

Orange Talk and Save & Choose Your Own Off-Peak Terms & Conditions

- 1.** Talk and save and choose your own off-peak are pay as you go options available to customers with a pay as you go handset.
- 2.** At Registration, customers are connected to talk and save.
- 3.** Customers may choose to switch their pay as you go option by calling 450 from an Orange phone and following the required steps. All completed requests for changes to pay as you go options will normally be carried out immediately. Following Registration, after the first time customers transfer to choose your own off-peak, subsequent switches between pay as you go options cannot be made for a further 30 days.
- 4.** Customers on choose your own off-peak may choose an off-peak time band by calling 450 from an Orange phone and following the required steps. All completed requests for changes to off-peak time bands will normally be carried out immediately. Once customers have selected a new off-peak time band, subsequent changes either to a different 4 hour block or to return to the Orange standard off-peak period cannot be made for a further 30 days following such a change.
- 5.** The charging structure of choose your own off-peak is based on peak/off-peak time bands. The Orange standard off-peak period for calls is from 7pm-7am (Orange standard off-peak). A customer on choose your own off-peak may choose to change this period to 11pm-7am ('Fixed off-peak') and select from one of the following additional time bands:
 - 3.1** Morning off-peak from 7am-11am.
 - 3.2** Lunchtime off-peak from 11am-3pm.
 - 3.3** Afternoon off-peak from 3pm-7pm.
- 6.** For customers on choose your own off-peak, weekends and English bank holidays remain off-peak. Calls by customers on choose your own off-peak, made outside of Orange Standard off-peak, Fixed off-peak or the Morning, Lunchtime or Afternoon time bands, will be charged at peak rates in accordance with our periodically updated Price Guide.
- 7.** For customers on choose your own off-peak, off-peak rates do not apply to calls made to Orange Answer Phone, text messages or when using Orange WAP services. Calls to other WAP services will be charged at a customer's standard call charge rate.
- 8.** The charging structure of talk and save is based on usage. For standard UK landlines and Orange to Orange calls, charges are 25p per minute for the first 3 minutes of any day, then 5p per minute for further minutes used on that day. Calls to mobiles on a different network and international direct dial calls are charged at a flat rate, but contribute to the minutes required to reach the 5p per minute charge on standard UK landlines and Orange to Orange calls. A day is classed as from 00:00 hours to 23:59 hours and the talk and save charging structure is the same on bank holidays and weekends.
- 9.** For customers on talk and save, Orange Answer Phone, text messages and Orange WAP services are charged at a flat rate at all times. Calls to other WAP services will be charged at the appropriate call charge rate.
- 10.** Orange reserves the right to charge customers on reasonable notice to choose or change an off-peak time band and/or Service Plan. We may also change or withdraw any or all of these time bands and/or Service Plans, at any time, without notice. Orange reserves the right to vary the Registration process and/or any Service Plan and/or off-peak time bands at any time, without notice.