



Business Everywhere and Internet Everywhere Service Plans

This document describes the terms and conditions applicable to Business Everywhere and Internet Everywhere Service Plans. Business Everywhere and Internet Everywhere Service Plans give users high speed access to the internet and business applications such as email, via a range of networks.

BUSINESS EVERYWHERE COMMERCIAL OFFERING

Service Plans & Rules

Business Everywhere Service Plans charges for **BUSINESS CUSTOMERS & NON-BUSINESS CUSTOMERS** are (in addition to other charges):

| Single User Service Plan (excl. VAT) | | BEW Daily ^{^^} | BEW Unlimited ^{***} 12, 18 (Only available on a 12 or 18 month contract) | BEW Unlimited ^{***} 24 (Only available on a 24 month contract) | BEW Traveller 12, 18, 24 (Only available on a 12, 18 or 24 month contract) |
|--|--------------------------------|--|--|--|---|
| Access Fee per month (unless otherwise stated) | | £7 / Day (when used) | £25 / month | £17 / month | £45 / month |
| Inclusive UK 3G/GPRS Data | | 24 hours [^] unlimited UK ^{***} usage | Unlimited UK ^{***} | Unlimited UK ^{***} | Unlimited UK ^{***} together with 15MB Roaming ^{^^} per month |
| Inclusive WiFi ^{**} per Month | | Not Available | 250 mins Band A per month | 250 mins Band A per month | 250 mins per month usable across Band A and Band B |
| Out of Bundle cost per minute WiFi ^{**} | Band A | Not Available | 8p | 8p | 8p |
| | Band B | Not Available | 8p | 8p | 8p |
| Cost per MB Roaming 3G/GPRS | Europe [*] | £3.50 | £3.50 | £3.50 | £3.50 |
| | Rest of the World [*] | £5.50 | £5.50 | £5.50 | £5.50 |

| Group Business Customer Service Plans (excl. VAT) | | Data 65 | Data 90 | Data 170 | Data 400 | Data 750 | Data 1050 | Data 1300 |
|---|--------------------------------|---------|---------|----------|----------|----------|-----------|-----------|
| Monthly Access Fee per Leader Connection | | £65 | £90 | £170 | £400 | £750 | £1050 | £1300 |
| Cost per MB UK 3G/GPRS | | 5p | 4.5p | 4.25p | 4p | 3.75p | 3.5p | 3.25p |
| Cost per MB Roaming 3G/GPRS | Europe [*] | £3.50 | £3.50 | £3.50 | £3.50 | £3.50 | £3.50 | £3.50 |
| | Rest of the World [*] | £5.50 | £5.50 | £5.50 | £5.50 | £5.50 | £5.50 | £5.50 |
| Cost per minute WiFi ^{**} Band A | | 8p | 7p | 7p | 7p | 7p | 7p | 7p |
| Cost per minute WiFi ^{**} Band B | | 11p | 10p | 10p | 9p | 9p | 9p | 9p |
| Max no. of Sharers per Leader Connection | | 100 | 100 | 150 | 150 | 200 | 200 | 200 |
| Sharer Fee (per Sharer per month) | | £12 | £12 | £12 | £12 | £12 | £12 | £12 |

| Europe* Travel Data Bundles (excl. VAT) | | 3MB | 10MB | 100MB |
|---|---|-------|-------|-------|
| Monthly Access Fee per Connection | | £8 | £25 | £60 |
| Out of Bundle cost per MB Roaming 3G/GPRS | Europe [*] | £3.50 | £3.50 | £2.50 |
| | Rest of the World [*] (any use in zones 3-7 will not be within scope of bundle allowance and will be charged at the rate shown) | £5.50 | £5.50 | £5.50 |

| Global* Travel Data Bundles (excl. VAT) | | 3MB | 10MB | 100MB |
|---|--------------------------------|--------|-------|-------|
| Monthly Access Fee per Connection | | £16.50 | £35 | £120 |
| Out of Bundle cost per MB Roaming 3G/GPRS | Europe [*] | £3.50 | £3.50 | £2.50 |
| | Rest of the World [*] | £5.50 | £5.50 | £3.50 |

- * Europe refers to Roaming zones 1 – 2 (please see www.orange.co.uk for further details on Roaming zones)
 Rest of the World refers to Roaming zones 3 – 7 (please see www.orange.co.uk for further details on Roaming zones)
- Global refers to all Roaming zones (please see www.orange.co.uk for further details on Roaming zones)
- ** WiFi Band A includes all BT Openzone hotspots, The Cloud and WeRoam hotspots in the United Kingdom
 WiFi Band B includes all Orange France hotspots, The Cloud and WeRoam hotspots outside of the United Kingdom
- *** Subject to the applicable Fair Use Policy (see below)
- [^] Unlimited usage is permitted in the twenty-four (24) hours between 00.00am and 00.00am
- ^{^^} 15MB Roaming allowance on the Business Everywhere Traveller Service Plan may only be used on any Orange Partner Network
- ^{^^^} All browsing services (including without limitation all Orange World pages) will be chargeable by Orange to you and will result in the £7.00 (excluding VAT) daily Access Fee being levied against your Account



INTERNET EVERYWHERE COMMERCIAL OFFERING

Service Plans & Rules

Internet Everywhere Service Plans charges for **NON-BUSINESS CUSTOMERS & BUSINESS CUSTOMERS** are (in addition to other charges):

| Single User Service Plan (incl. VAT) | | IEW Unlimited*** 12 (Only available on a 12 month contract) | IEW 18 (Only available on a 18 month contract) |
|---|-----------------------|--|--|
| Access Fee (unless otherwise stated) | | £29.00 / month | £15.00 / month |
| Inclusive UK 3G/GPRS Data | | Unlimited UK*** | 3GB |
| Inclusive WiFi** per Month | | 250 mins Band A per month | NA |
| Out of Bundle cost per minute WiFi** | Band A | 9.4p | NA |
| | Band B | 9.4p | NA |
| Cost per MB roaming 3G/GPRS | Europe* | £4.11 | £4.11 |
| | Rest of the World* | £6.46 | £6.46 |
| Out of bundle cost | | NA | 1.46p / MB (so £15 / GB) |

* Europe refers to roaming zones 1 – 2 (please see www.orange.co.uk for further details on roaming zones)
 Rest of the World refers to roaming zones 3 – 7 (please see www.orange.co.uk for further details on roaming zones)
 Global refers to all roaming zones (please see www.orange.co.uk for further details on roaming zones)

** WiFi Band A includes all BT Openzone hotspots, The Cloud and WeRoam hotspots in the United Kingdom

WiFi Band B includes all Orange France hotspots, The Cloud and WeRoam hotspots outside of the United Kingdom

*** Subject to the applicable Fair Use Policy (see below)

SPECIFIC SERVICE PLAN TERMS AND CONDITIONS

- Connections on Business Everywhere and Internet Everywhere Service Plans (“the Service Plan(s)”) are subject to status and subject to a minimum contract length of twelve (12), eighteen (18) or twenty-four (24) Months (or such other Minimum Connection Period as stated in your agreement with Orange) unless otherwise stated. Travel Data Bundles cannot be taken by Non-Business Customers (see clause 12 below).
- Out of bundle charges are as stated above.
- Business Everywhere Daily, Business Everywhere and Internet Everywhere Unlimited 12, 18 and 24 and Business Everywhere Traveller 12, 18 and 24 are only available to single users and are subject to a fair usage policy of 3GB per Month (Unlimited 12, 18 and 24 and Traveller 12, 18 and 24) or 1GB per day (Daily) (the “Fair Use Policy”). Where your use of the Services exceeds the applicable Fair Use Policy, Orange may contact you in order to request that you moderate your use of these Services. If, even after contact from Orange, the Fair Use Policy is still breached by you, Orange reserves the right to Suspend your access to the Services (or restrict your bandwidth and/or data consumption); and / or require you to move your access to these Services to a Service Plan more appropriate to your use.
- Unless otherwise agreed, Travel Data Bundles may be taken on a minimum subscription of one (1) calendar month and shall remain recurring for all following months unless Orange is informed to the contrary by you through at least ten (10) clear days notice prior to your next bill date. Failure by you to give such notice may result in further monthly charges being levied against your Account.
- The prices shown for the Travel Data Bundles are on a per User basis and you must specify to Orange the Connection(s) to which the Travel Data Bundles will apply. The Travel Data Bundles cannot be shared by Group Customers/Users on the Group Business Customer Service Plans.
- Global and Europe Travel Data Bundles cannot be used simultaneously by an individual User or Connection.
- If a Travel Data Bundle is taken together with a Service Plan that is inclusive of Roaming data, then the allowance granted under the Travel Data Bundle will be used first.
- Existing datacard customers may migrate to a Service Plan if it is permitted under Orange's Standard Network Terms (as defined in Clause 11 below). If permitted to migrate to a Business Everywhere or Internet Everywhere Service Plan the new charges will be applied to your Account from your next bill date.
- Business Customers (as defined in Clause 12 below) signing:
 - an eighteen (18) month Group Business Customer Service contract will receive a 3.5% discount on the applicable Monthly Access Fee for eighteen (18) months; and
 - a twenty-four (24) month Group Business Customer Service contract will receive a 7.5% discount on the applicable Monthly Access Fee for twenty-four (24) months.
- The Service Plans are available to all customers, Business and consumer, as indicated by the relevant Service Plan above and in these terms and conditions.
- Connection to the Service Plans are, in addition to these terms, subject to your normal Terms and Conditions for the Supply of Orange Network Services which are to be found:-
 - at the back of your Orange phone user guide and at www.orange.co.uk/terms; or,
 - if you are a Business Customer, your terms and conditions will be those stated (as appropriate) in:
 - the small business Customer Information Form (Small Business CIF) terms and conditions for the supply of Orange Network Services; or
 - the Orange Business Services Customer Agreement (OBSCA); or
 - the Orange Business Services Master Agreement (OBSMA).

These various terms and conditions in clauses 11 (a) and 11 (b) are referred to here as “Orange's Standard Network Terms”.



12. A Business Customer is classified as a Customer who can provide the following for limited companies, the company registration number and the VAT number; or for charities, the charity number; or for all other businesses, a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill.
13. Migration: The following rules apply to changes to the Service Plans during your Minimum Connection Period:-
 - (a) You can move to an equivalent or higher Business Everywhere or Internet Everywhere Service Plan (as applicable) at any time save that you cannot (under either Business Everywhere or Internet Everywhere Service Plans) move from a Single User Business Everywhere or Internet Everywhere Service Plan (as applicable) to a sharer on a Business Everywhere or Internet Everywhere Service Plan (as applicable);
 - (b) If your contract with Orange is an OBSCA or OBSMA, then downward changes to your Service Plan are governed by the terms set out in your agreement;
 - (c) If your contract with Orange is not an OBSCA or OBSMA, then regardless of anything in the Standard Network Terms and Conditions for the Supply of Orange Network Services which states otherwise (a) you may only change down one Business Everywhere or Internet Everywhere Service Plan (as applicable) step and on one occasion only; and (b) that one step down can only occur after half the Minimum Connection Period contracted for that Business Everywhere or Internet Everywhere Service Plan (as applicable) has expired. For example, if you contracted to Data 90 on a twenty-four (24) month Minimum Connection Period, you can only change to Data 65 and only after you have been Connected to Data 90 for at least twelve (12) months.
For the avoidance of doubt, you may not at any stage of your agreement migrate from a Business Everywhere Service Plan to an Internet Everywhere Service Plan or from an Internet Everywhere Service Plan to a Business Everywhere Service Plan.
14. Resigning (or upgrading): The following rules apply when resigning or upgrading to the Service Plans during your Minimum Connection Period:
 - (a) If your current contract with Orange is an OBSCA or OBSMA, then you can only re-sign or upgrade in accordance with the terms of that agreement;
 - (b) If your contract with Orange is not an OBSCA or OBSMA, you can resign or upgrade in the final 3 months of your current Minimum Connection Period contract but the remaining duration of your current Minimum Connection Period will be added to your new Minimum Connection Period.
15. The Service Plans do not include charges for SMS messages. These will be charged at Orange's standard SMS rates current at the time.
16. Roaming (3G and GPRS) is subject to connection to foreign networks and cannot be guaranteed.
17. Where Connected to a Group Service Plan (i.e. a shared Service Plan), you may not transfer the leader Connection to another Connection or number. Where the leader Connection is Disconnected, Orange reserves the right, in its sole discretion, to select the Connection to which the leader tariff will be chargeable and you shall be liable to pay such Charges applicable to that Connection for the remainder of that Connection's Minimum Connection Period.
18. Where there is any inconsistency between these Terms and Conditions and Orange's Standard Network Terms, Orange's Standard Network Terms will prevail.
19. Orange reserves the right to replace or amend the Service Plans (including the Travel Data Bundles) or these terms and conditions or to withdraw the Service Plans at any time on reasonable notice. Orange reserves the right to withdraw the whole or a part of the Service Plans upon providing not less than thirty (30) days' notice.
20. References to Orange in these terms and conditions are to Orange Personal Communications Services Limited whose registered office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.