



1. These terms and conditions apply to all customers on an Orange Business SIM Only Service Plan. Orange Business SIM Only is available to Business customers Connecting on line 1 only. No Device is included.
2. Orange Business SIM Only pricing is described at www.orange.co.uk/business/simonly. Any benefit or offer included within your Business SIM Only Service Plan will end if your use of that Service Plan ends. Usage outside of that included with your Service Plan will be charged at the relevant then current rate. Minimum call charges apply – see pricing for details.
3. Before you can use your SIM Card in your existing Device you may need to get your previous network or service provider to unlock the handset. They may make a charge to do so.
4. Connection is subject to status, payment by direct debit and a 1 month minimum connection period.
5. **Resigning (or upgrading):** You are unable to resign or upgrade to a Business SIM Only Service Plan unless your current contract term has expired.
6. **Migration:** The following rules apply to changes to your Business SIM Only Service Plan during your contracted minimum connection period:
 - You may switch to a higher or lower Business SIM Only Service Plan after your first billing date. You must give Orange not less than 10 days notice before your billing date to do so. Service Plan changes will take effect after your next bill.
 - Only one Service Plan change per month is permitted.
 - You must complete 3 months on your Business SIM Only Service Plan before you are eligible to migrate to a PAYM Service Plan. If you wish to migrate from a PAYM Service Plan to a Business SIM Only Service Plan you may do so at any time, but if you are still in contract you will need to pay any outstanding line rental or early disconnection charges in relation to your PAYM Service Plan.
7. **Termination:** If you wish to terminate your Business SIM Only Account, you must give Orange 30 days' notice. The contract will be terminated on the next billing date after this notice period has elapsed.
8. **Voice:** Your Anytime Any Network Minutes include UK calls to standard UK landlines (those beginning with 01/02/03), other UK mobile networks and Orange answerphone. Calls to 05, 08 and 09 numbers, 07 call-forwarding services and any calls made whilst roaming are not included and are charged at prevailing rates – see price guide for details. Inclusive voice minutes that you do not use will not rollover to the next month.
9. **Text:** Text allowance on Business SIM Only is for standard person to person text messages sent within the UK. Out of bundle texts will be charged at your Service Plan rate. Unused inclusive texts do not roll over to the next month.
10. **Sharing:** A leader on Business SIM Only can have sharers. Each sharer is charged a monthly sharer fee as set out in the pricing information. If a leader is disconnected for any reason, then Orange may select a sharer to become the new leader. The maximum and minimum number of sharers on each Business SIM Only Service Plan are set out in the pricing information.
11. **Unlimited Orange to Orange calls:** You won't be charged for Orange to Orange calls within the UK (subject to a Fair usage policy*) and Orange to Orange calls will not decrement your inclusive minutes.

**Orange operates a fair usage policy for Orange to Orange calls within the UK. Orange reserves the right to monitor call duration and the number of calls made. If, in Orange's reasonable opinion, your usage and/or your sharers' usage is excessive (excessive use is currently classified as over 3,000 minutes per user per month but this is subject to change), Orange reserves the right to request that you and/or your sharers reduce your usage and, in the event of continued excessive use, to migrate you and/or some of all your sharers to an alternative Service Plan for the remaining term of your contract.*
12. **Nominated Numbers:**
 - For Business SIM Only, your Nominated Numbers are up to 5 UK landline numbers (starting 01/02/03). A Nominated Number can be a DDI range subject to a maximum of 25 numbers, which must be consecutive and start 01/02/03 (for example 01234 567800 to 01234 567824).
 - You can call these Nominated Numbers free (subject to fair use**) for the first 60 minutes of each call (when calling within the UK). After the first 60 minutes you will revert to your normal service plan rate (any inclusive minutes will be used first, then you would pay standard out of bundle rates). You can redial after 60 minutes.
 - You can make up to 2 changes within a 6 month cycle, and your first 6 month cycle starts at the point of connection of the leader. Changes can be made via www.orange.co.uk/youraccount or by calling Orange.
 - Nominated Numbers apply to the whole of your service plan – you cannot have different nominated numbers for different sharers on your account.
 - For more information on Nominated Numbers, please see www.orange.co.uk/business/nominatednumbers.
 - Orange reserves the right to reject any nomination in its absolute discretion and without providing a reason. Orange may withdraw a particular nominated number at any time, but you will be allowed to nominate a replacement number (in addition to your change allowance stated above).

***Fair Use policy: use of Nominated Numbers is subject at all times to a fair usage policy of 1,000 minutes per user each month. Usage above fair use policies will constitute abuse and Orange may monitor usage and withdraw a Nominated Number or all Nominated Numbers from your account, transfer you to a Service Plan more appropriate to your use or Disconnect your Account.*
 - If you change your Service Plan at any time you will lose your Nominated Numbers. You may set up new Nominated Numbers if entitled to do so under your new Service Plan.
13. Orange Care and itemised billing are not included in an Orange Business SIM Only Service Plan. Orange Care is not available on a SIM only Connection but itemised billing can be requested and will be chargeable. Itemised billing may be provided online.
14. **Network terms:** Service is subject to Orange's 'Standard Network Terms and Conditions for the Supply of Orange Network Services' which are stated (as appropriate) in:
 - Your Customer Information Form, Business/Small Business CIF, OBSCA, OBSMA; or

ORANGE PERSONAL COMMUNICATIONS SERVICES LIMITED
Orange Business SIM Only Terms and Conditions



- The pay monthly Standard Terms and Conditions for the Supply of Orange Network Services, a copy of which can be found at the back of your Orange phone user guide and at <http://www.orange.co.uk/terms>.
With the exception of clause 6 above, where there is any inconsistency between these Orange Business SIM Only terms and conditions and the Standard Network Terms and Conditions for the Supply of Orange Network Services, the latter will prevail.
- 15. Business is classified as a customer who can provide the following: (a) for limited companies, the company registration number and the VAT number; (b) for charities, the charity number; and (c) for all other businesses, a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill.
- 16. Orange reserves the right to replace or amend the Service Plans or these terms and conditions or to withdraw the Service Plans at any time without notice.
- 17. 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.