

Channel Briefing

Small Business v1 March 2009

Issued 27th Feb 2009
[Changes highlighted in blue](#)

Headlines

What Continues

- Business Solo naming refresh
- Launch of Business Sense
- Tariff naming structure change

What starts:

[Orange Travel Daily Data Business \(launch tbc\)](#)

What stops?

- [Free BIS on Business Solo – \(31st March\)](#)

N/a

1 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 28 countries from the inclusive minute bundle, the list of countries was based upon the countries most frequently 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**
 - The 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 31 March 2009

- 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)

Key message

Your choice of unlimited offer on selected Business Solo business plans

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 (direct channels only, see page 12)

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/priceguide. 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 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.

The offer - 2 February to 30 April 2009

- **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
------------------	---------------

By signing up to a 24 or 36 month Business Sense plan customers can choose their core plan and will get unlimited Orange to Orange calls and can choose one additional benefit from the table below or a line rental discount to match their tenure length. Once the customer has selected an option they cannot change their option until their contract has expired. Discounts will automatically be applied in CSS when the customer is on the appropriate contract, sharers will only receive the discount when on 24 or 36 month contract.

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

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

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
------------------	---------------

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	-	<ul style="list-style-type: none">▪ 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/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

2 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 cdata 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

3 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. On Business Everywhere only customers can access public Wifi hotspots in cafes and hotels etc through our partners' hotspots, BT Openzone and WeRoam.

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 and pay monthly 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

Business Everywhere Plan	monthly cost		inclusive UK data	Inclusive UK Wi-Fi	Inclusive roaming data
	12 & 18 month contract	24 month contract			
Business Everywhere Unlimited	£25.00	£17.00	unlimited	250 minutes UK usage	none
Business Everywhere Traveller	£45.00	£45.00	unlimited	250 minutes Global usage	15MB
Business Everywhere Daily	£7 per day when used (no minimum contract)		unlimited	none	none

Terms apply. Unlimited data is subject to fair use of 5GB per month on the Unlimited and Traveller plans and 1GB on the Daily plan. Out of bundle Wifi costs 8p per minute for usage through approved Wifi hotspots both inside and outside the UK. Where roaming is not included in the plan, it costs £2.55 per MB in business zones 1 to 2 and £5.50 per MB in business zones 3 to 7. UK Wi-Fi usage includes all BT Openzone hotspots, The Cloud and WeRoam hotspots in the UK. Global Wi-Fi usage includes all Orange France hotspots, The Cloud and WeRoam hotspots outside of the UK.

--	--	--	--	--

Roaming costs £2.55 per MB in Europe and £5.50 in the rest of the world (ex VAT).

Internet Everywhere for single users - Indirect plans

Plan	monthly cost	inclusive UK data	Out of bundle costs per MB	Dongle cost
Internet Everywhere 18 3GB(ex VAT)	£12.76	3GB	1.246p	Free
Internet Everywhere 18 3GB(inc VAT)	£15.00	3GB	1.46p	Free

Roaming costs £2.55 per MB in Europe and £5.50 in the rest of the world (ex VAT)

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

Business rules

- Business Everywhere plans are available to small business and pay monthly customers (excludes Flexible data plans on pay monthly)
- Unlimited, Traveller and Daily plans cannot be shared across a group
- Unlimited and Traveller plans are subject to a minimum contract length of 12, 18 or 24 months.
- Daily is not subject to a minimum contract length
- Out Of Bundle charges apply to roaming and WiFi where bundles have been exceeded (where applicable)
- SMS messages are not included and will be charged at standard Orange SMS rates current at the time
- Roaming (3G, GPRS and WiFi) is subject to connection to foreign networks and cannot be guaranteed
- on Flexible Data plans, any unused cash bundle will not roll over at the end of each month
- minimum increments for 3G/GPRS and WLAN will be £0.001, billing will be rounded up or down to the nearest increment

4 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 (ie: Orange Solo Traveller).

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	£0.20
2 Orange Business Zone	£0.16	£0.33	£0.33	£0.33	£0.85	£0.25
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 ie: 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.

Orange Travel data bundles

If a customer is a frequent user of data abroad, they would benefit from purchasing an Orange Travel Data Bundle. These are monthly bundles of data and give the customer much more value than the standard PAYC rate. The bundles are recurring and will continue until the customer requests removal.

Zone	data bundle	monthly cost
Europe (Zones 1 & 2)	3MB*	£4.26
	5MB	£6.38
	10MB	£10.21
	50MB*	£35.00
	100MB	£50.00
	200MB	£100.00
World (Zones 1 to 7)	3MB*	£10.21
	5MB	£14.89
	10MB	£29.79
	50MB*	£75.00
	100MB	£120.00
	200MB	£240.00

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 Travel Daily Data Business - Launch TBC

Customers will be able to purchase this bundle from in March. Once the customer has "opted in" the bundle is triggered each day the customer uses data in zones 1 & 2.

This bundle is targeted at customers who have:

- high data usage and want to control those costs
- more moderate data usage but want to budget for data usage while travelling

What is it?

A single daily roaming bundle that customers can “opt into”. When they subsequently roam in zones 1 or 2 the bundle is automatically applied giving them 50mb of data. This is an additional bundle to the current roaming bundle portfolio

Who can have it?

All business customers can opt in to receive this bundle.

How do they get it?

A customer can opt in to receive the daily data bundle by contacting BCS, or via enable. The bundle needs to be applied to every subscription (i.e. it does not apply at account level.)

Following the application of the bundle to the account, which can take up to 24 hours, the customer is then charged the bundle fee each day they use data while roaming in zones 1 &2. The customers does not need to contact Orange unless they would like the bundle removed.

The customer can opt in to this bundle while they are abroad, however the same application SLA will apply.

How much does it cost?

It is charged at £7.00 (ex VAT) per day for 50mb of data to be used in zones 1 & 2.

The bundle is applied on first use of data within zones 1 & 2 and is valid until midnight in the country where the bundle was applied (i.e. local time for the customer.)

Customers are charged their standard out of bundle rate once they have used the 50mb allowance each day. The standard zone 1 & 2 rate is £2.55 per mb (ex VAT).

There is also a 50kb “buffer” on first usage before the bundle is applied each day. This is to minimise any accidental handset usage. The first 50kb will not be charged for.

business rules

- Available to all customer types across all of PAYM (i.e. PAYM consumer, SME and Enterprise)
- Available to new connections, re-signs and in life customers
- A bundle can be purchased or cancelled at any time in the bill cycle
- Standard timescales of <24 hours apply for activating or cancelling the bundle on or from an account
- The customer will be charged the daily fee for every day(s) when data roaming usage is made, until the bundle is cancelled
- The bundle start and end time is that of the local time in the country in which the bundle is used
- The bundle expires at midnight local time of the country where the bundle usage was initiated
- The bundle consists of 50 MB after which a customer will be charged as per their standard talkplan rates
- Bundle usage is rated in per byte increments
- The bundle is not compatible with Orange Travel Monthly Bundles, World Traveller or Business World Traveller
- The bundle is only valid in Europe (zones 1-2)

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

6 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 10	10 MB	£5.00
Orange World for Business 250	250 MB	£6.38
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

7 Microsoft Mail from Orange

What is it?

From 4th August, Microsoft Mail from Orange will be the rebranded Windows Mobile Email proposition which enables customers to access their email on a Windows Mobile compatible handset or PDA. Customers must be running MS Exchange 2003 server (Service Pack 2) or MS Exchange 2007 to access the service. They'll receive emails to their phone and will be able to synchronise their diary and contacts wirelessly - as well as using the handset for voice calls and browsing and texts. The new plans are:

- **MS Mail Voice** – this can be added to the customer's existing talk plan and includes 300MB of data. It is only available on a 12 month contract.
- **MS Mail Data only** – this is a standalone data plan which includes 300MB of data and does not allow voice calls. The customer would need to buy a handset (similar to BlackBerry Internet)
- **MS Mail PAYC** – this plan can be applied to the customer's existing talk plan and includes no data. Data will be charged on a pay as you consume basis plus a small monthly charge. It is recommended that these customers take an Orange World for Business data bundle.

indirect only

- **MS Mail SIM**– this plan is a SIM data only plan and includes 300MB of data. It is only available on a 12 month contract.

Who can have it?

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

How do they get it?

Customers must be running MS Exchange 2003 server (service pack 2) or MS Exchange 2007. If they're running an older version they'll need to update their software. Orange will not support this software update; therefore the customer will have to manage this themselves.

How much does it cost?

Microsoft Mail from Orange plan	contract length	monthly cost	data allowance (emails and browsing)	out of bundle costs
MS Mail Voice	12 months	£6.38	300MB	£0.80 per MB
MS Mail Data only	12 months	£16.38	300MB	£0.80 per MB
MS Mail PAYC	1 month	£2.00	0MB	£1.00 per MB
Indirect only:				
MS Mail SIM	12 months	£10.00	300MB	£0.80 per MB

standard business rules

- MS Mail customers must have a compatible handset as listed on www.orange.co.uk/business
- there is no rollover of the inclusive data allowance
- the inclusive data allowance will be used before any inclusive data in the talk plan or any other bundle.
- the inclusive data can be used for any service or application that uses data, i.e., mobile email, internet browsing, application downloads, games on the device, sat nav on the device and attachment handling as part of the mobile email solution
- MS Mail Voice and MS Mail PAYC must be taken with a talkplan
- MS Mail PAYC can be taken by existing customers at any time in their contract .
- MS Mail SIM only does not include a handset

In-life rules

- the tenure of the MS Mail Voice must not exceed that of the voice tariff. Where relevant, the voice contract tenure should be extended if the customer is adding the data bundle in life
- an existing customer wanting MS Mail Data only plan on a separate device can take this at any time in their voice contract. This does not impact their current voice contract
- only customers at point of acquisition, resign or upgrade can take the contract tariffs, where they are signing up to a minimum 12 month contract. If the customer wants to keep their current voice tariff, the voice contract should be set up first, and the relevant data bundle should be added to the customer account / talkshare
- the contract plans include 300MB of data, with an out of bundle charge of £0.80 per MB. Any MB bundles as part of the voice tariff where relevant, will be included on top of the 300MB. Unused MBs will not rollover into the following month - with the exception of the 2046MB bundle as part of the PAYC and Orange World for Business data bundle

8 Existing Customers on Business Plus

What is it?

From 1st June Business Plus will no longer be communicated as it is being replaced by Orange Venture and Momentum

Who can have it?

Business Plus is only available to existing customers adding additional handsets to their accounts who are unable to migrate to the new tariffs as not in the eligible migration period. Customers may also change price points within the migration policy.

How do they get it?

Over the phone through Registrations or applied through Enable.

How much does it cost?

Plan	Mins per month	Cost per month	Maximum no. of sharers
Business Plus 120	120	£22.00	2
Business Plus 200	200	£26.00	2
Business Plus 400	400	£43.00	4
Business Plus 700	700	£60.00	10
Business Plus 1000	1,000	£80.00	10
Business Plus 2000	2,000	£160.00	150
Business Plus 5000	5,000	£380.00	150
Business Plus 7500	7,500	£560.00	150
Business Plus 10000	10,000	£740.00	200
Business Plus 18000	18,000	£1,319.00	200 (min of 5)

Calls to 07744 and 07755 numbers are not included in the bundle and will be charged at a flat rate of 20p per minute.

Sharer fees

Number of Sharers	Monthly sharer fee
1	£17.50
2 – 4	£17.00
5 – 14	£16.50
15 – 29	£15.50
30 – 74	£14.50
75+	£13.50

Out of bundle rates

Call type	Peak (pence per min)	Off-peak (pence per min)
Calls to Orange phones	7p	7p
Calls to other networks	25p	20p
Calls to landlines	8.5p	8.5p
Text Messages	10p	10p

9 Existing customers on Orange Venture and Momentum plans

What is it?

From 2nd February Orange Venture and Orange momentum will no longer be communicated as it is being replaced by Business Sense

Who can have it?

Orange Venture and Orange Momentum are only available to existing customers adding additional handsets to their accounts who are unable to migrate to the new tariffs as not in the eligible migration period. Customers may also change price points within the migration policy.

How do they get it?

Over the phone through Registrations or applied through Enable

Orange Venture Plans for up to 15 phones

Full table with all plans

plan	monthly cost*	any network anytime minutes per month				max phones on plan	Inclusive benefits
		12 month	18 month (30% extra)	24 month (40% extra)	36 month (50% extra)		
Orange Venture 275	£28	275	358	385	413	2	all plans: unlimited** calls between sharers itemised billing 18 month+ plans: Orange Care international calls Answer Phone
Orange Venture 400	£35	400	520	560	600	5	
Orange Venture 700	£50	700	910	980	1050	5	
Orange Venture 1100	£70	1100	1430	1540	1650	10	
Orange Venture 1650	£90	1650	2145	2310	2475	10	
Orange Venture 2500	£125	2500	3250	3500	3750	15	
Orange Venture 3400	£165	3400	4420	4760	5100	15	
Unlimited offer**			choose one : UK weekend calls or Orange to Orange calls	choose any two : UK weekend calls, UK weekday evening calls landline calls, or Orange to Orange calls			

*sharers cost £15 each per month

Orange Momentum Plans for more than 15 phones

Plan	12 & 18 month contract		24 month contract		36 month contract		max phones on plan
	monthly cost*	monthly minutes	monthly cost* 15% discount	minutes 20% extra	monthly cost* 20% discount	minutes 20% extra	
Orange Momentum 2750	£170	2750	£144.50	3300	£136	3300	5-30
Orange Momentum 4500	£285	4500	£242.25	5400	£228	5400	5-50
Orange Momentum 7000	£425	7000	£361.25	8400	£340	8400	5-100
Orange Momentum 10000	£625	10000	£531.25	12000	£500	12000	5-200
Orange Momentum 12500	£775	12500	£658.75	15000	£620	15000	10-200
Orange Momentum 15000	£975	15000	£828.75	18000	£780	18000	10-250
Orange Momentum 20000	£1250	20000	£1062.50	24000	£1000	24000	10-300
Orange Momentum 30000	£2000	30000	£1700.00	36000	£1600	36000	10-350
Orange Momentum 45000	£3000	45000	£2550.00	54000	£2400	54000	15-400
Unlimited** offer	unlimited Orange to Orange calls (18 month contracts only)		unlimited Orange to Orange calls				

***sharers cost £12.50 each per month**

all plans

- Unlimited calls and texts between sharers
- Free itemised billing

18 month+ plans

- Inclusive international calls
- inclusive Orange Care
- Free Answer Phone