

Channel Briefing

Small Business

November 2009

Issued 25th October 2009

Changes are highlighted in blue

Headlines

Priorities

1. Business Everywhere promotion plus new device range
2. Business tariff refresh - updated to include changes to Business Sense

For all other proposition support, please refer to <http://enable.orange.co.uk/hub>

3 months free promotion on BEW

What is it?

From 5th of October a special promotion will be available with Business Everywhere Unlimited on our 18 and 24 plans. Our current Business Everywhere portfolio will not change but all new customers signing up to this service will receive their first 3 months for free. After the first 3 months, the customer will start to pay their standard tariff.

How do they get it?

All customers have to choose from one of the below tariffs;

contract	18month	24month
price	£20	£15
usage	Unlimited (fair usage policy)	

*all prices are excluding VAT
fair usage policy 5GB*

When is it available?

From 5th October until 31st December 2009

Summary of changes

- All BEW – Unlimited tariffs (18 and 24 month) will have a 3 months free introductory offer
- After the first 3 months, customer will start paying the standard tariff
- Promotion will be available from 5th of October to the 31st of December
- Promotion is not valid on Internet Everywhere and Business Everywhere Traveller
- Promotion is valid for new acquisitions and in-life (existing voice customers)
- Promotion will be automatically applied to the tariff through the offer period
- Roaming usage will be charged as per standard roaming tariff

Business Everywhere 3 months free promotion terms and conditions





1. Under the offer, eligible customers will not have to pay for the standard published monthly subscription charge for the first 3 months of their Business Everywhere Unlimited Service Plan contract. After the first 3 months, the Customer will revert to the standard rate. The standard pricing can be found at www.orange.co.uk/businesseverywhere. The offer does not apply to Business Everywhere group and Business Everywhere Traveller service plans.
2. To be eligible you must be a Business Customer signing to a new Business Everywhere Service Plan for 18 or 24 month minimum connection period. (This excludes customers upgrading during an existing contract that has not expired).
3. The offer will lapse if you are in breach of your agreement with Orange.
4. This offer cannot be used in conjunction with any other offer, promotion or discount. This offer is time limited and ends on the published date (see www.orange.co.uk/businesseverywhere for details).
5. Orange reserves the right to amend or vary these terms and conditions or to withdraw the offer.

Mobile broadband device range

A full set of dongles is available with the Orange Mobile broadband offer:

- Huawei E160 dongle which is the device offered with the IEW tariffs;
- ZTE MF636 dongle for use with the BEW tariffs;
- Huawei E870 PC Express Card for use with the BEW tariffs; and
- Option GX301 PCMCIA Card for use with the BEW tariffs.

The new devices and feature summary is shown in the table below:

	 <p>Option GX301</p>	 <p>Huawei E870</p>	 <p>ZTE MF636</p>	 <p>Huawei E160 (Consumer/SB)</p>
Form factor	PCMCIA	ExpressCard	USB	USB
HSDPA 7.2 Mbps HSUPA 2.0 Mbps	✓	✓	✓	HSDPA 3.6 only
tri-band (3G/3G+)	✓	✓	Dual-band	✓
quad-band (GPRS/EDGE)	✓	✓	✓	✓
Dual antenna	✓	✓	n/a	n/a
receive diversity	✓	✓	✓	✓
external antenna	✓	integral	n/a	n/a
Plug & play	CD install	CD install	✓	✓
minimum BEW version	8.0.4	8.0.4	8.0.4	Huawei Connection Manager only
other	external antenna as accessory	PCMCIA adaptor as accessory	accepts microSD up to 4GB	accepts microSD up to 4GB

- all devices have High Speed Uplink (HSUPA) chipsets which means they are “future proof” as our network evolves in 2009. This capability, where available, improves the upload speed of the connection, therefore customer can send emails with attachments quicker.
- all devices support a theoretical maximum HSDPA downlink of 7.2Mb/s: this is the maximum speed available in perfect conditions
- all devices support “receive diversity” which improves performance in difficult reception conditions.
- all devices offer quad band GPRS/EDGE roaming. It means that you can always be connected to internet even where the 3G network is not available.
- all devices offer dual or tri band 3G/3G+ roaming (dual band for Europe, tri band for North America)

Changes to the Orange Business Sense Plans

What is it?

From Monday 14th September we will be introducing a limited time change to our Business Sense plans, available until 31st December. The planned changes will make Orange Business Sense packages even more competitive in today's market.

Increase in Sharer Limits

The changes as detailed below increase the number of available sharers on low and high tier plans. The increase in sharer limits is to be available on all contract lengths.

Inc. UK minutes	Old sharer limits		Unpublished min/max		Vodafone	T-Mobile	O2
500	1	2	1	5	5	250	2
750	1	2	1	8	8	250	4
1000	1	4	1	10	10	250	5
1500	1	6	1	15	15	250	6
2000	1	8	1	20	20	250	10
3000	1	10	1	30	60	250	18
4000	1	15	1	40	70	250	25
5000	1	25	1	50	100	250	25
7000	3	50	3	70	100	250	35
10000	3	75	3	100	120	250	50
12000	3	100	3	120	150	250	60
15000	3	150	3	150	200	250	75
20000	3	200	3	200	225	250	100
25000	3	250	3	250	250	250	125
35000	3	300	3	350	250	250	175
45000	3	350	3	450	250	250	225

Introduction of Unlimited Landlines on 24 month plans

what is it?

Customers taking a 24 month Sense Option plan have the option to select unlimited UK landline calls as part of their talkplan benefit. Customers who choose to take the unlimited UK landline offer will not be able to select the unlimited Orange to Orange benefit as well, however customers choosing the unlimited UK landline offer will still benefit from free Orange to Orange calls within their closed user group (CUG)

<p>Unlimited Orange to Orange calls plus, a choice of additional benefit;</p> <ul style="list-style-type: none"> ▪ Unlimited calls to 10 landlines ▪ 1000 IDD minutes ▪ 1000 texts
<p>Or</p> <p>Unlimited UK landline calls</p>

when?

The changes as outlined above will be available to connect via Commercial Support from the 14th of September.

Business tariff refresh

What is it?

Our Business tariff refresh covers a range of changes to our current SME tariffs. From the 3rd August 2009 the refresh will affect the inclusive benefits of our Business Solo, Business SIM Only, Business Sense and Business Infinity plans. In addition, inclusive Orange Care will be removed from our tariffs and replaced with a 24 hour replacement for faulty handsets policy.

Business Solo

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 Plan

Monthly price	18 month contract inclusive minutes	24 month contract inclusive minutes	Inclusive texts
£30	600	900	100
£35	900	1350	100
£40	1200	1800	200
£45	1400	2100	200

In addition to their chosen plan, customers can also choose an inclusive benefit to meet the needs of their business. Customers can choose from;

- unlimited Orange to Orange calls
- unlimited landline calls
- unlimited texts
- unlimited email (BIS, only available on BlackBerry devices)
- 500 MB data bundle

Standard benefits

All Business Solo plans offer the customer:

- 24 hour replacement service for faulty handsets
- Mid-contract review
- dedicated business customer services

Customers joining Business Solo 40 and 45 will also benefit from

- free Answer Phone

Out of bundle rates for Business Solo plans

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	10p per minute (free on Business Solo 40 & 45)
UK GPRS	£2.55 per MB
calls to charity helplines	Free. Visit orange.co.uk/charity for full details
calls to numbers starting 056	17.02p per minute
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

All out of bundle calls subject to a minimum call charge of 4.25p

Business rules

Fair use policies

- Unlimited Orange to Orange calls: 3000 minutes
- Unlimited landline calls: 3,000 minutes
- Unlimited texts: 3,000 texts
- Unlimited Email BIS: 250MB
- The Data Bundle are not positioned as unlimited so OOB rates apply Business Solo

Other Rules

- Customers can migrate as per General Migration rules.
- Customer can not change their choice of benefit 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 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.

From the 3rd August the recently launched Business Sense plans will have the 24 month options benefits updated to make use of the new Nominated Numbers functionality. 18 month talkplans and Business Sense Discount will remain unchanged.

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 plans

18 month plans

The 18 month Business Sense plans offer customers dedicated business customer services, unlimited calls and texts between sharers, 24 hour replacement service for faulty handsets, free answer phone and free itemised billing.

Monthly charge	Inclusive UK mins	Users	
		Min	Max
£30	500	1	5
£40	750	1	8
£50	1000	1	10
£75	1500	1	15
£85	2000	1	20
£120	3000	1	30
£155	4000	1	40
£185	5000	1	50
£275	7000	3	70
£375	10000	3	100
£450	12000	3	120
£550	15000	3	150
£725	20000	3	200
£900	25000	3	250
£1,250	35000	3	350
£1,600	45000	3	450

additional users	£15 per month
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Buy extending their tenure to **24 or 36 months** customers can either choose Business Sense Discount or Business Sense Options. These are now as follows;

Business Sense Options

24 month plans	36 month plan options
<p>Unlimited Orange to Orange calls plus, a choice of additional benefit;</p> <ul style="list-style-type: none"> ▪ Unlimited calls to 10 landlines ▪ 1000 IDD minutes ▪ 1000 texts 	<ul style="list-style-type: none"> ▪ unlimited landline minutes ▪ 1500 text messages ▪ 1500 minutes of IDD calls
<p>Or Unlimited UK landline calls</p>	

Once the customer has selected an option they cannot change their option until their contract has expired, for more information see Business Rules. The Business Sense Options IDD bundle include calls to standard landline and mobile numbers in 28 countries, the list of countries was based upon the countries most frequently by businesses and is shown on Page 15. Out of bundle calls will be charged at the standard IDD rates. If the customer chooses the unlimited calls to 10 nominated landlines on a 24 month plan they will need to nominate their chosen numbers, for more information see page 10.

Business Sense 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.

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

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

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 dedicated business customer services, 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 do not include 24 hour replacement service for faulty handsets.

Out of bundle rates for Business Sense plans

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 numbers starting 056	17.02p per minute
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

Business rules

Fair use policies

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 calls to 10 nominated landlines: 1000 minutes
- unlimited landline calls: 3000 minutes

Business Sense Options (groups)

- unlimited Orange to Orange: average of 3000 minutes per user, per month
- unlimited calls to 10 nominated landlines: average of 1000 minutes per user, per month
- unlimited landline calls: 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 customer 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 Infinity

What is it?

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
- 24 hour replacement service for faulty handsets
- 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)

The Plan

Tenure	monthly line rental	included elements
18m	£100	<ul style="list-style-type: none">▪ unlimited calls to UK landlines and mobiles▪ unlimited UK texts▪ unlimited Answer Phone▪ 500 IDD minutes (to selected countries, see section 4.4)▪ 24 hour replacement service for faulty handsets
24m	£95	<ul style="list-style-type: none">▪ unlimited calls to UK landlines and mobiles▪ unlimited UK texts▪ unlimited Answer Phone▪ 500 IDD minutes (to selected countries, see section 4.4)▪ 500MB browsing data▪ 24 hour replacement service for faulty handsets
36m	£90	<ul style="list-style-type: none">▪ unlimited calls to UK landlines and mobiles▪ unlimited UK texts▪ unlimited Answer Phone▪ 500 IDD minutes (to selected countries, see section 4.4)▪ 500MB browsing data▪ 24 hour replacement service for faulty handsets

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.

Out of bundle rates

UK GPRS	£2.55 per MB
calls to charity helplines	Free. Visit orange.co.uk/charity for full details
calls to numbers starting 056	17.02p per minute
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.

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 numbers starting 05, 08, 09 and call forwarding services will be charged at the appropriate out 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.

Business SIM Only

What is it?

Business SIM only is a range of plans that can be taken by a single user or a group on a rolling 30 day contract. The plan doesn't include a device, so the customer needs to provide their own mobile phone. Business SIM Only plans have been updated to offer customers more choice of price plans, all with unlimited Orange to Orange calls.

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

Monthly charge	Inclusive UK mins	Inclusive Texts	Users	
			Min	Max
£15	375	100	1	2
£25	625	100	1	3
£30	750	100	1	4
£40	1000	200	1	8
£50	1250	200	1	10
£60	1500	200	1	15
£100	2500	500	1	30

Standard benefits

All Business SIM Only plans offer the customer dedicated business customer services, unlimited Orange to Orange calls, and unlimited calls to 5 landlines. For information on how a customer should nominate their chosen numbers.

Out of bundle rates

UK Landlines (01/02/03)	15p per minute
Other Orange mobiles	15p per minute
Other UK mobiles	35p per minute
Texts	15p per message
Answer Phone retrieval	15p per minute
UK GPRS	£2.55 per MB
calls to charity helplines	Free. Visit orange.co.uk/charity for full details
calls to numbers starting 056	17.02p per minute
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
Itemised billing	£1.32 per month

All out of bundle calls subject to a minimum call charge of 4.25p per call.

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.

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.

Nominated numbers

Business Sense Options and Business SIM Only now include offers that allow customers to nominate numbers to receive their benefit. Once the customer has been connected they will receive a welcome text to the lead device. Upon receipt of the welcome text message, numbers can be nominated. Small Business customers can nominate via your account (www.orange.co.uk/youraccount) or by calling 345. Medium Business customers can only make changes by calling 158.

At the same time, the default recipient for messages can be changed to one of their Orange numbers and subsequent messages will then be redirected.

Maintenance

From time-to-time, customers may want to change the numbers they've nominated, or they may receive additional nominations. Small Business customers can make changes via your account or by calling 345. Medium Business customers can only make changes by calling 158.

All future changes or additional nominations are communicated via SMS to the nominated recipient for messages at the time of change/additions.

Inclusive Care and 24 hour replacement service for faulty handsets

From the 3rd August 2009 Orange Care will no longer be included in any business plans. Instead all plans on 18m+ contracts will come with a 24 hour replacement service for faulty handsets.

24 hour replacement service for faulty handsets

Business plans of 18 months or above include a 24 hour replacement service for faulty handsets for the length of the contract, limited to a maximum of 24 months.

The service supports the manufacturer's warranty offered on a handset by offering the customer a courier replacement whilst they are in contract. During the covered period if the customer's handset is faulty they should call into Customer Services (345 or 158) the CSR will conduct a diagnostic of the fault and as long as the customer's device is not damaged we will issue the customer with a replacement device.

We replace faulty handsets (like for like), SIMs and chargers within 24 hours of agreeing the fault (i.e. we determine that it is actually a fault, rather than customer error). This free service, which has no admin fee, is included on all business plans on 18, 24 and 36 month contracts. Batteries are also covered for the first 6 months.

Customers who currently have Orange Care included on their business plan will continue to receive it until their contract is up. If a customer adds sharers to a plan that includes Orange Care then these sharers will also receive inclusive Orange Care as long as they are on the appropriate tenure (18m+ contract). When they renew, if they go onto our new business plans, their new plan will include the new faulty handset service instead of Orange Care, and any changes to the lead plan will be made to any sharer.

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

Terms apply, see orange.co.uk/business/bis. 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

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

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 500MB 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

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. Customers who travel often 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. From 1 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. 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

New data roaming bundles

mobile email/browsing	monthly bundle	12 month bundle
10MB Europe	£10.21 (existing bundle)	£8.50
10MB World*	£29.79	£25.00

getting your laptop online	monthly bundle	12 month bundle
200MB Europe	£90.00	£50.00
200MB World*	£135.00	£75.00

Out of bundle charges in Europe are £5.50 per MB

business rules

- Available to all business customers on business service plans excluding customers on bespoke data roaming rates (e.g. Travel Data for MNCs).
- Europe refers to zones 1 + 2, 'World' relates to all zones excluding the UK.
- Unused data does not roll over.
- Out of bundle rates for World bundles are £5.50/MB in all roaming zones.
- Out of bundle rates for Europe bundles revert to talkplan standard rates once used up.
- Data usage is rated in per Byte increments.
- Travel Data bundles apply to a single subscriber and cannot be shared across the account.
- Travel Data bundles cannot be used in conjunction with a Blackberry roaming bundle or Travel Data daily bundle.
- Only one Travel Data bundle can be added to a subscriber at any one time due to mis-billing issues.
- Travel Data bundles can be added to Business Everywhere Traveller. The Travel Data bundle will be used before inclusive data with the Business Everywhere plan.

Orange Business World Traveller

For business customers who travel overseas often, they can subscribe to Business World Traveller. Customers can now enjoy significantly lower roaming rates for voice calls outside the EU, all for just £5 per month on a 12 month contract or £10 per month on a 1 month contract.

Bundles	monthly bundle	12 month bundle
Monthly fee (exc. VAT)	£10.00	£5.00

These discounts are up to two thirds off standard roaming rates. Business World Traveller no longer includes data roaming discounts.

Price points	Zone	receiving calls / min	making calls / min	
			within the country or to any country in zones 1-2, inc. UK	To countries in zone 3-7
Ireland, Channel Islands, Orange Business Zone	1+2	15p	25p	55p
Other Europe	3	25p	70p	£1.65
Asia Pacific & South Africa	4	50p	55p	
USA + Canada	5	45p	60p	
Middle East	6	70p	£1.10	
rest of world	7	75p	£1.20	

Business Rules

- Available to all business customers on business service plans excluding customers on bespoke voice roaming rates (e.g. iVPN).
- The £5 monthly fee is only available on a 12 month minimum contract.
- A 60 second minimum call charge will apply from 7 September at the discounted rate for all calls.
- Bundles offer unlimited calling at the above rates.
- Business World Traveller applies to a single subscription and cannot be shared across the account.
- Business World Traveller cannot be used in conjunction with any other voice roaming bundle

New charging increments in zones 3-7:

From 7th September 2009, Orange will be increasing the charging increments for making and receiving a call in zones (3-7) from per second billing to a 60 second minimum call charge then per second billing (60:1).

This change will not impact corporate customers on bespoke roaming rates or those customers who have lower charging increments written into their contract.

On 1st July 2009, Orange also lowered charging increments in Europe from 60 second blocks (60:60) to:

- 30 second minimum call charge then per second billing (30:1) when making a call;
- per second charging from the start (1:1) when receiving a call.

Europe Traveller

What is it?

From 1st September, we will be introducing Europe Traveller which will replace our previous Favourite 5 Countries proposition. Europe Traveller will be available from a low monthly rate, offering customers more discounted minutes for making and receiving calls abroad.

Who can have it?

Available to all business customers on business service plans excluding customers on bespoke voice roaming rates (e.g. iVPN).

How much does it cost?

Europe Traveller	monthly bundle	12 month bundle
Monthly fee (exc. VAT)	£7.00	£4.00
Make calls in zones 1-2*	23.8p** per min.	23.8p**
Receive calls in zones 1-2*	Free	Free

* customers can make up to 1000 minutes of calls per month and receive up to 1000 minutes of calls per month at the above rates.

** calls made in country in zone 1 will be charged at the lower rate of 21.66p per minute

Business Rules

- With the exception of the unpublished retention bundles, Europe Traveller bundles are available to all business customers on business service plans excluding customers on bespoke voice roaming rates (e.g. iVPN).
- The £4 monthly fee is only available on a 12 month minimum contract.
- The inclusive minute allowances only apply in roaming zones 1-2.
- Standard roaming rates apply once the minute allowance has been used.
- A 30 second minimum call charge applies at the discounted rate for calls made in bundle.
- Europe Traveller applies to a single subscription and bundles cannot be shared across the account.
- Europe Traveller cannot be applied with other voice roaming bundles

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