standard Network Terms.
- The current BISVOICE bundles and BISDATA tariffs will remain available for 1 month from the launch of the new bundles and tariffs in order that any deals can be completed.
- Access to BIS does not permit use of any other BlackBerry from Orange service. If the Customer requires any other BlackBerry service (including use of a BES) then the Customer should contact their account manager or Retail Store for terms, conditions and pricing.
- Talk with BlackBerry cannot be added to OVP tariffs.

Consumer only business rules

- There is only one BISVOICE bundle on CSS for consumer regardless of the length of contract the customers commits to.
- Standard PAYM Upgrade rules apply to all Blackberry Voice and Data customers

Mobile broadband - Business Everywhere & Internet Everywhere

What is it?

Business Everywhere (BEW) / Internet Everywhere (IEW) allows customers to access their email, office applications and the Internet on their laptops/PCs/Macs via a datacard or USB Modem. They can use the service almost anywhere in the UK through the Orange 3G/GPRS network. Internet Everywhere (IEW) is the PAYM mobile broadband tariffs primarily targeted at Consumers, but are equally applicable to Small and Medium Businesses depending on their needs. IEW are available to all business customers and form an important part of the mobile broadband portfolio. Business Everywhere (BEW) is the set of tariffs designed specifically to fit business needs and they are only available to business customers.

How do they get it?

All they need to do is choose a datacard/USB modem and then select a plan which suits their usage.

Who can have it?

Business customers in both direct and indirect channels.

How do they get it?

The tariffs can be connected through registrations and through Enable.

Business Everywhere for single users – ex VAT both Indirect and Direct channels

	Internet Everywhere					Business Everywhere					
	30 day		contract			Unlimited			Traveller		
contract / tenure	rolling		18 mth			12 mth	18 mth	24 mth	12 mth	18 mth	24 mth
Price ex VAT	£12.77	£21.28	£8.51	£12.76	£21.27	£25.00	£20.00	£15.00	£45.00	£40.00	£35.00
Price inc VAT	£15.00	£25.00	£10.00	£15.00	£25.00						
dongle / card price	£24.68		FREE	FREE		FREE			FREE		
UK data allowance	3 GB	10 GB	1 GB	3 GB	10 GB	Unlimited*			Unlimited*		
roaming allowance	n/a		n/a			n/a			25 MB		

*fair usage policy applies

PAYU

Customer type	UK usage	Roaming Zones 1-2	Roaming zones 3-7
Business (ex VAT)	£1.00 per MB	£4.50 per MB	£6.50 per MB
Pay Monthly (inc VAT)	£1.18 per MB	£5.29 per MB	£7.64 per MB

Business Everywhere for sharers

For business customers who would like to share data between colleagues, they can choose a Flexible Data plan below and all their usage, regardless of network is deducted from their bundle. Customers will be charged per MB for the data they use over the 3G/GPRS network but if they use the service in BT Openzone and WeRoam hotspots using Wifi, they will be charged per minute. Customers will receive 3.5% discount from the monthly cost on 18 month contracts and 7.5% and 15% respectively on 24 and 36 month contracts.

Plan	monthly cost*	Data allowance	Rates within value bundle					Max users
			UK usage per MB	WiFi (per min)		Roaming (per MB)		
				Band A**	Band B***	Europe	Rest of World	
Flexible Data 65	£65	1.3 GB	5p	8p	11p	£2.55	£5.50	100
Flexible Data 90	£90	2 GB	4.5p	7p	10p	£2.55	£5.50	100
Flexible Data 170	£170	4 GB	4.25p	7p	10p	£2.55	£5.50	150
Flexible Data 400	£400	10 GB	4p	7p	9p	£2.55	£5.50	150
Flexible Data 750	£750	20 GB	3.75p	7p	9p	£2.55	£5.50	200
Flexible Data 1050	£1050	30 GB	3.5p	7p	9p	£2.55	£5.50	200
Flexible Data 1300	£1300	40 GB	3.25p	7p	9p	£2.55	£5.50	200

* sharers cost £12 per user per month

** Wifi Band A includes all BT Openzone hotspots and WeRoam hotspots in the UK

*** Wifi Band B includes all Orange France hotspots and WeRoam hotspots outside the UK

note – we will no longer communicate Flexible Data plans in the Work Magazine and will just be in the internal comms

International Direct Dialling and Roaming

IDD – International Direct Dialling

What is it?

International Direct Dialling is making calls and sending texts to other countries when customers are in the UK. All IDD calls are charged at out of bundle rates unless a customer has IDD minutes in their voice talkplan.

Who can have it?

Business customers in both direct and indirect channels. Note that customers registered as business on animal plans will be charged pay monthly consumer IDD call rates.

How do they get it?

All customers are automatically able to make IDD calling from their devices. If a customer makes a lot of IDD calls they should consider choosing a talkplan where IDD minutes are included.

How much does it cost?

IDD calls will be charged at following rates for all customers without IDD in their talkplan, or if they have exceeded their talkplan allocation for that month.

International direct dialling costs

Zone	Cost of calling an international number from the UK
Republic of Ireland & Channel Islands	£0.12
Orange Business Zone	£0.17
Other Europe	£0.25
USA & Canada	£0.10
Asia Pacific & South Africa	£0.30
Middle East	£0.45
Rest of World	£0.65

Sending a text message to an international number from the UK costs 10p per message

IDD calling zones – zones will be brought into line with roaming zones at a later date

Zone	Zone Countries
Ireland & Channel Islands	Guernsey, Jersey, Ireland, Isle of Man
Orange Business Zone	Andorra, Austria, Azores, Belgium, Canary Islands, Cyprus, Denmark, Estonia, Finland, France, Germany, Czech Rep., Gibraltar, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovak Rep., Slovenia, Spain, Sweden, Switzerland, Vatican City (Italy)
Other Europe	Albania, Belarus, Bosnia, Bulgaria, Croatia, Georgia, Macedonia, Ukraine, Yugoslavia, Serbia, Montenegro, Israel (including Palestine), Turkey
Asia Pacific & South Africa	Australia, Chatham Islands, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Norfolk Island, Singapore, Thailand, South Africa
USA & Canada	Canada, USA
Middle East	Bahrain, Egypt, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, UAE.
Rest of World	Afghanistan, Algeria, Angola, Anguilla, Antarctica Australian Territory, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bahamas, Bangladesh, Barbados, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, Brunei, Burkina Faso, Burundi, Cambodia (formerly Kampuchea), Cameroon, Cape Verde, Cayman Islands, Central African Rep., Chad, Chile, Christmas Islands, Cocos Islands, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Cuba, Dem Rep of the Congo (formerly Zaire), Diego Garcia, Djibouti, Dominica, Dominican Rep., East Timor, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Faroes, Fiji, French Guiana, French Polynesia, Gabon, Gambia, Ghana, Greenland, Grenada (inc Carriacou), Guadeloupe, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, India, Indonesia, Iran, Iraq, Ivory Coast (Cote D' Ivoire), Jamaica, , Kazakhstan, Kenya, Khabarovsk, Kiribati, Korea PDR (North), Kosovo, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macao, Madagascar, Maharashtra, Malawi, Maldives, Mali, Mandarin, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Midway Island, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Nakhodka, Namibia, Nauru, Nepal, Neth Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Northern Marianas, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Reunion, Rodriguez Islands, Ross Island, Russia, Rwanda, Saipan, Sakhalin, Samoa (US), Samoa (Western), Sao Tome & Principe, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, Sri Lanka, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, St. Helena, St. Pierre & Miquelon, Sudan, Suriname, Swaziland, Syria, Sudan, Taiwan, Tajikistan, Tanzania, Tatarstan, Thuraya, Togolese Rep., Togo, Tokelau, Tonga, Trinidad & Tobago, Tristan Da Cunha, Tunisia, Turkmenistan, Turks & Caicos, Tuvalu, Uganda, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Virgin Islands (UK), Virgin Islands (US), Wake Island, Wallis & Futuna, West Indies, Yemen, Zambia, Zimbabwe

Roaming (using your mobile abroad)

What is it?

Roaming means making and receiving calls, sending texts, browsing, and sending and receiving data when you are outside of the UK - this is branded as Orange Travel. All roaming calls are charged at out of bundle usage unless a customer has chosen a talkplan with roaming minutes included (ie: Orange Solo Traveller). Customers who travel often can purchase voice and/or data talkplans with roaming included, and also they can subscribe to a range of frequent user bundles upfront to save on costs

Who can have it?

Business customers in both direct and indirect channels. Note that customers registered as business on animal plans will be charged pay monthly roaming rates.

How do they get it?

Customers must set up roaming by calling 345, 24 hours before they leave the UK, or their device will not work whilst abroad.

How much does it cost?

Voice calls made and received, plus texts sent, whilst roaming will be charged at following rates (except for customers with roaming included in their plan (i.e.: Orange Solo Traveller). From 1st July 2009, further roaming regulatory changes.

Summary of regulatory changes from 1st July:

- The **cost to send an SMS** will reduce by more than 50% to 9.4ppm in zones 1 & 2. Current rates are 20p per message in Ireland & the Channel Islands and 25p per message in the Orange Business Zone (all pricing excludes VAT).
- We will be lowering our **charging increments** on voice rates in zones 1 & 2. For making calls, there will be a 30 second minimum call charge followed by per second billing. Receiving calls abroad will be charged per second with no minimum call charge. This is an improvement on our current charging increments in Europe which are in 60 second blocks.
- **Anti-bill shock improvements** which include:
 - A free text message that can be automatically sent to business subscribers on arrival in countries in Orange roaming zones 1 & 2. This message will detail maximum rates for voice, SMS and MMS, previously we only sent information on rates for voice.

The text message will also include the European emergency services number and our freephone customer service numbers – 345 and 158 (or +447973100345 and +447973100158 where shortdial services are not available).

- Small Businesses will be opted-in to these messages as standard but can request not to receive them. Medium subscribers will be automatically opted-out of the message because Orange has the contractual relationship with the decision-maker, not the end user. However, the decision maker can choose to opt their users in at any time.
- Any business subscribers travelling in Orange roaming zones 1 & 2 who start to use data services will automatically receive a further text message. This will outline the maximum charge that will be made for use of data – currently £2.55 per MB in Europe.

Please note that there will be no changes to standard business voice roaming rates as part of these regulatory changes.

Impact of regulation on existing offers

The regulatory changes outlined above will impact some of our existing roaming bundles in the following ways:

- **The Travel Text bundles were withdrawn from sale on 31st May** as they will no longer offer a saving on standard SMS rates after 1 July. Given the standard rate is being reduced so dramatically (to 9.4ppm), we will not be launching any replacement text bundles. Subscribers currently on these monthly recurring bundles will have them removed on 1 July and automatically receive the cheaper, standard rate from then. **Please do not sell the Orange Travel Text bundles as they are no longer be available on CSS.**

For further information on the above changes please visit www.orange.co.uk/business/roaming

Voice and Text Roaming costs

Zone		receiving calls whilst abroad	making calls in the country you're in	making calls back to UK	making calls to Zone 1-2	making calls to Zone 3-7	sending a text when abroad
		Cost per minute					cost per SMS
1	Ireland & Channel Islands	£0.16	£0.30	£0.33	£0.33	£0.65	£0.10
2	Orange Business Zone	£0.16	£0.33	£0.33	£0.33	£0.85	£0.10
3	Other Europe	£0.50	£0.75	£0.75	£1.75	£1.75	£0.25
4	Asia Pacific & South Africa	£0.50	£0.75	£0.75	£1.75	£1.75	£0.30
5	USA & Canada*	£0.50	£0.85	£0.85	£1.75	£1.75	£0.30
6	Middle East	£0.75	£1.10	£1.10	£1.75	£1.75	£0.30
7	Rest of World	£0.85	£1.20	£1.20	£1.75	£1.75	£0.30

*USA and Canada coverage is only available in major cities and a triband phone may be required. For Japan, a dual mode phone will be required.

Orange Travel text bundles

Two text bundles are available for use in zones 1 and 2. Customers can choose the 30 text bundle as a one-off 30 day bundle or can choose to have it recurring each month. The 100 text bundle is only available as a recurring bundle and can be cancelled after one month has passed

Bundle	Orange Travel text bundle	inclusive text messages	monthly cost	30 day bundle	monthly recurring bundle
Europe (zones 1 and 2)	Travel Text 30	30	£4.95	Yes	Yes
	Travel Text 100	100	£12.76	No	Yes

business rules

- can be purchased at any time in the bill cycle and can be requested to start up to 28 days in the future
- 30 day bundle - Travel Text 30 bundle expires after 30 days or after the bundle has been used up, whichever is sooner
- Recurring bundle - customer can cancel a recurring bundle after the minimum term of 1 month has passed. To cancel recurring bundle, customer must give at least 10 days notice before the date of their next bill

Data Roaming Costs

Pay-As-You-Consume roaming data

In Zones 1 and 2 data costs £2.55 per MB and £5.50 per MB in zones 3 to 7 (unless it's included in a customer's plan i.e.: Business Everywhere Traveller). Data is charged in per byte intervals whatever zone customers are working in meaning they only pay for what they use. These charges relate to roaming data on handsets, PDAs, BlackBerrys, USB modems and datacards.

Out of bundle charges are £2.55 per MB in zones 1 and 2 and £5.50 per MB in zones 3 to 7.

*these bundles are unpublished and only available on customer request only, not for customer comms

business rules

- can be purchased at any time in the bill cycle and can be requested to start up to 28 days in the future
- standard provisioning timescales of <24 hours apply for activating the bundle onto an account
- Once the monthly bundle allocation has been used up, the customer will be charged as per their standard talkplan rate
- minimum commitment of 1 month, after this the customer can cancel from the next bill date (must give 10 days notice before the date of their next bill)
- if a customer purchases both a Global and a Europe bundle, when using data in Europe the Europe bundle will decrement first
- compatible with BEW Traveller
- not compatible with Orange Business World Traveller

Orange Business World Traveller

For business customers who travel overseas often, they can subscribe to Business World Traveller which will give up to 50% off standard voice roaming rates and up to 25% off roaming data. It costs just £5 per month per user and customers need to subscribe for a minimum of 12 months.

	Zone	receiving calls whilst abroad		making calls in the country you're in		making calls back to UK		making calls to Zone 1-2		making calls to Zone 3-7	
		standard	traveller	standard	Traveller	standard	traveller	standard	traveller	standard	traveller
1	Ireland & Channel Islands	£0.16	£0.15	£0.30	£0.25	£0.33	£0.33	£0.33	£0.33	£0.65	£0.55
2	Orange Business Zone	£0.16	£0.15	£0.33	£0.25	£0.33	£0.33	£0.33	£0.33	£0.85	£0.55
3	Other Europe	£0.50	£0.25	£0.75	£0.70	£0.75	£0.70	£1.75	£1.65	£1.75	£1.65
4	Asia Pacific & South Africa	£0.50	£0.25	£0.75	£0.55	£0.75	£0.55	£1.75	£1.65	£1.75	£1.65
5	USA & Canada*	£0.50	£0.45	£0.85	£0.55	£0.85	£0.55	£1.75	£1.65	£1.75	£1.65
6	Middle East	£0.75	£0.50	£1.10	£1.00	£1.10	£1.00	£1.75	£1.65	£1.75	£1.65
7	Rest of World	£0.85	£0.50	£1.20	£1.00	£1.20	£1.00	£1.75	£1.65	£1.75	£1.65

*USA and Canada coverage is only available in major cities. A triband phone may be required. For Japan, a dual mode phone will be required.

Roaming data costs - Business World Traveller

When subscribing to Business World Traveller, customers get 25% off standard data roaming costs and pay just £1.91 per MB in zones 1 to 2. For zones 3 to 7, customers will pay standard rates of £4.13 per MB.

Business rules

- All rates ex VAT
- A minimum term of 12 months applies to Orange Business World Traveller, except where contract renewal is less than 12 months

Favourite Country and 5 Favourite Countries

From 23 July, we will be introducing two new voice roaming bundles for selected European Countries. Customers will be able to receive an allocation of free calls from any country in the world and make calls at reduced rates to selected European countries.

Who can have it?

Available to new or existing small business customers

How do they get it?

- Through small business registrations, and Enable.
- Customers can also call 345 while in the UK or abroad. **Favourite Country** - Favourite Country offers discounts on calls made and received in 1 of 5 of the following countries; France, Greece, Belgium, Ireland or Spain. Customers choose 1 of these countries and sign up to the bundle for as little as 30 days or as long as the life of their contract. Whilst they are roaming in their chosen country, they will then receive 60 minutes of free calls from any country the world, and will be able to make 60 minutes of calls at reduced rates to any country in zones 1-2 including the UK.

	monthly cost		calls received from any country in the world	calls made to the UK and zones 1 & 2
	30 day non recurring	30 day recurring		
Favourite Country (choose 1 of the 5 countries listed above)	£4.26	£4.26	60 minutes at at 0p per minute	60 minutes at 24.68p per minute

Standard rates apply once inclusive minutes have been used. (33p to make/6p to receive)

5 Favourite Countries - 5 Favourite Countries offers discounts on calls made and received in 5 European countries; France, Greece, Belgium, Ireland and Spain. Whilst the customer is roaming in any of these countries they will receive 100 minutes of free calls from any country in the world, and will be able to make 100 minutes of calls at reduced rates to any country in zones 1 & 2 including the UK. Customers can choose a 30 day bundle or sign for 12 months which offers even more value.

5 Favourite Countries	monthly cost		calls received from any country in the world	calls made to the UK and zones 1 & 2
	30 day recurring	12 month contract		
Belgium France, Greece, Ireland and Spain	£6.81	£3.40	100 minutes at at 0p per minute	100 minutes at 24.68p per minute

Standard rates apply once inclusive minutes have been used. (33p to make/6p to receive)

Business rules

- All calls are charged in 60 second increments and unused minutes do not roll over
- Customers on a talkshare cannot share the bundle across users; however, they can apply the bundle to individual users on talkshare account.
- A customer can purchase the bundle at any time, and if this is not on the bill date then the charge and number of minutes in the bundle will be portioned until the next bill date
- A customer can request a start date for their Favourite Country bundle up to 28 days in advance
- A customer cannot have 2 instances of the same bundle at any time
- With the monthly recurring bundle, the offer will continue to apply until the customer chooses to opt out by calling Orange Customer Services
- With the 30 day bundle, the offer is valid until midnight of the 30th day after which the bundle was activated
- Where a customer has a combination of single country and multiple country Favourite Country/ries bundles, calls made will decrement from the single country bundle first
- On Orange Solo Traveller with roaming minutes included, calls made will decrement from the talkplan first, then from the bundle
- Cancellation can only occur on the bill date
- The minimum term is 1 month for the recurring bundle options
- A customer cannot cancel the 30 day non recurring bundle
- After a customer has requested termination, the bundle will expire at the next bill date and the customer will be charged for the bundle up to this date
- A customer can change their nominated Favourite Country bundle by contacting Orange Customer Services on the bill date, without having to purchase additional bundles
- If a customer wishes to change their bundle between bill dates, they need to add on and pay for a new bundle. The customer will be charged for their original bundle up until their next bill date, after which the original bundle will expire (as long as the minimum term has completed)

Roaming zones (excluding IDD)

Zones	Zone Countries
Zone 1 Ireland & Channel Islands	Guernsey, Jersey, Ireland, Isle of Man
Zone 2 Orange Business Zone	Aland Islands, Andorra, Austria, Azores, Belgium, Bulgaria, Canary Islands, Ceuta, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Melilla, Moldova, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Vatican City.
Zone 3 Other Europe	Albania, Belarus, Bosnia, , Croatia, Faroes, Georgia, Macedonia, Ukraine, , Serbia, Montenegro, Israel (including Palestine), Turkey
Zone 4 Asia Pacific & South Africa	Australia, Chatham Islands, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Norfolk Island, Singapore, Thailand, South Africa
Zone 5 USA & Canada	Canada, USA
Zone 6 Middle East	Bahrain, Egypt, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, UAE.
Zone 7 Rest of World	Afghanistan, Algeria, Angola, Anguilla, Antarctica Australian Territory, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension Island, Azerbaijan, Bahamas, Bangladesh, Barbados, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, Brunei, Burkina Faso, Burundi, Cambodia (formerly Kampuchea), Cameroon, Cape Verde, Cayman Islands, Central African Rep., Chad, Chile, Christmas Islands, Cocos Islands, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Cuba, Dem Rep of the Congo (formerly Zaire), Diego Garcia, Djibouti, Dominica, Dominican Rep., East Timor, Ecuador, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Guiana, French Polynesia, Gabon, Gambia, Ghana, Greenland, Grenada (inc Carriacou), Guadeloupe, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Haiti, Honduras, India, Indonesia, Iran, Iraq, Ivory Coast (Cote D' Ivoire), Jamaica, , Kazakhstan, Kenya, Khabarovsk, Kiribati, Korea PDR (North), Kosovo, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macao, Madagascar, Maharashtra, Malawi, Maldives, Mali, Mandarin, Marshall Islands, Martinique, Mauritania, Mauritius, Mayotte, Mexico, Micronesia, Midway Island, Mongolia, Montserrat, Morocco, Mozambique, Myanmar, Nakhodka, Namibia, Nauru, Nepal, Neth Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Northern Marianas, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Reunion, Rodriguez Islands, Ross Island, Russia, Rwanda, Saipan, Sakhalin, Samoa (US), Samoa (Western), Sao Tome & Principe, Senegal, Seychelles, Sierra Leone, Solomon Islands, Somalia, Sri Lanka, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, St. Helena, St. Pierre & Miquelon, Sudan, Suriname, Swaziland, Syria, Sudan, Taiwan, Tajikistan, Tanzania, Tatarstan, Thuraya, Togolese Rep., Togo, Tokelau, Tonga, Trinidad & Tobago, Tristan Da Cunha, Tunisia, Turkmenistan, Turks & Caicos, Tuvalu, Uganda, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Virgin Islands (UK), Virgin Islands (US), Wake Island, Wallis & Futuna, West Indies, Yemen, Zambia, Zimbabwe

Bundles (UK use only)

Enhanced Group Bundles

This service allows customers to be able to apply bundles to individuals in a talkshare rather than sharing the bundle. These include texts, photos, data, BlackBerry and Orange Business Frequent Traveller Bundles

Text Messaging Bundles

In addition to their monthly price plan, customers can add bundles of texts which provide great value for money. These can be applied to users on single accounts or applied to single users or all sharers on talkshare accounts.

Inclusive texts	Bundle Price
30	£1.70
60	£3.00
120	£5.50
240	£10.00
360	£12.50
500	£17.00
750	£25.00
1000	£32.00
1500	£47.00
2000	£62.00
2500	£77.00
3000	£92.00
4000	£122.00
5000	£152.00

Excludes VAT. Out of bundle rate is as per talkplan. Bundles can be added, removed or changed month by month.

business rules

- Only available as an add-on to voice talk plans
- Available to all business customers (with some talkplan exclusions)
- Can be added, removed or changed month by month
- SMS do not rollover
- Decrementation: after talkplan inclusive bundles but before any other SMS bundle
- Can be added to an account multiple times to give larger bundles

Data costs (UK only)

Customers can buy bundles of data upfront to save on costs or they can choose to pay as they use.

Single user bundles – Orange World for Business

These can be applied to single user accounts or to individuals within a talkshare using the EGB functionality.

Bundle	data allowance	monthly cost
Orange World for Business 4	4 MB	£2.50
Orange World for Business 500	500 MB	£4.25
Orange World for Business 1024	1024 MB	£17.02
Orange World for Business 2048*	2048 MB	£21.28

Out of bundle rate is 80p per MB. *No rollover.

Sharer data bundles - Orange World for Business

These bundles are for talkshares only and will be shared across the group.

Bundle	data allowance	monthly cost
Orange World for Business Shared 50	50 MB	£40.00
Orange World for Business Shared 125	125 MB	£70.00
Orange World for Business Shared 250	250 MB	£130.00
Orange World for Business Shared 500	500 MB	£250.00
Orange World for Business Shared 750	750 MB	£350.00
Orange World for Business Shared 1024	1024 MB	£450.00
Orange World for Business Shared 2048*	2048 MB	£900.00

Out of bundle rate is 80p per MB. *No rollover

Pay as you use data costs

data	Cost per MB
Per MB	£2.553 per MB

Business rules for bundles

- only available as an add-on to voice talk plans
- available to all business customers (with some talkplan exclusions)
- cannot be used with Blackberry Internet Service
- can be added, removed or changed month by month
- PAYC3GGPRS must be removed before applying any bundle
- anytime bundle usage (peak, off-peak, evenings and weekends)
- rollover period is 1 month
- decrementation: after talkplan top-up bundles but before any other data bundle

termination policy

- customers can only terminate the data bundle when they have reached the 'loyalty' period of their voice tariff (last 3 months of their contract)
- termination of the bundle can occur independently to their voice - but only as prescribed above – at the voice loyalty period; if a customer wants to cancel their bundle they must give at least 10 days notice before the date of their next bill

Microsoft Mail from Orange

What is it?

Microsoft Mail from Orange - all the benefits of flexible working available from Orange at just £4.25 per month. Orange also offer the widest UK and international data network population coverage so we're better equipped to help your customers work where and when they want.

Microsoft Mail is a push email service that works through a customer's existing Microsoft email server linking up with a compatible device. Orange provides the customer with the relevant devices, SIMs and data bundles to enable them to set up this solution.

Once the service is set up the customer's end users will be able to: receive email in real time; manage their in-box; send mails; open attachments; synchronise to their outlook calendar and contacts; and manage their outlook task lists. In addition to the outlook services detailed above, customers using Windows Mobile devices can also mobilise other Microsoft applications and services including Microsoft Office and Microsoft Communicator.

The devices and data bundles required for the above are available through all Orange channels. Standard Orange World for Business bundles can be used for the service but specific Microsoft bundles are also available at competitive rates and including the Microsoft APN which can benefit customers using the service. In addition, customers wanting to provision Microsoft Mail on non-voice devices can use the data only service plans that are available.

Who can have it?

New and existing business customers in both Orange direct and indirect channels

Customer s must have one of the following Microsoft email servers to use Microsoft Mail from Orange:

- Microsoft Exchange 2003 with Service Pack 2
- Microsoft Exchange 2007 wit or without Service Pack 1
- Small Business Server 2003 with Service Pack 1 or R2

Customers must also take or have compatible devices i.e. devices running Windows Mobile 5 Operating System with AKU2.0 or a more recent version.

How do they get it?

The tariffs can be connected through registrations and through Enable.

How much does it cost?

The below outlines the suite of Microsoft Pricing and other relevant products. Grey boxes indicate new price points. ALL PRICES EXCLUDE VAT:

Microsoft Mail from Orange

Packages – all channels	product code	data allowance	monthly price	out of bundle
Microsoft Mail from Orange - 500MB voice add-on bundle	MS_MAIL_VOICE_500MB	500 MB	£4.25	80p/MB
Microsoft Mail from Orange - data only service plan	MS_MAIL_DATA_ONLY	300MB	£16.38	80p/MB
Microsoft Mail from Orange – SIM Only, data only service plan	MS_MAIL_SIM_ONLY	300MB	£10	80p/MB

Nokia E-mail

What is it?

Nokia E-mail allows a consumer, with an eligible handset, to have their personal e-mail pushed directly to their handset. At launch the service will be aligned with Blackberry BIS, and as such the following positioning will apply:

Free within Panther as “Unlimited E-mail” – From August 1st

Chargeable at £5 (£4.25 ex vat) on all other tariffs – From August 1st

Out of Bundle charging to be at £1/MB (in line with current data bundles)

A new set of Panther talk plans will be created to include Nokia E-mail. This is required to complement Blackberry – all other Panther elements will remain unchanged.

Who can have it?

Nokia E-mail will be available to all new and upgrading customers taking a Series 60 device such as the E71 or N85. Moving forward the service will also become available on S40 handsets (6700). Additionally this will be available to existing and new customers who are not on the Panther talk plan and have an eligible device at a cost of £5 (4.25 ex VAT) a month. The Nokia E-mail client will be embedded on new devices, or available via download from Orange World and nokia.com.

30 Day Trial

The customer will encounter the Nokia 30 day trial if they try to use the service without having the Orange Nokia E-mail product on their account, either included as part of a talk plan or as an add-on bundle.

Once they setup their first email address and password, they will receive an email from Nokia welcoming them to the trial and informing them that it will last for 30 days after which the service will stop, unless they subscribe to the Orange Nokia E-mail service

As the end of the trial approaches, the customer will be contacted by email and reminded the trial is coming to an end. This will happen 3 and 1 day before the trial ends. On the last day they will be informed that the trial ends today.

When the trial ends, the customer will be unable to send or receive email.

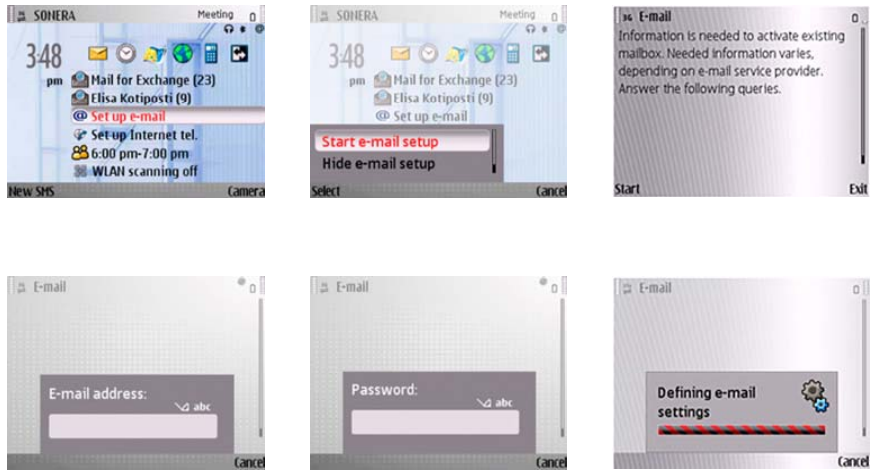
The customer can subscribe for the Orange Nokia E-mail product at anytime during the trial and as soon as they do, the “trial” ends. The customer will not notice any change to their service but they will receive an e-mail and SMS from Orange welcoming them.

Each customer can only take the 30 day trial once.

Configuring the Inbox

The Set of the e-mail client is very straight forward. You enter your email address and password on prompt, and the client configures itself and when ready starts syncing.

Configuring Inbox



Applicable Handsets

At launch in August, these devices will be available



N86



E71



5800

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Other applicable devices on the base include:

- N95 8GB
- N85
- N96
- N73
- 6220