

This document describes the terms and conditions applicable to the “BlackBerry Internet Service”.

1. **Service options:** The BlackBerry Internet Service (BIS) gives Users a push email service from their device. BIS is available in 2 options:
 - Email with BlackBerry (this is a data only tariff, voice is not available on this tariff).
 - BlackBerry Internet Service voice add-on (you must have an applicable voice tariff for this option). Unless otherwise stated, applicable voice tariffs comprise all published consumer and Business tariffs, but exclude Orange Value Promise (OVP) or Pay As You Go tariffs.
2. **Pricing:** BIS pricing for business is described at www.orange.co.uk/business/bis. Unless otherwise stated, BIS charges are additional to other charges (eg voice subscription charges, where relevant).
3. **Eligibility:** BlackBerry Internet Service is available to Business and Consumer customers. BIS is available on Line One only, for single users only. You must have a compatible BlackBerry device - for a current list of BlackBerry devices which are supported by this service visit www.orange.co.uk/business/blackberry.
4. **Minimum Connection Period:** Connection is subject to status. Email with BlackBerry is subject to a Minimum Connection Period of 12, 18 or 24 months (or such longer Minimum Connection Period as stated in your agreement with Orange) unless otherwise stated. Customers on an eligible voice tariff can take BIS voice add-on when signing up to a voice tariff, or at any time after that. You are committed to taking the BIS voice add-on for the whole or remaining part of your voice Minimum Connection Period.
5. **Resigning (or upgrading):** The following rules apply when resigning or upgrading to BIS (Email with BlackBerry option) during your minimum connection period:
 - 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;
 - 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.
6. **Migration:** The following rules apply:
 - Email with BlackBerry option: you cannot move to another Service Plan or change to a different contract length during your Minimum Connection Period. If you disconnect during your Minimum Connection Period, then disconnection charges will apply.
 - BlackBerry Internet Service voice add-on: this cannot be removed until the Minimum Connection Period on your voice connection has expired.
7. **unlimited UK email data use:** Unlimited use does not include Roaming services. You won't be charged for mobile email data use (but excluding WiFi) whilst in the UK (subject to fair use policy). Orange's fair usage policy is currently 500MB per month, but is subject to change by Orange. Where your use of the Services exceeds this fair use policy, Orange may ask you to reduce your use. If, you continue to breach the fair use policy, Orange may (a) Suspend your access to the Services, and/or (b) restrict your bandwidth and/or data consumption, and/or (c) require you to move to a Service Plan more appropriate to your use.
8. **Care:** BIS does not include Orange Care. Care may be purchased for the Email with Blackberry Service Plan subject to the Orange Care Terms and Conditions (see www.orange.co.uk/businesscare).
9. **Direct Debit charge:** Charges for payments not made by direct debit will be applied as set out in the price guide.
10. **network terms:** Connection to the Service Plans are also 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); or
 - the Orange Business Services Customer Agreement (OBSCA); or
 - the Orange Business Services Master Agreement (OBSMA).These various terms and conditions are referred to here as “Orange's Standard Network Terms”.
If there is any inconsistency, Orange's Standard Network Terms prevail over these Terms and Conditions.
11. **BIS licence terms:** Your use of BIS is subject to your acceptance of the terms and conditions of Research In Motion Limited (RIM), as may be amended from time to time. These terms are made available to you at the time of activation of BIS and include the right to use RIM's software to access the service. A copy of these terms and conditions are available upon request from Orange or at www.blackberry.orange.co.uk. By activating BIS you agree to comply with RIM's terms. BIS must be activated by the Customer from the device or by going to www.blackberry.orange.co.uk (or such other website as Orange may notify from time to time).
12. **Roaming:** BIS may be available whilst roaming abroad. The device may synchronise with your email accounts automatically resulting in GPRS charges. Customers who do not wish to receive email whilst abroad can turn off the Blackberry internet service (see your user manual for details).
13. 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.
14. Orange reserves the right to replace or amend BIS or these terms and conditions or to withdraw BIS at any time on reasonable notice. Orange reserves the right to withdraw the whole or a part of BIS upon providing not less than 30 days' notice.
15. 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.