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# the Philips Savvy



# welcome

Congratulations on the purchase of your new phone... and welcome to Orange.

Whichever Service Plan you've chosen, all the information you need is here.

From making your first call to sending text messages, with Orange it's easy.

Before you make your first call, please take a couple of minutes to read Section 1, which will tell you all you need to know to get started.

**the future's bright, the future's Orange**

enjoy



# the Philips Savvy

- choice of 25 picture messages to send to other Savvy users
- new biorhythm horoscope game for fun anytime, anywhere
- choose from 20 ringing tones
- vibrating call alert means you can be contacted discreetly
- pre-programmed text messages to save you time

**the Philips Savvy. What more could you want?**

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**Note:** Some of these features and services may not be available with your Service Plan. Please refer to the relevant section. For details of the range of Orange services available, please call the Orange Literature Request Line and request a copy of the price guide. Alternatively visit the Orange website at [www.orange.co.uk](http://www.orange.co.uk).

# before you start

- insert your SIM Card
- fit and charge the phone's battery
- register with Orange



# insert your SIM Card

Your SIM Card is a computer chip containing information about your phone and your Orange subscription. You have to install it before your phone will work.

## ■ about the SIM Card

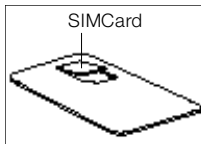
The SIM Card keeps your phone numbers stored in its memory. Your phone will not work without it and if you did not receive one when you bought your phone, contact your stockist or call Orange Customer Services.

## ■ note the SIM Card's number

You will see a very small number written on the SIM Card, next to the golden contacts. Write down the number in the box on page 1.3. The initial 6 numbers have already been completed. These numbers will be required when you call Orange to register.

## ■ remove the SIM Card from its surrounding

The SIM card is the small rectangle of plastic with the golden contacts and the cut off corner.



Remove it from its surround by carefully pushing it out. The SIM Card's contacts are easily damaged, take care when handling it and try to avoid touching the golden contacts.

## ■ inserting the SIM Card

The SIM Card fits in the slot shown. There is a diagram on the phone showing which way round it goes. The cut off corner goes in last, as shown in the picture below. The golden contacts face downwards.





# fit & charge the phone's battery

To start enjoying the freedom an Orange phone can bring, you need to fit and charge the battery.

## ■ fitting the battery

- 1 Keep the battery + and - on the top facing the + and - of the phone.
- 2 Slide the battery onto the contact points and press it down until it clicks into place.



## ■ fitting the battery cover

Slide the battery cover in at the bottom end first. Push down the catch end until it clicks into place.

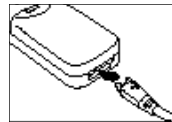


## ■ charging the battery

The first charge must be for a minimum of 10 hours in order to achieve optimum performance. A battery only reaches its maximum capacity after being charged and run down (whilst you use your phone), 2 or 3 times. You can make calls whilst charging your phone, as long as you have registered your phone (see the following page).

- 1 Plug your charger into a mains socket.
- 2 Insert the other end of the lead into the base of your

phone. The battery indicator in the top left hand corner of the display will show up to 4 bars whilst charging. The first time you plug in the charger and switch it on the battery indicator may take a few seconds to show.



Rechargeable batteries have a limited lifespan and Orange recommend that you purchase a new one every year. Call the Orange Accessory Hotline on **0500 178 178** for up-to-date prices or to order accessories for your phone.

## ■ removing the battery

- 1 Press on the latch on the back of the phone and lift off the battery cover.
- 2 Lift up on the bottom of the battery and remove it from the phone.

Note: If you need to remove your SIM Card or battery, always turn your phone off first.

# register with Orange

If your phone wasn't registered with Orange when you bought it, follow the instructions for your Service Plan below. Switch on your phone before you start.

When you apply to register on our Network, you and Orange agree to be bound by the Orange terms and conditions set out in this user guide. Please take time to read and consider them before you register.

During your first call to Orange Customer Services you will be asked to 'create' a password and 4 number reference code which are individual to you. You will be asked for these whenever you call. Also, please have your address, SIM Card and IMEI/ Serial numbers when you call to register your Orange phone. These numbers will be on the outside of your box.

## ■ SIM Card number

8	9	4	4	1	2														
---	---	---	---	---	---	--	--	--	--	--	--	--	--	--	--	--	--	--	--

## ■ IMEI number / Serial number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

## ■ Just Talk customers

Please call **0800 0790006** from another phone to have your Orange phone credited with free talk time.

## ■ Talk Plan, Boxed & Ready, Everyday 50 customers

Please call Orange Customer Services on **150** from your Orange phone or **07973 100150** from any other phone before you make any other calls. This only applies if your phone was not registered at the time you bought it.

## ■ your Orange phone number

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

This is given to you either when you buy your phone or when you call to register.

## ■ SIM update

An envelope symbol on the phone's display will alert you that you have a text message. This message is a SIM update and shows you are now registered. Simply read it, then delete it, and switch your phone off then on again (Please refer to **'read a text message'** in section 3 for details on how to do this). Your phone is now ready to use.

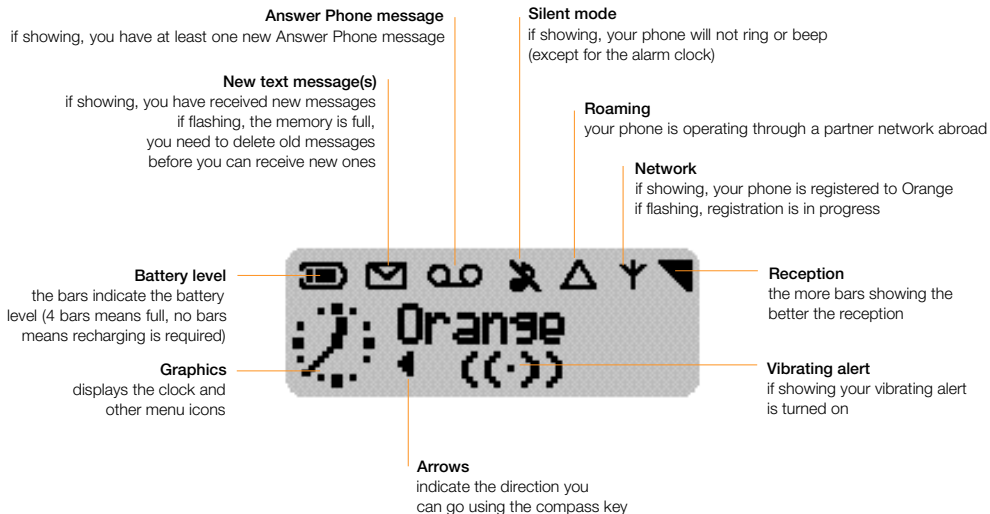
# getting started

- the phone's display
- make and receive calls
- understanding menus
- explore the menu map
- store a name and number
- use your Answer Phone
- voice activated dialling
- other essentials



# the phone's display

Information on the phone's display at-a glance



# make and receive calls

Once you've registered with Orange, you're ready to make and receive calls and start enjoying the benefits of Orange. You can begin to use your new phone whilst it is still charging.

## ■ switch on

- 1 Switch on your phone by pressing the **'ON/OFF'** key for 3 seconds. The display will light up and ask you to set the clock (see below), then show **'Welcome to Orange'**, then **'Registering'**, then **'Orange'**.



## ■ set the clock

If you are using your phone for the first time or the battery has been removed you will see **'00:00'**.

- 1 Use the keys to enter the time, remembering to enter the numbers as a 24hr. clock.
- 2 Press the **'C'** key to delete a number if you make a mistake. The clock will show the time you have set. The display will show **'Set'**.
- 3 Press **'OK'** and you are now ready to make your first call.

## ■ make a call

- 1 Key in the number you want, always use the full area code, even if the number is in your area.
- 2 Press the **'C'** key to delete a number.
- 3 Press the **'CALL'** key to call the number.



You will see the word **'Calling'** and the number you have dialled. Listen for the usual ringing tone in the **'Earpiece'**.

## ■ end a call

Press and hold the **'ON/OFF'** key.



## ■ answer a call

When your phone rings, press the **'CALL'** key.



## ■ busy a call

If for any reason you cannot take a call, you can press the **'ON/OFF'** key. Your call will be diverted to your Orange Answer Phone (see page 2.7 for how to retrieve the message).

## ■ increase/ decrease the earpiece volume

- 1 Whilst you are on a call press the top arrow of the **'compass'** key. The volume will increase.
- 2 To decrease the volume press the bottom **'OK'** arrow of the **'compass'** key whilst you are on the phone.



### ■ Caller id

When your phone rings, your caller's number will be displayed - if it is available from their network. If it is stored in your Phonebook menu, their name will be displayed instead. Similarly, your phone number will be sent by the network, to the people you call.

If you don't want your number to be displayed, key in **141** before each number you call. To have your number permanently withheld and to prevent you from receiving other peoples Caller id, write to Orange Customer Services.

# understanding menus

Find out how to access most of the features on your phone and at the same time select your own individual ring.

## ■ explore the top level of menus

You can access the phone's functions by scrolling through and choosing items from menus. To get the most from your Savvy, you should familiarise yourself with the menus. Here's a quick guide, which also shows you how to select your individual ring.

- 1 Press **MENU** to go to the first set of menus (the top level). You will enter the menu map about half way along, at **< Names >**.

**Messages > < Names > < Calls > < Extras > < Settings > < Security >**

The top level menu items all link with the second menu level.

- 2 The key shown on the right is the 'compass' key. It helps you navigate around the menus.
- 3 Press **◀** on the 'compass' key to move left along the top level menu to **<Messages>**.
- 4 Press **▶** on the 'compass' key twice to move right along the top level menu to **<Calls>**.
- 5 Explore the top level of menus. If you go off one end you'll arrive back at the other end, as it's a circuit.
- 6 Exit from the menus by pressing **MENU** once.



## ■ explore the second and third level of menus

- 1 Press **MENU** to enter the menus.
- 2 Press **▶** on the 'compass' key three times to move right along the menu to **<Settings>**.
- 3 Press **OK** on the 'compass' key to move down a menu level to **<Ringer>** (<Ringer> and <Key Tones> will not show if the phone is set in silent or vibrate mode). Refer to the diagram below to see where you are going.





- 4 Press **OK** on the 'compass' key to move down to the third menu level to **<Bach 2>**.
- 5 Press **◀** or **▶** to listen to the options, then **OK** to select your choice and **MENU** to return to the main display. There are 20 ringing tones to choose from. Next time you select the ringing choices menu, you will see your new selection first, not Bach 2.


# explore the menu map


Most of the phone's features are found by navigating around the menu map.


## the top two levels of the menu map


To enter the menus press . You will enter the menu map on the top level at < Names >.

Press  on the 'compass' key to move left.

Press  on the 'compass' key to move right.

Press  on the 'compass' key to move down a menu level.

Press  on the 'compass' key to move up a menu level.

To leave the menus from any level, simply press  on the menu key.

\* < Archive > will only show if you have already received text messages

\*\* < Key tones > and < Ringers > do not display if the phone is set in vibrate or silent mode.

\*\*\* < Change PIN > will only show if your PIN code is activated.



# store a name and number

Your Orange phone can store the names and numbers of your friends, family and colleagues in its Phonebook. So wherever you go, you can make it easier to call them whenever you want to.

## ■ store a name and number

- 1 Press 'MENU' to enter the menu at <Names>.
- 2 Press 'OK' to move down the menu from <Names> to <View>.
- 3 Press '>' on the compass key to move right to <Add>.
- 4 Press 'OK'. You will see 'Name:' and a flashing cursor.
- 5 The keys all have letters as well as numbers. Enter the name of the person who's number you want to store. To place the first letter on the key into your new name, press it once. To place the second letter on the key into your name, press it twice etc. Your phone will automatically create a capital letter at the beginning of the name and after a space. To create a space, press the '1' key. To correct a mistake press the 'C' key. See page 3.4 for more information on entering letters and special characters. You can only enter 11 characters, including spaces in a Phonebook entry.
- 6 Press 'OK', you will see 'Number:' and a flashing cursor.
- 7 Enter the number of the person, including full area code.
- 8 Press 'OK'.
- 9 You will be asked if you want to use 'Voice dial'. 'Voice dial' enables you to record a 'Voice tag', (usually someone's name) and link it to a name and


number in your Phonebook. You can then ring that person by pressing just '^' on the compass key and saying the name of your 'Voice tag' into your phone. (see page 2.9).

- 10 Press '<' on the compass key to move left to ■No>.
- 11 Press 'OK'. Your first number is stored.

**Why not enter another number now. This will help you to understand more clearly how the Phonebook function, explained below, works.**

## ■ access your Phonebook


You can get quick access to the phone numbers you have saved.


- 1 From the main menu when 'Orange' is showing in the display, press 'OK'. This takes you straight into your Phonebook.
- 2 Press '>' on the compass key to move right, or press the key which contains the first letter of the name you are searching for. Select the number you want to call.
- 3 Press the  key to dial the number you have selected.

# use your Answer Phone

Your Orange Answer Phone is always there to take messages for you when you don't answer an incoming call, when your phone is switched off, or if you are outside the Orange service area.

## ■ listening to your Answer Phone messages

When you receive an Answer Phone message you will hear a 'beep', see the  spool symbol in the display and the words 'Orange' and 'Consult':

- 1 Press 'OK' and you will see the words 'Ans Phone'.
- 2 Press and hold the  key for a moment.
- 3 You will see 'Calling Ans Phone' in the display.
- 4 Follow the simple steps to listen to your messages.  
You will be given the option to store, delete or listen to them again.

**Note:** You can also call your Answer Phone by calling **123** from your Orange phone.

While you are listening to an Answer Phone message, by pressing the following keys you can:

- 7 - go back 10 seconds.
- 8 - pause the message.
- 9 - go forward 10 seconds

## ■ personalise your Answer Phone greeting


Your Answer Phone already has a standard greeting but if you prefer, you can record your own message to reassure your callers they have dialled the right number.

- 1 Call your Answer Phone on **123**, select option **3,1**, then follow the simple steps. The hash key is '# = '.

## ■ call Answer Phone from any other phone

To listen to your Answer Phone messages from any other phone, you first need to set up a PIN number from your Orange phone (please see overleaf). This is ideal if you have left your Orange phone at home, or your battery has run out. Simply call **07973 100123** and follow the easy steps.

## ■ set up Answer Phone PIN number

- 1 Press and hold the '1 ' key.
- 2 You will see 'Calling Ans Phone' in the display.
- 3 Select option **3, 2** and follow the simple steps to set up a PIN number. The hash key is '# ='.

**Note:** Unanswered calls will be automatically diverted to your personal Answer Phone. If you do not wish to have your calls diverted, contact Orange Customer Services to have the automatic divert feature removed.

# voice activated dialling

You can add a 'voice tag' to a name and number in your Phonebook.

This enables you to call up to 10 numbers by pressing one key and 'speaking' into your phone.

## ■ store a name and number with a voice tag

- 1 Press 'MENU'.
- 2 Press 'OK' to move from <Names> to <View>.
- 3 Press '>' on the compass key to move right to <Add>.
- 4 Press 'OK', you will see '**Name:**' and a flashing cursor.
- 5 Enter the name of the person whose number you want to store. See page 3.4 'send a text or picture message' for details on entering text.
- 6 Press 'OK'. You will see '**Number:**' and a flashing cursor.
- 7 Enter the number of the person, including the area code.
- 8 Press 'OK'.
- 9 You will be asked if you want to use Voice dial.
- 10 Press 'OK' for yes.
- 11 The display prompt will ask you to '**Press OK and speak**'.
- 12 Say the name of the person clearly, into the phone.
- 13 You will be prompted to repeat the name again.
- 14 Say the name again.
- 15 Listen to your phone to hear your recording play back.

- 16 You will see the word '**Stored**' on the display. The 'voice tag' is stored. When you call up the name in your Phonebook you will see this icon. You can have as many as 10 'voice tags'. If you are not happy with your 'voice tag', use '>' to scroll to '**change**', press 'OK' and you will return to 11 above. The 'voice dial' option disappears after 10 tags.



## ■ add a voice tag to an existing entry

- 1 Press 'OK' to access your Phonebook.
- 2 Select the entry you want to assign a 'voice tag' to. Press 'OK' twice to go to <Send msg.>
- 3 Press '>' twice, to move right to <voice dial>, then press 'OK' twice. You will then be at stage 11 above.

## ■ voice dialling

Once you have made an entry in your Phonebook with its own 'voice tag' you can voice dial.

- 1 Press '^' on the compass key and hold it for 3 secs.
- 2 You will see '**Speak now**' in the display. Say one of the 'voice tags' you have previously recorded. Always try to repeat the 'voice tag' as you recorded it.



## ■ to delete a voice tag

- 1 Select the name you wish to delete.
- 2 Press 'OK' twice, to go to <Send msg.>, then '>' twice, to move right to <voice dial>.
- 3 Press 'OK' to go to <Playback>, then '<' once, to move left to **Delete**.
- 4 Press 'OK', then 'C', then 'MENU' to return to the main display.

# other essentials

- redial
- own number
- locking the keypad

## ■ redial

- 1 Press the  key to see the last 10 calls you have made, received or missed. Different icons appear to indicate whether each was one you dialled, made, received, or missed. Refer to page 3.13.
- 2 Press or '>' on the compass key to select the number you want to call.
- 3 Press the  key to dial.

## ■ own number

To remind you of your own Orange phone number.

- 1 Press 'MENU'.
- 2 Press 'OK' to move down from <Names> to <View>.
- 3 Press '>' twice to move to <Own number>.
- 4 Press 'OK' to see your number in the display.

## ■ locking the keypad

To avoid making calls accidentally whilst your phone is in your pocket or bag.

- 1 Press the 'C' key and hold it down for a moment.
- 2 To unlock the keypad, press and hold the 'C' key again.

# more you can do

- set up security codes
- speed dial
- send and read text or picture messages
- use your Phonebook
- in-call options
- personalise your phone
- organise your calls
- fixed names
- more features



# set up security codes

You can use security codes to prevent other people making calls from your phone. We recommend you make a note of the codes and keep them in a safe place.

## ■ PIN (Personal Identification Number)

Your SIM Card comes with a default PINnumber of 1111. The phone is set so that you do not need to enter this number to use the phone.

However, to prevent unauthorised use of your phone (if stolen for example) we recommended you do the following:

- Change the PINnumber, (so that only you know it).
- Set your phone so that the PINmust be entered every time you turn the phone on.

## ■ to change the PIN number

- 1 Press 'MENU'.
- 2 Press '>' on the compass key four times to move right from <Names> to <Security>.
- 3 Press 'OK', you will see <PINcode>.
- 4 Press 'OK', you will see <Set on>.
- 5 Press 'OK', you will see **Enter PIN:**.
- 6 Enter your existing PINnumber (which is 1111 if you have not yet changed your PINnumber). Press 'OK'. You will see the word 'Activated', then <PINcode>

- 7 Press '<' on the compass key to move from <PIN code> to **Change PIN>**.
- 8 Press 'OK', you will see **Old PIN:**.
- 9 Enter your existing PIN number (which is 1111 if you have not yet changed your PINnumber). Press 'OK'.
- 10 You will see **New PIN:**.
- 11 Enter your choice of a minimum of 4 and a maximum of 8 digits. Press 'OK'.
- 12 You will see **Repeat PIN:**.
- 13 Enter your new number again, press 'OK'.
- 14 You will see **PIN correct**.
- 15 Press 'MENU', to return to the main display. You have now changed your PINnumber. Please make a note of the code and keep it in a safe place.



### ■ to set up your phone so that the PIN must be entered every time you use it.

- 1 Press 'MENU'.
- 2 Press '>' on the compass key four times to move from <Names> to <Security■.
- 3 Press 'OK', you will see <PIN code>.
- 4 Press 'OK', you will see ■Set off>.
- 5 Press '>', you will see <Set on■. (You will be asked to enter your PIN number if the PIN is currently off).
- 6 Press 'OK', you will see **Activated**.
- 7 Press 'MENU', to return to the main display.

### ■ PIN2

Your SIM Card also comes with a PIN2number which is again set to 1111. The PIN2 number gives you access to the Fixed numbers feature of your phone. The use of Fixed numbers is explained on page 3.15.

### ■ to change the PIN2 number

- 1 Press 'MENU'.
- 2 Press '>' on the compass key four times to move right from <Names> to <Security■.
- 3 Press 'OK' and you will see <PINcode>.
- 4 Press '<' to move to <Change PIN2>.
- 5 Press 'OK' and you will see **Old PIN2:**
- 6 Enter your existing **PIN2** number (which is 1111 if you have not yet changed your PIN2number). Press 'OK'.

7 You will see **New PIN2:**

8 Enter your choice of a minimum of 4 and a maximum of 8 digits. Press 'OK'.

9 You will see **Re(peat) PIN2:**

10 You will see **Code correct**.

11 Press 'MENU', to return to the main display. You have now changed your PIN2number.

### ■ PUK codes (8 digits)

If you make a mistake entering your PIN code more than 3 times in a row, your phone cannot be used temporarily, until you obtain a PUK (Personal Unblocking Code) from Orange Customer Services. If the PUK code is entered incorrectly 10 times in a row, the phone will become unusable and a charge will be made to re-set it.

# speed dial

You can call your 8 favourite numbers by just pressing one key.

## ■ set up a speed dial

You can link up to 8 names in your Phonebook with keys 2-9 on the keypad. A long press on one of these keys will automatically dial the number.

- 1 From the main display, press 'OK' to display your Phonebook.
- 2 Select the name you wish to link to a key for speed dialling.

NOTE: You cannot select the same name for both 'voice tag' dialling and 'speed dialling'. If a name already has this 'voice tag' icon it cannot be linked to a key, unless you first remove its 'voice tag'.



- 3 Press and hold one of the keys between 2 and 9 to link the name to that key. The key which this number is linked to will appear in the Phonebook icon.



## ■ remove a speed dial

- 1 Select the name you wish to unlink.
- 2 Press and hold the relevant key (which appears in the Phonebook icon). The number in the Phonebook icon will disappear.

# send a text or picture message

Text messaging is an easy and fun way to keep in touch when a phone call is inappropriate – perhaps late at night, when you're on a train or in a meeting. The cost of sending messages depends on your Service Plan.

## ■ send a text message

- 1 Press 'MENU'.
- 2 Press '<' to move to <Messages>.
- 3 Press 'OK' to move to <Send>.
- 4 Press 'OK'.
- 5 Enter the number you wish to send the message to and press 'OK'. Press 'C' to delete numbers if you make a mistake.  
Alternatively press 'OK' to go straight to your Phonebook and select a name.
- 6 Press 'OK'.
- 7 Enter the text you wish to send, up to 160 characters. The keys all have letters as well as numbers. To place the first letter on the key into your new message, press it once. To place the second letter on the key into your message, press it twice etc. Your phone will automatically create a capital letter at the beginning of the sentence. To create a space, press the '1' key. See the table on page 3.5 for more information on entering letters and special characters.
- 8 Press 'OK', once you have finished entering your message.

- 9 You will be asked if you wish to send an 'Icon'. Make the most of your Savvy and send an icon! If an icon is sent with a picture message it uses 3 of 160 characters available.
- 10 Press '>' to choose a 'picture (icon) message'. To view the picture messages available, go to page 3.7.
- 11 Press 'OK' to select the icon.
- 12 You will be asked whether you wish to send the message. Select <Yes> to send the message.
- 13 Press 'OK' to send. You will see 'Requesting' and then 'Sent' flashing on the display.
- 14 You will be asked whether you wish to save the message. Select <Yes> to save the message, or scroll to 'No' to delete.
- 15 Press 'MENU' to return to the main display.

key	Characters	
1	space 1 @ # = <> ( ) & £ \$ ¥	Each key allows you to obtain several characters. You have to quickly press the same key several times to reach the desired character.
2	a b c 2 à ä å æ ç	
3	d e f 3 é è ø	
4	g h i 4 Γ Ì	
5	j k l 5 Å	
6	m n o 6 ñ ò ó ô	
7	p q r s 7 ß Π Θ Ξ	
8	t u v 8 ü û	
9	w x y z 9 Ω Ξ Ψ	
0	. 0 " ' ? ! , : ; ÷	
*	* + - / %	'AB' shows that you are in upper-case mode.
#	Switches upper-case/lower-case mode	'ab' shows you are in the lower-case mode.

### ■ confirm the receipt of a sent text message

When sending an important text message to another mobile phone, add 'RCT' to the beginning of the message. This requests a confirmation text message to be sent back to your phone to confirm that the text message has been delivered.

### ■ send, delete or edit a saved message

- 1 Press 'MENU', then '<' to move to <Messages>.
- 2 Press 'OK' to move to <Send>, then '<' to move to <Archive>.
- 3 Press 'OK' to go to your saved messages, then '<' or '>' to move to the message you wish to select.
- 4 Press 'OK' to check the contents of the message. You may have to press 'OK' again to view the end of the message.

- 5 Press 'OK' again to go to the message options.

■ **Delete**> to delete the message, **<Reply**>

to reply to the message, **<Forward**> to forward the message to another number, **<Usual msg.>** to add a pre-programmed message or **<Store no.■**, to store the number of the message.

- 6 If you have selected **<Forward**> press 'OK' to enter the number, or alternatively press 'OK' again to select a number from your Phonebook. Press 'OK' to check the number and edit it if necessary. Press 'OK'. At this stage you can edit the message if you wish, add a picture message and send.

### ■ send a pre-programmed message

There are 13 pre-programmed messages available, to save you time when sending text messages. Some have icons included.

- 1 Press 'MENU'.
- 2 Press '<' to move to <Messages>.
- 3 Press 'OK' to move to <Send>.
- 4 Press '>' to move to <Usual msg.■.
- 5 Press 'OK' to go to the pre-programmed messages, listed on the right of this page.
- 6 Press 'OK' to enter the number, or alternatively press 'OK' again to select a number from your Phonebook. Press 'OK' to check the number and edit it if necessary. Press 'OK'. At this stage you can edit the message if you wish, add a picture message and send.

## ■ pre-programmed (Usual msg.) text messages

Please call me back

I will be late

I will call you back

I'm waiting for you

Don't wait for me

Where are you?

OK for lunch?



I love you



Good luck!



Happy birthday!



Get lost!




























I miss you



How are you?

■ **picture messages** - non Savvy users can receive them as text characters

icon	icon name	characters sent to non Savvy phone							
	Smile	:~)		Magic	=:l		Drink	>-l	
	Wink	;-)		Love	(O)		Coffee	ID	
	Cool	B~)		Broken	(X)		Cloudy	::;	
	Pfrrt...	:-P		Yo!	Yo !		Sunny	>o<	
	Sad	:-(		Well done	==b		Holidays	-Y-	
	Grrr...	:-/		Party	o<l		Ball	(l)	
	Meow!	:<*		Hooray!	iii		BOOM!	>*<	
	Woof!	:>#		Flowers	@>-		Deadly	%-l	
	Teddy	8<)							

Picture messages are included in the cost of sending a normal text message.

# read a text or picture message

When someone sends you a text message, you can delete it, store it, reply to it or forward it to someone else.

## ■ reading a new text message

When you have received a text message your phone will 'beep', and you will see an envelope icon and the words '**Orange 1**(or more) **msg.**' on the display.

1 Press 'OK' to read the message.

Depending on the length of the message, you may have to press the 'OK' key again to read the full message and the phone number from which it was sent. If you don't press 'OK' when the message arrives, it will be stored for you to read later.

2 Press 'OK' at the end of the message.

When you have read the message you can choose from the following options **■Delete>** **<Reply>** **<Forward>** **<Usual msg>** **<Store no. ■**.

- **■Delete>** deletes message.
- **<Forward>** gives you the option to send the message to another person.
- **<Reply>** shows the phone number of the message sender. To reply press 'OK', enter your reply and follow the prompts on the display.
- **<Usual msg>** goes to pre-programmed messages list.
- **<Store no. ■** Enables you to store the number of the

person who sent you the message in your Phonebook, but only if you have saved their message.

## ■ reading stored (Archive) messages

Messages you have received are automatically saved until you choose to delete them.

1 Press 'MENU', then press '<' to move to **<Messages>**.

2 Press 'OK' to move to **<Send>**.

3 Press '<' to move to **<Archive>**.

4 Press 'OK' to move down from **<Archive>** to **<1 of ?>**. The ? will be replaced by the number of messages you have saved.

5 Press '<' or '>' to select a message.

6 Press 'OK' to read the message.

7 Keep pressing OK to go to the end of the message and choose one of the following options **■Delete>** **<Reply>** **<Forward>** **<Usual msg>** **<Store no. ■**. See 'reading a new text message' on this page for an explanation of these options.

If the envelope is flashing in your display, the memory is full. You should delete some messages to make room for new ones. A stamped envelope icon is one you have sent, an open envelope icon is one you have received and read.

# use your Phonebook


How to store a name and number in your Phonebook is explained in detail in section 2.6. Below is information on how to use the Phonebook easily and efficiently.

## ■ viewing your Phonebook

- 1 Press 'OK' to enter the Phonebook. You can use the keys to go straight to names in your Phonebook which start with the same letter as the first letter on the key. For example, to go to 'John' (or any other name beginning with J) press key 5.
- 2 Press '<' or '>', to move left or right.
- 3 Press 'OK' to see the number. Press 'OK' again for further options.
- 4 Choose from the following options:
  - **Delete**> to delete the entry.
  - <**Send msg**> to send the selected entry a message.
  - <**Usual msg.**> to send the selected entry a pre-programmed message.
  - <**Voice dial**> to record a voice tag or play back a stored 'Voice tag'.
  - <**Change**■ to amend the entry.

## ■ search for a specific name

- 1 Press 'MENU', then press 'OK' to go to <**View**>.
- 2 Press '<' on the compass key to move left from <View> to ■ **Search**>.

- 3 Press 'OK'. You will see '**Search for:**' in the display.
- 4 Enter the first few letters of the name you are seeking.
- 5 Press 'OK', then press  to call the number, or 'OK' for other display prompted options.

## ■ edit or delete a name or number

- 1 Press 'OK' from the main display and select the name from the Phonebook entry you want to change or delete.
- 2 Press 'OK' twice, then press '<' or '>' to choose either ■ **Delete**> or <**Change**■.
- 3 Press 'OK', then follow the display prompts.



# in-call options

When you're on a call, a number of features are available on your phone to help you use your phone even more effectively.

## ■ automatic redial

When you dial a number and it is engaged you can automatically redial the number.

You will see **'User busy'** on the display, followed by **'Autoredial?'**.

1 Press 'OK' to auto redial.

A 'beep' or a short vibration, will continue every 30 seconds to remind you that your phone is still redialling.

2 Press any key to cancel the redial at any time.

Any incoming call or any use of the phone will automatically cancel the redialling. The 'rotating egg timer' icon and the words **'User busy'** on your display indicate that your phone is continuing to try the call.

## ■ save a number to the notepad

You can make a note of a number (for instance a phone number you are given during a conversation) whilst you are on a call. Finish your call in the normal way. You will then see the icon shown



here (and the number you entered) on the display at the end of your call.

Press 'OK' to show the number in the display. To call the number press . You can send a message to the saved number or store it. Follow the display prompts.

## ■ call waiting

This service is not available to Just Talk customers. With call waiting you can answer another call whilst you are on a call.

1 You will hear a 'beep'. If you want to take the call press . The first call is put on hold.

2 If you do not want to take the call, you can divert it to your Answer Phone by pressing .

3 Use '<' and '>' on the compass key to switch between the first and second calls. The phone number of the call you are on will show on the display. If you want to end this call, press . You will then be on one call only.

# personalise your phone

- clock
- alarm clock
- ringer volume/ vibrating alert
- keypad tones

## ■ setting the clock

- 1 Press 'MENU'.
- 2 Press '>' twice, to move to <Extra>.
- 3 Press 'OK' to move from <Extra> to <Alarm clock>.
- 4 Press '<' on the compass key to move left to <Clock>.
- 5 Press 'OK'.

You will see....00:00, (or another time if you have previously set the clock).

- 6 Use the keys to enter the time, remembering that you should enter digits as a 24 hour clock.
- 7 Press 'OK' on the compass key.  
The clock will show the correct time, you will see 'Set'.
- 8 Press 'MENU' to return to the main display.

## ■ you can use your phone as an alarm clock

- 1 Press 'MENU'.
- 2 Press '>' twice to move right to <Extra>.
- 3 Press 'OK' to move to <Alarm clock>.
- 4 Press 'OK', you will see <Set on■>.
- 5 Press 'OK', you will see <00:00>.
- 6 Use the keys to enter the time, remembering that you should enter digits as a 24 hour clock. You can

change the time one minute at a time using the '<' and '>' options on the compass key.

- 7 Press 'OK', press 'MENU' to return to the main display. The alarm bell symbol will show on the display.

## ■ turning off the alarm

The alarm will ring even if your phone is turned off. To turn off the alarm, press any key.

## ■ setting the alarm to off

- 1 Press 'MENU'.
- 2 Press '>' twice to move right to <Extra>.
- 3 Press 'OK' to move to <Alarm clock>.
- 4 Press 'OK', and select ■<Set off>.
- 5 Press 'OK' and you will see Deactivated.

### ■ setting the ringer volume/ vibrating alert

The ringer volume has 3 levels. There's also a vibrator setting, great for the cinema or when a ring would be inappropriate.

- 1 Press '**>**' to move right to the '**Volume**' control.  
Choose from **Silent**<**Vibrator**> <**Vibrator + ring**>  
<**Low**> <**Medium**> <**High**>.
- 2 Press '**<**' or '**>**' on the compass key to move right or left and select from one of the volume/ vibrator combinations mentioned above.
- 3 Press 'OK' and you will see '**Set**'.

### ■ you can set the phone to make a tone each time you press a key


- 1 Press 'MENU'.
- 2 Press '**>**' on the compass key to move right from <Names> to <**Settings**>.
- 3 Press 'OK', you will see <**Ringer**>.  
(This menu is not available if 'vibrate' or 'silent' is activated on your phone).
- 4 Press '**<**' on the compass key to move left from <Ringer> to <**Key tones**>.
- 5 Press 'OK', to scroll between **Set off**> <**Set on**>.
- 6 Select **Set off**> and 'OK', to silence the tones.
- 7 Select **Set on**> and 'OK', to sound the tones.

# organise your calls

Find out who has called you recently and check how long you've spent on your phone.

## ■ look up recent calls

You can view the 20 most recent calls. Your phone memory will only recall the last 10 calls you have made. The other 10 will be received or missed calls.

- 1 Press the  key.
- 2 Press the '<' and '>' keys to scroll through and select a number.

### The icons indicate the type of calls.



Phone number you dialled




Phone number of an answered call



Phone number of a call you missed



Phone number taken from a text message

- 3 Press  to call back a number, or 'OK' twice for other options.
- 4 Choose from the following options ■ **Delete**> to delete the entry <Store no> to store the incoming number in your Phonebook <Send msg.> to return your own text message to the sender <Usual msg. ■, to return a pre-programmed text message to the sender

## ■ delete 'recent calls list'

You can delete all the calls you have made, received or missed.

- 1 Press 'MENU'.
- 2 Press '>' on the compass key to move right from <Names> to <Calls>.
- 3 Press 'OK', you will see <View>.
- 4 Press '<' to move left from <View> to <Delete all>.
- 5 Press 'OK' to delete, then 'C' to confirm.

### ■ check how long you've spent on calls

- 1 Press 'MENU', then press '>' to move to <Calls>.
- 2 Press 'OK', you will see <View>.
- 3 Press '>' on the compass key to move right from <Calls> to <Duration>.
- 4 Press 'OK', you will see <Show■>.
- 5 Press 'OK', you will see **Duration** and a time in minutes and seconds since you last reset the call duration counter.

To return the duration counter to 0, press '^' to return to <Show■>, then press '<' to return to ■**Reset**>, then press 'OK'. By setting the duration counter to 0 after a call, you can determine the length of the next call or a group of calls.

### ■ call divert

Call divert is not available on Just Talk. With Just Talk you are automatically diverted to your personal Answer Phone. If you do not wish to have your calls diverted, contact Orange Customer Services to have the automatic divert feature removed.

Call divert is a good option if you're in a situation where a ringing phone wouldn't be appropriate but you still want your phone on to send and receive text calls.

You can forward all your calls to Orange Answer Phone.

- 1 To divert your calls, press 'MENU'.
- 2 Press '<' to move to <Forwarding>.

- 3 Press 'OK', you can then choose when you want calls diverted:

<**If no reply**> If there is no reply when someone calls you.

■**Always**> If you expect to be unavailable for some time.

<**if busy**> If you expect to be in a meeting for a short while.

<**unreachable**> If you expect to be out of range of the network.

### ■ 'Cancel all' diverts and receive calls

- 1 Press 'MENU'.
- 2 Press '<' to move to <Forwarding>, then press 'OK', then press '>' 3 times to select <Cancel all■>, then press 'OK'. You will see 'requesting' then 'deactivated'. Then press 'MENU' to return to the main display.

# fixed names

You can set restrictions on who can be called if you need to lend your phone to a friend or family member.

## ■ to fix the names which can be called

If you need to lend your phone to a friend or family member, you can place a restriction on whom they are able to call. There is a facility to create a 'fixed names directory'. The person you are lending your phone to can only call the people in the directory.

- 1 Press 'MENU', then '>' four times to <Security■.
- 2 Press 'OK', you will see <PINcode>, then press '>', you will see <Fixed names■.
- 3 Press 'OK', you will see <View>.
- 4 Press '>', you will see <Add>, press 'OK'.
- 5 Enter your existing PIN2 number (which is 1111 if you have not yet changed your PIN2 number). Press 'OK'. Follow the display prompts to enter names and phone numbers of the people you want on the directory. After you have 'stored' your last entry.
- 6 Press 'MENU' to return to the main display. Anyone using your phone whilst 'fixed names directory' is activated will see the word **'failed'** in the display when they enter a number which is not in the 'fixed names directory'.

## ■ to turn on the 'fixed names directory'

- 1 Press 'MENU'.
- 2 Press '>' four times to move to <Security■.
- 3 Press 'OK', you will see <PINcode>.
- 4 Press '>', you will see <Fixed names■.
- 5 Press 'OK', you will see <View>.
- 6 Press '>' twice, you will see <Restriction■.
- 7 Press 'OK', you will see ■<Set on>, press 'OK'.
- 8 Enter your existing PIN2 number, press 'MENU' to return to the main display.

## ■ to turn off the 'fixed names directory'

- 1 Press 'MENU'.
- 2 Press '>' four times to move to <Security■.
- 3 Press 'OK', you will see <PINcode>.
- 4 Press '>', you will see <Fixed names■.
- 5 Press 'OK', you will see <View>.
- 6 Press '>', you will see <Restriction■.
- 7 Press 'OK', you will see ■<Set off>, press 'OK'.
- 8 Enter your existing PIN2 number, follow the display prompts, press 'MENU' to return to the main display.

# more features

- calculator
- stopwatch
- horoscope
- touchtones (DTMF)

## ■ using the calculator

- 1 Press and hold '**# =**' for a moment, you will see **Calculate**.
- 2 Enter a number.  
Press '**C**' to delete a number.
  - To add press the '**\* +**' key once.
  - To subtract press the '**\* +**' key three times.
  - To multiply press the '**\* +**' key four times.
  - To divide press the '**\* +**' key four times.
  - For a decimal point press and hold the '**0 .**' key.
- 3 Enter the second number.
- 4 Press '**# =**' for the answer.

## ■ using the stopwatch

- 1 Press '**MENU**'.
- 2 Press '**>**', twice, to move to **<Extra>**.
- 3 Press '**OK**' to move to **<Alarm clock>**.
- 4 Press '**<**', twice, you will see **■Stopwatch>**.
- 5 Press '**OK**', you will see **00:00:00.00**
- 6 Press '**OK**', to start the stopwatch.
- 7 Press '**OK**', to stop the stopwatch.
- 8 Press '**C**' to clear the stopwatch.
- 9 Press '**MENU**' to return to the main display.

## ■ using the horoscope game


The horoscope is a fun way to see what kind of day you are likely to have - or you can help a friend out by telling them what their day will bring them! Just for fun, check on the horoscope to see whether:

- you will have a lucky day '**Chance**'
- romance is likely '**Love**'
- you will be feeling energetic '**Energy**'
- success is likely '**Success**'

- 1 Press '**MENU**'.
- 2 Press '**>**' on the compass key twice to move to **<Extra>**.
- 3 Press '**OK**', you will see **<Alarm clock>**.
- 4 Press '**>**', twice, you will see **<BioCalendar■**.
- 5 Press '**OK**', and enter your date of birth, press '**OK**'.
- 6 Enter the date you would like to check your horoscope (probably today's date), press '**OK**'.
- 7 Each feature will appear in the display with highlighted bars underneath. The more bars, the greater prosperity you will have.
- 8 Press '**MENU**' to return to the main display.

### ■ touchtones (DTMF - Dual Tone Multi Frequency)

With the Philips Savvy you can access your home answering machine:

- 1 Enter your phone number in the normal way, or recall it from your Phonebook.
- 2 Press the '#=' key. This will add the letter 'w' after the number you have dialled. This is the wait signal, which gives the number you are dialling time to connect before the password signals are sent.
- 3 Enter the PIN which is specific to your own home answering machine.
- 4 Press  to access your answering machine.

Note: Depending on the type of answering machine you have, a different sequence may be required.



# Orange additional services

- Every Phone
- Messenger
- Assistant
- Answer Fax
- calling abroad from the UK
- Accessories
- Information Services



# getting more out of Orange

These extra services are designed to help you get even more from Orange, helping you to manage your life more easily. Some services are not available with Just Talk, but you can make use of them if you change to a Service Plan.

## ■ **Orange Every Phone** (not available with Just Talk)

If you forget your Orange phone, or it's battery runs out, you can forward all your incoming calls to any UK standard rate phone number or Orange number with just one call. However there will be a charge for calls forwarded to a non standard rate number or network other than Orange.

- Call **330** from your Orange phone or **07973 100330** from any other phone and follow the recorded instructions to activate and cancel Orange Every Phone.

## ■ **Orange Messenger** (not available with Just Talk)

This is an alternative to Answer Phone when you can't take your calls. Divert your calls to Orange Messenger on **07973 100124** where an operator will take your messages then relay them to your phone as text messages. For more information on Orange Messenger please call the Orange Literature Request Line and ask for a copy of 'Answering Services Explained'.

- This uses the Call Divert menu on your phone.

## ■ **Orange Assistant** (not available with Just Talk)

When you can't take calls, divert them to Orange Assistant, a personal answering service where all callers are greeted in your name. An operator will take messages then relay them to your phone as text messages. For more information on Orange Assistant please call the Orange Literature Request Line and ask for a copy of 'Answering Services Explained'.

- The number of messages Orange Assistant can receive and relay to you is unlimited.
- This uses the Call Divert menu on your phone.

## ■ **Orange Answer Fax** (not available with Just Talk)

Like an Answer Phone for your faxes, enabling you to receive faxes when you're out and about. When you receive a fax you are notified by text message. Simply call Answer Phone on **123** from your Orange phone or **07973 100123** from any other phone and follow the simple steps to send your fax to any convenient fax machine of your choice.

- For more information on Orange Answer Fax please call the Orange Literature Request Line. Alternatively, call Orange Customer Services to be given your own Answer Fax number to start using straightaway.

### ■ calling abroad from the UK

By using your Orange phone to call abroad you get even more for your money. You could save at least 20% compared with BT's standard charges. What's more, you don't have to be tied to a fixed line when you want to make a call. And, when you compare our prices with other UK mobile networks – such as Vodafone or Cellnet standard rates – the savings using Orange are even greater.

#### ■ to make an international call

Press and hold the '\*+' key. This will start the number you are dialling with the prefix +. Dial in the normal way, starting with the country code. Exclude the zeros at the beginning of the local code.

### ■ Orange Accessories

A phone charger comes as standard with your Orange phone. Please visit your local Orange stockist or call the Orange Accessory Hotline free on **0500 178178** for information on the range of accessories available for your Orange phone.

### ■ Orange Information Services

(not currently available with Just Talk. Please call Customer Services to check if this service is available on your phone).

You can access a wealth of information including financial news, share prices, traffic news and sports headlines, weather reports, the National Lottery, horoscopes and a London tourist guide.

There are three different ways to access this information.

#### ■ As text messages

You can request information by sending a code to Orange Text Information on **177** from your Orange phone. Please call the Orange Literature Request Line **07973 973970** for a copy of 'instant access to a range of Multi Media services' which contains the codes, or visit the Orange website for more information at [www.orange.co.uk/multimedia](http://www.orange.co.uk/multimedia).

#### ■ As voice messages

Call **177** from your Orange phone and select your chosen information from the voice prompts.

#### ■ As text messages via an updated menu

You can obtain a new SIM Card which gives you access to a second menu. Call Orange Customer Services on **150** from your Orange phone or **07973 100150** on a fixed line. Ask for a SIMCard with access to Information services.

To access the Information menu on your Orange Savvy, press and hold the **'MENU'** key for a couple of seconds.

#### ■ Sport

- 1 Press 'OK' to select. Select from **'Football'**, **'Rugby'**, **'Cricket'**, **'Racing'**, **'Motorsport'**, **'Tennis'**, **'Golf'** and **'All sport'**.
- 2 Follow the on-screen prompts to request information remembering to scroll through all the options and entering codes when asked to do so. e.g. The code for Fulham Football Club is **FFC**. If you do not enter a team/course code and leave the screen blank before you press 'OK' you will receive general news on the sport menu you entered (e.g. football).

#### ■ Lifestyle

- 1 Select from **'News'**, **'Business'**, **'Lottery'**, **'Lucky No'**, **'Horoscopes'**, **'Weather'** and **'Joke'**.
- 2 Follow the on-screen prompts as before. e.g. The code for Aquarius is **AQUAR**.

#### ■ Finance

- 1 Select from **'Stocks'**, **'Futures'**, **'Indices'** and **'Forex'** then press to select the one you want.
- 2 Follow prompts e.g. The code for Orange shares is **ORA**.

Options available for most menus include:

- **Latest.** Sends the most up-to-date information in the form of a single text message.
- **All future.** Requests that you are automatically updated by regular text messages rather than continuously using the menus on your phone.
- **No more.** Cancels the 'All future' option.
- **Add to menu.** Enables you to customise the list by naming and adding your current selection.
- **Get info.** Requests information be sent immediately.

**Note:** When prompted for a **'Title'** you will need to enter a code. A list of codes is available by calling the Orange Literature Request Line and requesting the 'Explore the Information Menu with Multi-Media services' booklet. Alternatively, visit the Orange website at [www.orange.co.uk/information](http://www.orange.co.uk/information).

# using your phone abroad

- activating Roaming
- checklist before you travel
- network selection
- paying for your calls and text messages
- International Roaming is not available with Just Talk.



# using your phone abroad

Not only does Orange offer you the largest digital network in the UK, it also lets you talk around the world. So when you want to stay in touch abroad – use Orange. Calling from abroad is not available with Just Talk.

With Orange you can keep talking when you travel abroad. Orange now has roaming agreements with networks all around the world including every roaming digital network in the EU. The list is growing all the time, so you can use your phone in more places than you might think.

## ■ activating Roaming

To have Orange International Roaming activated on your phone call Orange Customer Services. There is no subscription charge but subject to a credit check, a deposit may be required. Please call Customer Services or see the Orange website for the latest information on where you can use your phone abroad and call charges.

## ■ checklist before you travel

- 1 Call Customer Services on **150** from your Orange phone or **07973 100150**, from any other phone.
- 2 Set up your Answer Phone PIN number at least 24 hours before you go abroad, so you can listen to your messages as usual when you're overseas.
- 3 Make sure the frequently used numbers in your

phone memory are saved with the international dialling codes you need, e.g. **+44**, minus the leading zero from the area code, for calls back to the UK.

- 4 Consider subscribing to **Orange Assistant**. This is an additional network service that provides an Orange operator to answer all your calls in person and saves you money by sending a text message to your Orange phone. Please call Customer Services for details.
- 5 Consider applying for an **Orange Global Calling Card**. This could be vital if your phone is lost, stolen, damaged or if your battery fails. Call our partners **World Telecom** on Freephone **0800 2792939** for more details.
- 6 Set up any diverts before you leave the UK as you will not be able to do it when you are abroad.
- 7 If you wish to use Answer Fax abroad, you must have it activated on your account at least 24 hours before you leave the UK. Please call **156** from your Orange phone or **07973 100156**, from any other phone for details.

- 8 If you wish to use Every Phone abroad you must set up your Every Phone PIN number before you leave the UK. Just call **330** from your Orange phone and follow the simple steps.
- 9 Remember your charger and take a 3 pin adaptor if necessary. Consider buying an extended battery from your local Orange stockist or the Orange Accessories Hotline on **0500 178178**.
- 10 Always pack your phone in your hand luggage – not your main luggage – for maximum security and safety.
- 11 Switch off your phone before you board a plane.
- 12 You may like to advise potential callers that when you are abroad, they may hear a different ringing tone or be connected to a recorded message in a foreign language if you are out of coverage.

### ■ network selection

Your phone automatically changes to the correct network when you are abroad. However, if you wish to change networks manually:

- 1 Press 'MENU'.
- 2 Press '>' on the compass key three times to move from <Names> to <Settings>.
- 3 Press 'OK', you will see <Ringer>.
- 4 Press '<' on the compass key twice to move from <Ringer> to ■Register>.
- 5 Press 'OK', you will see **Requesting**.
- 6 Press '<' or '>' to scroll to the desired network.

- 7 Press 'OK' to select.

### ■ paying for your calls and text messages

Your call charges when you're abroad are based on the normal call charges and charging structure of our partner network. Prices will be subject to regular change and are converted to Sterling at the prevailing exchange rate for that month. Orange charges calls by the second, but our partner networks may not.

#### receiving a call

When you receive a call while abroad, your caller will pay the normal charge for a call to Orange. You will then be charged for the international part of the call. This includes calls to your Answer Phone.

**This is now more affordable due to our reduced international call charges - at least 20% less than BT.**

**Note:** Calls made and received when you are abroad will not use any of your inclusive minutes. Some networks may charge you to receive a call or text message.

#### your bill

All calls made overseas will appear in Sterling, as normal, on your monthly bill. However, you may find that if you make calls near your billing date, the Orange part of the call will appear on one bill, with your international call charges appearing on your next bill.

This is because details of your calls when abroad can take longer to reach the Orange billing system from our partner networks overseas. For more information about call charges, please visit our website at [www.orange.co.uk](http://www.orange.co.uk) or call Orange Customer Services.

### **reducing call costs**

By diverting all calls to Orange Assistant or Orange Messenger you may be able to reduce your call costs when you're overseas. Your calls can be answered in person by an Orange operator, and messages quickly relayed to your phone in the form of text messages. If you divert all calls, you won't have to pay for the international part of any call to you (as you normally would when abroad) as no attempt is made to reach your Orange phone. Using either of these services also enables you to select messages you want to respond to straight away, and leave those that can wait until later.

Alternatively, you can use your Orange Answer Phone. You will be charged for the international part of the call when messages are left on your Answer Phone. To retrieve your Answer Phone messages while abroad you will pay the cost of an international call to the UK. However, you can retrieve them at the usual rate when you return to the UK.

**Note:** Not all Roaming networks support text messaging.



# reference

- safety
- paperwork
- Care – phone insurance and warranty
- Care terms and conditions
- Orange Just Talk terms and conditions
- Orange terms and conditions



# use your phone safely

Orange believe your phone should give you the freedom and flexibility to communicate, whenever and however you want. Please read this section to ensure you always use it safely.

## ■ everyday use of your phone

Hold your phone as you would any other telephone, with the antenna pointed up and over your shoulder. Do not touch the antenna unnecessarily when the phone is switched on, as this will affect call quality and may cause the phone to operate at a higher power level than is needed.

As with any other radio transmitting equipment, you are advised that for the satisfactory operation of your phone and for your own safety, you should use your phone only in the normal operating position.

## ■ using your Orange phone in a vehicle

Safety comes first, and is the ultimate responsibility of the driver. Therefore:

- 1 Do not use your phone when driving, unless you are using a Personal Handsfree Kit or car kit.
- 2 If you need to make or receive a call and you have a Personal Handsfree Kit or car kit, make sure it is done sensibly using speed dial or voice activation where possible, and keeping calls brief and to a minimum.
- 3 If you don't have a Personal Handsfree Kit or car kit,

stop and park your vehicle safely before using your phone, although never on a motorway slip road even if it is urgent.

- 4 Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, it's parts or accessories and always store your phone safely and securely.

**Remember:** Always give your full attention to driving. There is a Personal Handsfree Kit and car kit available for most Orange phones which you can purchase by calling the Orange Accessory Hotline or visit your local stockist.

## ■ car kit installation

Only qualified personnel should install or service the car kit in a vehicle.

- 1 For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not install a car kit or place other objects in the area over the air bag or in the air bag deployment area.

- 2 Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.
- 3 Always replace a blown fuse with a fuse of the same type and size. Never use a fuse of a higher rating.
- 4 Check regularly that all mobile phone equipment in your vehicle is mounted and operating properly.

### ■ non-ionising radiation

Your mobile phone is a low power radio transmitter and receiver. When it is switched on, it receives and sends out radio frequency (RF) signals. Most modern electronic equipment is shielded from RF signals. However, RF signals may affect improperly installed or inadequately shielded electronic systems in motor vehicles (eg. electronic fuel injection, electronic anti-lock braking, electronic speed control or airbag systems etc). Always consult your vehicle manufacturer and the manufacturer of any equipment that has been added to the vehicle.

### ■ emergency calls

Emergency calls are made in the UK by dialling 999 or 112. Certain features which restrict or bar outgoing calls, may affect emergency calls, either permitting them whilst in use, or prohibiting them until the feature is disabled. Please refer to specific feature functions.

### one-touch emergency dialling

If your phone supports pre-programmed one-touch emergency dialling, using the **9** key to call the emergency number may not be possible when you have restricted or barred outgoing calls from your phone – depending on the type of restriction you have chosen, and the type of barring option you have selected.

**Note:** One-touch emergency dialling does not operate when certain other features are in use (such as Keyguard, Locking and others).

Your Orange phone, like any mobile phone, operates using radio signals, mobile and landline networks as well as user-programmed functions which cannot always guarantee connection in all conditions. Therefore you should never rely solely upon any mobile phone for essential communication such as medical emergencies. Do not hang up during an emergency call until you are told to do so by the operator.

**Remember:** A valid SIMCard must be inserted in your phone in order to make emergency calls. Just Talk customers do not need to have talk time available.

## ■ operating environment

Remember to follow any special regulations in force in any area, and always turn off your phone wherever it is forbidden to use it, or when it may cause interference or danger.

### pacemakers

Pacemaker manufacturers recommend that a minimum separation of 20cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. Users with pacemakers therefore:

- 1 Always keep your phone at least 20cm (6 inches) from your pacemaker when the phone is switched on.
- 2 Do not carry your phone in your breast pocket.
- 3 Use the ear opposite to the pacemaker to minimise interference.
- 4 Switch off your phone immediately if you suspect that interference is being caused.

### hearing aids

Certain hearing aids can be interfered with by your mobile phone. If this occurs, please consult the hearing aid manufacturer.

### other medical equipment

Operation of any radio transmitting equipment, including mobile phones, may interfere with the working of other inadequately protected medical devices. Consult a

physician or the manufacturer of the medical device if you have any questions. Always check the regulations of the healthcare facilities, which generally request that all mobiles are switched off on entry.

### aircraft safety

Switch off your phone before boarding any aircraft. The use of any mobile phone in an aircraft may be dangerous to the operation of the aircraft, disrupt the mobile network, and is illegal.

**Note:** Failure to observe this instruction may lead to suspension or denial of Orange phone services to the offender, or legal action or both.

### explosive materials

You are advised not to use your phone when at a petrol station or other refuelling point. You must observe restrictions on the use of radio equipment in fuel depots; below deck on boats; chemical transfer or storage facilities; areas where the air contains chemicals or particles, such as grain, dust or metal powders; areas with signs about explosive atmospheres or where blasting operations are in progress.

**Note:** The functioning of your phone can be affected by localised conditions, and we cannot guarantee coverage inside buildings. If you have difficulty in making or receiving calls, you should contact Orange Customer Services.

## ■ phone and battery care

- 1 Do not paint your phone as this can clog its moving parts and prevent operation.
- 2 Use only the supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- 3 Always keep SIMCards out of children's reach.
- 4 Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
- 5 Never allow the battery terminals to short circuit, as this can cause damage to the battery or to the connecting object (a short circuit can occur if a metallic object such as a coin, clip or pen causes direct connection between the + and – terminals of the battery.) Therefore, always take adequate precautions when carrying a spare battery in a purse or pocket.
- 6 Batteries must be recycled or disposed of properly, and must not be disposed of in municipal waste. Never dispose of batteries in a fire.
- 7 When you unplug your phone from its charger, grasp and pull the plug, not the power cord.
- 8 For good operation times, discharge a NiMH battery from time to time by leaving your phone switched on until it turns itself off.
- 9 Do not attempt to open the casing on your phone or its battery.
- 10 Do not drop, knock or shake it.
- 11 Do not use harsh chemicals, cleaning solvents, or strong detergents to clean it. Wipe it with a soft cloth slightly dampened in a mild soap-and-water solution.
- 12 If your phone, battery, charger or any accessory is not working properly, contact Customer Services, who will assist you.

# paperwork

Orange believes in offering you a superb service that's as flexible as you need it to be.

■ **14-day phone return** (not available with Just Talk)  
**Only applies to new phones and excludes upgrades and reconditioned phones.**

If you are unsatisfied with our service in any way, you can return your phone within 14-days of purchase, and we will reimburse you the cost of purchase and your connection charge. All we request is that you pay for the calls you've already made. Simply fill in the form supplied with your phone and take it with your phone to your stockist. You should retain the form for your records.

■ **data protection**

We will use the personal information you supply us to help manage your Orange account efficiently. For example, to assist in handling queries, sending bills (excluding Just Talk) or to send you information on products and services which may be of particular interest to you. From time to time, we may pass information about you to third parties or government agencies. Full details are given in condition 19.2 in the terms and conditions (14.2 for Just Talk).

Please call Orange Customer Services if you do not wish to receive any marketing materials related to Orange and its services, or if you do not wish us to pass on your details to any other reputable organisations for sales and marketing purposes.

■ **direct debit**

(not applicable with Just Talk)

Direct Debit is the easiest way to pay your Orange bills, combining control with peace of mind. You'll still be sent a detailed monthly statement but you won't have to remember to send a cheque every month. Plus, you'll have 10 days after the bill date if you've any queries regarding your bill before your account is debited.

To set up a Direct Debit simply call Orange Customer Services on **152** from your Orange phone (or **07973 100152** from any other phone). Please have your bank account details ready quoting reference number **03** and we'll do the rest.

### ■ personal access information/change authority form

It can sometimes be useful to enable someone else to have access to your account, for example if you have more than one Orange phone in your name. Please call Customer Services who will send you a form to authorise access and allow changes on your account.

### ■ Price Guide

For details of the range of Orange Services please call the Orange Literature Request Line and request a copy of the price guide. Alternatively visit the Orange website at **[www.orange.co.uk](http://www.orange.co.uk)**.

# Care – phone insurance and warranty

Care gives you complete peace of mind. So you can always stay in touch.

Talk Plan customers receive our Care package worth £60 as standard, whilst Everyday 50, Orange Value Promise Plan and Boxed & Ready customers can buy Care separately. Just Talk customers can purchase Care for up to 30 days after registration, for a one-off cost of £50 for one year's cover. Care is subject to certain conditions which are explained in this section.

## ■ Care includes:

- 12 months worldwide phone insurance (covering loss, theft, accidental or malicious damage)
- 24 hour phone replacement service direct to any address in the UK
- 3 year warranty on all new phones – if connected to a Talk Plan.

## ■ 12-months phone insurance

If your phone is lost or stolen you must report the loss to the local police and obtain a crime reference number and call Orange Customer Services. Reporting the loss to Orange will ensure that your phone is barred from making any further calls. After the initial 12 months you can renew Orange Care which offers the same level of cover as provided in your first year.

## ■ 24-hour phone replacement

With a valid claim, Orange will supply with you another phone within 24 hours in the UK. If your new phone is ever lost, stolen, accidentally or maliciously damaged simply call Customer Services to arrange a replacement phone within 24 hours. If your phone is lost or stolen while you are abroad, a replacement will not be sent until you return to the UK. To obtain your replacement phone when you are back in the UK, you must contact Customer Services and quote your crime reference number. If you will be out of the UK for more than 30 days, please let Orange Customer Services know before you go. Please refer to the Care terms and conditions.

**Note:** Care insurance and warranty cover applies only to Talk Plan customers or to customers who have subsequently purchased Care.

## ■ manufacturer's warranty

If you do not have Orange Care you still receive a 12 month manufacturer's warranty which covers you against phone faults. Please call Philips Warranty Help Line 0645 282828 for more details.



# Care terms and conditions

## ■ 1 interpretation

- 1.1 In these terms and conditions Insurance refers to the provisions of clause 2 and Warranty to the provisions of clause 3. Together, Insurance and Warranty are referred to as Orange Care.
- 1.2 Orange Care is subject at all times to the provisions of these terms and conditions and does not apply and cannot be purchased in relation to any second line activated on your Orange phone.
- 1.3 To check whether your chosen service package includes Orange Care or requires Orange Care to be purchased as an optional extra please call **150** from your Orange phone or **07973 100150** from any other phone. Just Talk customers can purchase Orange Care by calling **450** from your Orange phone.

## ■ 2 insurance - lost stolen and damaged phones

- 2.1 The Insurance has been arranged for account holders of Orange Personal Communications Services Limited (Orange) with a reputable insurance company (the Insurer) whose details are available on request.

- 2.2 Orange is authorised by the Insurer to collect premiums (where relevant) to accept or decline claims and to issue replacement phones under the Insurance on behalf of the Insurer.
- 2.3 If your phone (including the battery charger and antenna originally supplied with the phone) is lost or stolen you will be entitled to a replacement phone free of charge if you comply in all respects with these terms and conditions and provided:
  - a the phone was not left unattended in a public place
  - b the loss/theft is reported to the police and Orange as soon as possible but in any event within 8 hours of discovery
  - c you are able to supply Orange with a crime/lost property reference
  - d if the phone was left in an unattended vehicle, the vehicle itself was securely locked and the phone contained in the locked boot or locked glove compartment
  - e antennae lost or stolen independently of your phone will be replaced free of charge once only.
- 2.4 If your phone (including the battery charger and

antenna originally supplied with the phone) is maliciously or accidentally damaged so that it is no longer operable then you will be entitled to have the phone repaired or replaced free of charge if you comply in all respects with these terms and conditions and provided:

- a it has been used in accordance with the operating instructions
- b any repairs which may have been, or are to be undertaken have been arranged by Orange
- c any damage caused maliciously or by vandalism must be reported to the police and a crime reference supplied to Orange as soon as possible but in any event within 8 hours of occurrence
- d where damage is sustained, the customer must supply details of the event giving rise to the damage
- e damaged antennae will be repaired or replaced free of charge once only.

### ■ 3 warranty – defective materials or workmanship

- 3.1 If your phone (including the battery charger and antenna originally supplied with the phone) becomes defective due to faulty materials or workmanship Orange will (at its option) repair or replace it at no charge provided that:

- a it has been used in accordance with the operating instructions
  - b any repairs which may have been, or are to be undertaken have been arranged by Orange
  - c you have complied with the foregoing terms and conditions
  - d This Warranty is an extra benefit and is additional to your statutory rights.
- 3.2 Batteries only have a 12 month warranty.

### ■ 4 term and payments – service packages inclusive of Orange Care

- 4.1 Where you are connected to a service package which includes Orange Care the Insurance and Warranty will come into force when you register the phone on the Orange Network. The Insurance will remain in effect for a period of 12 months and (subject to clause 3c) the Warranty for a period of 3 years, unless you switch to a different service package as indicated in clause 7b.
- 4.2 Insurance cover may be purchased separately once the initial period of 12 months has expired.
- 4.3 Where phones share a Talk Plan then each phone will be covered separately.

## ■ 5 term and payments – monthly billed service packages with optional Orange Care

- 5.1 Where you are connected to a service package which requires Orange Care to be purchased as an optional extra the Insurance and Warranty will come into force 24 hours after you call to request cover or 24 hours after we receive your written request for cover and will each have a minimum term of 12 months. Your insurance certificate will be sent to you within 30 working days after the end of the month in which cover becomes effective.
- 5.2 Premiums will be invoiced monthly by Orange on behalf of the Insurer on your Orange account and must be paid along with your Orange charges. Late payment will result in suspension of cover under these terms.
- 5.3 Premiums may be varied at any time but if your premium is increased you may terminate this policy on not less than 10 days notice (before your bill date). If you do not give notice within one month of notification of any increase you will be taken to have accepted the increase.
- 5.4 In the event that any tax payable on premiums should be increased or any new tax imposed then such increase or new tax may be passed onto you.
- 5.5 Where phones share a Talk Plan then Orange Care must be purchased separately for each phone.

- 5.6 You may terminate Orange Care on or after the minimum term by giving not less than 10 days notice before a bill date. As a concession, if you are also terminating your Orange account then you may terminate Orange Care within the minimum term and it will not be necessary for the notice to expire on your bill date but in such event you will not be entitled to a refund of any premiums paid.
- 5.7 Orange may negotiate renewals of the Insurance policy on your behalf and may change Insurer and vary the terms of the policy from time to time but if your rights under the policy are restricted or removed you may terminate Orange Care on not less than 10 days notice (ending on an invoice date). If you do not give notice within one month of notification of any changes you will be taken to have accepted the changes.

## ■ 6 term and payments – Just Talk

- 6.1 When you are connected to Just Talk which requires Orange Care to be purchased as an optional extra the premium must be paid in advance.
- 6.2 The policy only applies to approved and branded Orange Just Talk phones and may be purchased within 30 days of you first registering your phone on the Orange network. If you pay by credit card or debit card the policy will come into force 24 hours

after your call to request cover. If you pay by cheque then to allow for cheque clearance the policy will come into force when you receive formal notification from Orange. Such notification may (at the option of Orange be by letter or short message sent to your phone). The insurance and warranty within the policy will each have a term of 12 months. Your insurance certificate will be sent to you within 30 working days after the end of the month in which cover becomes effective.

- 6.3 You may request that the policy is terminated at any time during the 12 month period, in which event Orange will refund to you a pro rata proportion of the premium for the balance of each complete month remaining of that period unless you have already made a claim on the policy, in which event no refund will be due.

## ■ 7 switching between monthly billed service packages

- 7.1 In the event that you wish to switch from one monthly billed service package to another, both of which include Orange Care, or, from one monthly billed service package to another, both of which require Orange Care to be purchased as an optional extra, then Orange Care will continue unaffected.
- 7.2 In the event that you wish to switch from a monthly

billed service package which includes Orange Care to a monthly billed service package which requires Orange Care to be purchased as an optional extra, the inclusive Orange Care will automatically cease.

- 7.3 In the event that you wish to switch from a monthly billed service package which requires Orange Care to be purchased as an optional extra to a monthly billed service package which includes Orange Care, then from the date such switching takes effect you will be covered by Orange Care for the unexpired balance (if any) of any period under clause 4a calculated from the day your phone was first registered on the Orange network.

## ■ 8 eligibility

- 8.1 Your phone is only covered by Orange Care and will only be replaced whilst that phone is registered and connected in your name on the Orange network.
- 8.2 A replacement phone will not be issued nor any repair undertaken if any sums of money due by you to Orange or the Insurer are unpaid.
- 8.3 Your phone will only be replaced if at the time of the loss theft or damage it was being used by you; any person officially notified to Orange by you as a user; immediate family normally resident at your address; any person who Orange reasonably

believes has your authority to use the phone or any person in your employ.

- 8.4 In the case of a service package with inclusive Care and a monthly billed service plan for which optional Care has been purchased, your phone is covered worldwide. However, if it is lost or stolen whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as reasonably practicable. A replacement phone will not be sent to you until you return to the United Kingdom.
- 8.5 In the case of Just Talk your phone is covered in the UK only.

## 9 exclusions

- 9.1 A replacement phone will not be supplied where loss, theft, or damage relates to:
- normal wear and tear, atmospheric or climatic conditions, depreciation, confiscation or detention
  - failure due to improper repair, maintenance and modifications
  - war and hostilities
  - loss destruction or damage in Northern Ireland due to civil commotion or unlawful or wanton act committed maliciously in connection with any unlawful association
  - air pressure waves and radio-active contamination

- fraudulent claims
  - any loss of use or consequential loss
  - breakdown or interruption of network service
  - wilful act by you or at your direction or instigation
  - disregard of manufacturer's instructions or operating instructions
  - cosmetic damage
  - failure to take reasonable care
  - failure to make reasonable efforts to recover a lost or stolen phone.
- 9.2 Loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.

## 10 general

- 10.1 You must take reasonable care of your phone. In circumstances where there is reason to believe you may not have done so your claim may be referred to a loss adjuster and no replacement will be issued unless and until he/she confirms your claim.
- 10.2 You must provide such assistance and information as Orange may reasonably request in connection with the replacement of your phone.
- 10.3 A replacement phone may be refused, or you may be charged for a replacement, where there is

reason to believe you have failed to comply with any of these terms and conditions.

- 10.4 Orange or the Insurer may cancel cover under these terms if there is reasonable cause to believe a fraudulent claim has been made or where it is believed you have persistently failed to take reasonable care of your phone.
- 10.5 In the event of multiple claims by you, Orange or the Insurer reserves the right to require you to return your phone to Orange for detailed investigation before a replacement phone may be authorised.
- 10.6 Where a replacement phone is issued under the Warranty or under the Insurance as a result of accidental or malicious damage then the original phone must be returned to Orange. Any lost or stolen phone for which a replacement has been issued which is subsequently recovered is the property of the Insurer and must be returned to Orange immediately.
- 10.7 You may be charged the recommended retail price of any battery charger or antenna returned to Orange which is shown not to be that originally supplied with the phone or of any phone returned to Orange which is shown to have been deliberately damaged.
- 10.8 Your entitlement under these terms and conditions

is for a replacement phone. You will not be entitled to any cash in the event of a claim.

- 10.9 If your phone is lost or stolen, or maliciously or accidentally damaged so that it is no longer operable and such lost theft or damage falls outside these terms and conditions, then Orange may entirely at its discretion agree to sell you a replacement phone at prevailing replacement phone prices. The charge for any replacement phone so supplied will be applied to your Orange account.
- 10.10 Wherever possible the replacement phone will be the same make and model as the lost, stolen, damaged or faulty phone. However from time to time due to stock availability this may not be possible and in such circumstances the replacement phone will be of a similar specification and all reasonable efforts will be made to ensure that any replacement phone is compatible with any accessories which you own.
- 10.11 Orange will use its reasonable endeavours to supply any replacement phone to you within 24 hours of agreeing to issue such replacement. However, for reasons beyond our control, this may not always be possible.
- 10.12 Orange will arrange with you a place and time period for any replacement phone to be delivered

free of charge but we reserve the right to impose a charge if you are unavailable as agreed.

- 10.13 Should you find a phone which you have reported as lost and stolen before you have received a replacement phone you must report it to Orange immediately so that delivery of the replacement can be cancelled. If you fail to do so and an attempt is made to deliver a replacement phone we reserve the right to impose a charge for that delivery.
- 10.14 Replacement phones may be refurbished stock but such phones will be fully tested and functional before despatch.
- 10.15 Any replacement phone received under either clause 2 or clause 3 will not attract a further period of insurance or warranty. For the avoidance of doubt (subject to the provisions of clause 6) the periods stated in in clauses 4a, 5a and 6b as appropriate will continue to apply from the date such cover originally came into effect.

# Just Talk terms and conditions

Whether you want the definition of charges, connection or customer literature, or the complete low down on your contract, you'll find it all here. Either read it in one go or call on it when you choose.

## 1 definitions

**The following words and expressions shall have the following meanings:**

### Accessories

Goods designed for use with but not part of Phones and approved by Orange, including (without limitation) batteries, chargers, car kits, headsets and carry cases.

### Charges

The charges for Just Talk as published in our periodically updated list of charges (defined herein as "Price Guide").

### Connection

The process we carry out to enable your Phone to access the Services. 'Disconnection' and ' Re-connection' have a corresponding meaning.

### Customer Literature

Printed matter providing information on Services published by Orange and distributed with new Phones or in mailings to Customers, whether or not supplied automatically to all Customers.

### Just Talk Voucher

A voucher representing the cash value of airtime allowing

access to the Services which must be paid for in advance which expression includes airtime purchased direct from Orange by credit or debit card.

### Network

The public telecommunications system by which Orange makes Services available in the United Kingdom.

### Orange

Orange Personal Communications Services Limited, and any successor in business or assignee.

### Phone

Mobile telephone (excluding Accessories but including charging unit and SIM) approved by Orange for Connection to its Network.

### Price Guide

Publication listing our current Charges, updated from time to time.

### Registration

Our acceptance of your application to register individual Just Talk Vouchers. Register has a corresponding meaning.

### Services

Network and other services, provided by us and made available for your use.



### SIM

A Card or other device bearing a unique telephone number programmed to allow a Phone to access Network Services.

### Suspension

The temporary discontinuance of Services.

### User

You or another person notified by you to us as authorised to use your Phone.

## ■ 2 provision of Services

- 2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.
- 2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other works (including but not limited to works required for security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services. We will use all reasonable efforts to provide back-up

Services and to keep all such periods of non availability to a minimum but some interruption may be inevitable. You Register in the knowledge of this and accept our obligation to carry out works from time to time in the interests of all our customers.

- 2.3 We may from time to time tape conversations between you and our Customer Services for training purposes only. For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time.
- 2.4 We may Suspend the Services in whole or part at any time without notice if you do not comply with any of these terms and conditions or if any money owed by you to us whether in relation to Services or not remains unpaid.
- 2.5 We shall investigate all complaints made whether by or against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.

### ■ 3 Just Talk Vouchers

- 3.1 Free airtime given to the Customer on initial registration of their new Just Talk Phone (if any) shall be valid for the periods set out in the Price Guide and/or Customer Literature current as at the date of Registration.
- 3.2 In the event that the cash value of airtime forming part of free airtime given to a Customer in accordance with 3.1 above is not used within the relevant validity period stated in Condition 3.1 such unused airtime will be forfeited.
- 3.3 Notwithstanding that you use all of a Just Talk Voucher or that the free airtime given to a Customer in accordance with 3.1 above expires your Phone will continue to be capable of receiving incoming calls for the periods set out in the Price Guide and/or Customer Literature current as at the date of expiry.
- 3.4 We will Disconnect your Phone if during the previous six months, you do not Register a new Just Talk Voucher or you have not made chargeable calls from your Phone. On Disconnection your mobile telephone number will be reassigned. On Re-connection you will be assigned a new mobile telephone number. Any remaining credit on your Just Talk Voucher will be reinstated if you Re-connect. You can Re-connect

your Phone without having credit on your Just Talk Voucher.

- 3.5 No cash credits will be given for unused Just Talk Vouchers. Credit or Debit card payments are subject to our policy on acceptance in force from time to time.

### ■ 4 our right to terminate your services

- 4.1 We may Disconnect your Phone and refuse to Re-connect it at any time in whole or in part immediately by notice in writing to you if:
  - 4.1.1 you fail to comply with any of these terms and conditions provided that where such failure is capable of remedy you have not taken such remedial steps as we shall have required within 7 days of our giving you notice of such failure;
  - 4.1.2 for whatever reason we are unable to provide the Services.

### ■ 5 your responsibilities

- 5.1 Recognising that good management and security of the Services is important to all Orange customers you agree that you will:
  - 5.1.1 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;

- 5.1.2 not cause, nor knowingly allow others to cause, any nuisance annoyance or inconvenience whether to us or to any of our customers which shall include the use of the Network for the persistent sending of unsolicited communications without reasonable cause;
- 5.1.3 not act in a way, whether knowingly or otherwise, such that the operation of the Network or any part of the Network will be jeopardised or impaired;
- 5.1.4 only use a Phone and Accessories approved for use with the Network and comply with all relevant legislation or regulation relating to its use;
- 5.1.5 comply with any reasonable instructions issued by us which concern your use of the Services and co-operate with us in our reasonable security and other checks (which may include us making Phone calls to you).

## ■ 6 information supplied by you

- 6.1 By applying for Registration you represent to us that the name, address and other factual information which you provide to us are correct.
- 6.2 You acknowledge that if we suspect on reasonable grounds that information has been supplied to us without the knowledge of the person named or that an application is unauthorised or contains false particulars, for the protection of our Customers

and the Network, we may delay Connection or Disconnect Services to your Phone while we investigate further. If our suspicions prove groundless we will Connect or Re-connect Services immediately. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition 6.2.

## ■ 7 SIM Card

- 7.1 Any SIM Card we supply to you remains our property but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be handled with care. We will replace any SIM Card found to be defective by reason of faulty workmanship or design free of charge but may charge for replacing or renewing a SIM Card in any other circumstances. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.
- 7.2 You must inform us immediately in the event that a SIM Card is damaged. We will send you a replacement SIM Card as soon as reasonably practicable but we reserve the right to charge you for doing so.
- 7.3 The software in the SIM and the Phone is either owned by or licensed to Orange which grants you

a non-exclusive licence to use it for accessing the Services and not otherwise.

- 7.4 The SIM Card supplied with your Phone enables the Phone to work on our Network only. We will lift this restriction at your request, subject to our current policy relating to the same and provided you pay the current administration charge.

## ■ 8 directory and Caller id

- 8.1 Unless you inform us otherwise when you Register your first Just Talk Voucher, we may make appropriate directory entries and our Network may allow the display of your telephone number on receiving handsets.

## ■ 9 phones

- 9.1 Your Phone and Accessories are acquired by you outside of the operation of these terms and conditions and, as between you and Orange, are your property.
- 9.2 Any insurance or warranty relating to your Phone must be purchased by you separately of these terms and conditions. Any insurance or warranty arranged by us of which you may previously have had the benefit will no longer be valid.
- 9.3 You must inform us immediately in the event that

the SIM Card or your Phone is lost or stolen. In order to take advantage of the provisions of Condition 9.4 you may inform us if at any time your Phone requires repair.

- 9.4 Upon receipt of notification under Condition 9.3 we may at your request Suspend Services for a maximum period of 30 days whilst you make arrangements to obtain an alternative Phone.
- 9.5 In the event that you fail to make a request as permitted by Condition 9.4, then any current Just Talk Voucher will lapse when you report the loss or theft of your Phone, or if you do so make a request on the expiry of the 30 day period if you do not during that period request the re-instatement of the Just Talk Voucher.

## ■ 10 changes

- 10.1 We reserve the right to vary these terms and conditions and the Charges from time to time.

## ■ 11 Customer Literature

- 11.1 We update our Customer Literature from time to time. You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been properly notified of any information if it is either included in a mailing addressed to you or in a text message sent by us

to your Phone. You are asked to ensure that when contacting Orange Customer Services with queries you rely on current Customer Literature.

- 11.2 Orange cannot accept responsibility for offers related to the provision of its Services made elsewhere than in its own advertisements or publications or for any promises, representations, waivers, indulgences or other purported variations of these terms and conditions unless confirmed in writing by an authorised employee of Orange. If you are in any doubt as to whether any statement or representation is properly authorised you should contact Orange Customer Services immediately.

## ■ 12 assignment and change of ownership of phone

- 12.1 For your security, we will not knowingly Re-connect a Phone owned by you to our Network at the request of someone other than you unless it is at least 6 months since you last Registered a Just Talk Voucher or the person requesting Re-connection is able to correctly identify your account password.
- 12.2 We may assign our rights and obligations under these terms and conditions only if such assignment is on terms which are at least as advantageous as those set out herein.

## ■ 13 liability

- 13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:
- 13.1.1 not the fault of the other party;
- 13.1.2 indirect and/or not reasonably foreseeable;
- 13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.
- 13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- 13.2.1 direct financial loss;
- 13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.
- 13.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war,

governmental action, or by any act or decision made by a court of competent jurisdiction.

- 13.4 Subject to Condition 13.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

#### ■ 14 general

- 14.1 Subject to Condition 10 these terms and conditions may be varied or amended only by the express mutual agreement of both parties and the party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.
- 14.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:
- 14.2.1 any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract;
- 14.2.2 any disclosure as may be within our Data Protection Act registration;
- 14.2.3 any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

- 14.3 All notices under these terms and conditions will be sent to the address given by you on Registration unless you notify us of a change to this address. Any notice from us to you will be deemed served 48 hours after posting or an earlier proof of delivery.
- 14.4 All notices to be served in accordance with these terms and conditions must be served by text message, electronic mail or by post or facsimile.
- 14.5 Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it was given. It does not affect our rights under these terms and conditions in any other way.
- 14.6 You may request that certain disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs, except for all disputes concerning the operation of Condition 10 of these terms and conditions which shall always be referred to arbitration. We will supply a copy of the Code to you on request.
- 14.7 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.
- 14.8 The operation of these terms and conditions shall be interpreted in accordance with the Laws of England and Wales.

# Orange terms and conditions

Whether you want the definition of charges, connection or customer literature, or the complete low down on your contract, you'll find it all here. Either read it in one go or call on it when you choose.

## 1 definitions

**The following words and expressions shall have the following meanings:**

### Accessories

Products approved by Orange which you use in conjunction with your Phone. They include (without limitation) batteries, chargers, car kits, headsets and carry cases.

### Account

Our records of your payments and outstanding Charges, plus your personal details.

### Bar

A block placed by us on some or all of the Services you normally use (except for calls to emergency services).

### Charges

All charges for Services, as published in our periodically updated Price Guide. These include any reasonable administration charges.

### Connection

The process of giving you access to a Service. "Disconnection" and "Re-connection" have a corresponding meaning.

### Contract

The terms and conditions described in this leaflet which are binding on both you and Orange for each Phone you connect to the Orange network.

### Customer Literature

Printed matter published by Orange which provides information on Orange Services. It may be distributed with new Phones or in mailings to some or all Orange Customers.

### Deposit

Refundable amount that Orange may ask you to pay before we Connect or Re-connect you to the Network or before providing any Service.

### Line One and Line Two

Line One is the primary means by which you have access to the Services. Line Two is a second line on the same Phone with its own Phone number.

### Minimum Term

The period of 12 months commencing on the date of Registration.

**Monthly Billing Date**

The day in each month on which your billing statement will be issued after you have been connected.

**Network**

The public telecommunications system by which Orange makes Services available in the United Kingdom.

**Orange Additional Services**

Optional Services (including Roaming and International Calling) which cost extra whether they are supplied in conjunction with Price Plans or outside Price Plans.

**Orange**

Orange Personal Communications Services Limited, or any organisation that may succeed it as the assignee of this Contract.

**Phone**

A mobile telephone (excluding Accessories, but including the charging unit and SIM) which is approved by Orange for Connection to its Network.

**Price Guide**

A publication which lists our current Charges and which is updated from time to time.

**Price Plan**

A bundle of airtime and supplementary Services offered by Orange for an agreed monthly payment.

**Registration**

Our acceptance of your application for Services and our

record of your Customer and User data prior to Connection. "Register" has a corresponding meaning.

**Roaming**

An optional Service which allows you to use your Phone on other operators' networks, usually in foreign countries.

**Services**

Network and other Services, including Orange Additional Services, provided or procured by us for you to use.

**SIM**

A Card or other device which contains your personal telephone number and which is programmed to allow you to access the Network.

**Suspension**

The temporary Disconnection of Services. "Suspend" has a corresponding meaning.

**User**

You, or another person named by you, who is authorised to incur Charges to your Account.



## ■ 2 your contract and the Minimum Term your Contract runs for at least 12 months

- 2.1 For each Phone you own, your Contract starts on the date of Registration and has a Minimum Term of 12 months.

### what happens when the Minimum Term ends

- 2.2 After the Minimum Term ends, we will continue to supply you with Services as normal until your Contract is terminated in any of the ways described in Section 4.

## ■ 3 provision of Services what we aim to provide in the UK

- 3.1 We will take all reasonable steps to make all Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. However, please note that:
- 3.1.1 the quality and availability of Services may sometimes be affected by factors outside our control - such as local physical obstructions, atmospheric conditions, other causes of radio interference, and faults in other telecommunication networks to which the Network is connected
- 3.1.2 the quality of our Services may not be at its best inside buildings or below ground.

## Services may sometimes be affected by maintenance and upgrading

- 3.2 The Network and the Services may from time to time require upgrading, modification, maintenance or other works. These may result in some or all of the Services becoming temporarily unavailable. In such cases, we'll do everything we can to provide alternative Services and to keep the period of non-availability to a minimum. However, some interruption may be inevitable.

### suspension of Services if you break your Contract

- 3.3 We may suspend some or all of the Services you use, without giving you notice, if we have good reason to believe that you haven't complied with one or more of the terms of your Contract
- 3.3.1 if you don't pay your bill within the time stipulated in Condition 6.1, we reserve the right to place a Bar on all outgoing calls from your Phone (with the exception of calls to the emergency services). This Bar will remain in force until you've paid everything you owe us. At our discretion, we may charge you for Re-connection and removal of the Bar
- 3.3.2 we also reserve the right to Suspend Services if a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated.

**suspension of Orange Additional Services**

- 3.4 We reserve the right to suspend, either temporarily or permanently, part or all of any Orange Additional Service on giving reasonable notice.

**monitoring the Services you use**

- 3.5 For the purposes of good management and security, we may need to monitor the contents of any text message you send from time to time. We may also tape conversations between you and our customer services for training purposes.

**roaming Services outside the UK**

- 3.6 Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about roaming services.

**■ 4 your rights to terminate this Contract terminating your Contract after the Minimum Term**

- 4.1 You may terminate your Contract to expire at anytime after the Minimum Term by giving us at least one month's written notice. You are free to restore your Contract throughout this notice period, should you change your mind.

**terminating your Contract during the Minimum Term**

- 4.2 You may terminate your Contract before the Minimum Term has expired if you pay us:
- 4.2.1 all Charges that are due, plus;
  - 4.2.2 a lump sum equivalent to the total of all the monthly Charges still remaining on your initial Minimum Term agreement. You'll be entitled to a rebate of 5% of that total if you terminate your Contract up to and including the first day of the eleventh month of the Minimum Term.

**terminating your Contract because Orange has changed its terms**

- 4.3 You may also terminate your Contract if we vary its terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment. In such cases you would need to give us at least 14 days written notice prior to your Monthly Billing Date (and within one month of us telling you about the changes). However this option does not apply if its terms,

resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment. In such cases you would need to give us at least 14 days written notice prior to your Monthly Billing Date (and within one month of us telling you about the changes). However this option does not apply if:

- 4.3.1 we have increased the Charges by an amount equal to or less than the percentage increase in the All Items Index of Retail Prices published by the Central Statistical Office in the Monthly Digest of Statistics in any 12 month period
- 4.3.2 the variations we have made have been imposed on us as a direct result of new legislation, statutory instrument, government regulation or license
- 4.3.3 the variation relates solely to an Orange Additional Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

#### **termination of your Contract by Orange**

- 4.4 We may terminate your Contract immediately at any time in respect of any or all the Phones owned by you, in whole or in part, by giving you written notice if:
  - 4.4.1 you fail to pass any credit assessments which we may reasonably consider to be necessary from time to time; or
  - 4.4.2 you fail to pay any of your bills from Orange on time;

- 4.4.3 we have good reason for believing that any information you have given us is false or misleading;
- 4.4.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or if we have good reason for believing that you are unable to pay the Charges;
- 4.4.5 in addition, we may terminate your Contract at any time after the Minimum Term has expired by giving you at least one month's written notice.

#### **disconnection of your Service by us without written notice**

- 4.5 If we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5, we reserve the right to Disconnect you from Network Services without notice. In such circumstances, we may also give you written notice that if you fail to correct this breach of Conditions within 7 days, we may terminate your Contract with immediate effect.

#### **termination of your Contract by Orange**

- 4.6 Orange reserves the right to terminate your Contract immediately if:
  - 4.6.1 you have failed to correct a breach of Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5 within 7 days of being given written notice to do so;
  - 4.6.2 you have breached conditions 6.4.1, 6.4.6 or 6.4.7

and have failed to correct that breach within 7 days of being given written notice to do so.

#### **termination because Orange is no longer able to provide access to our Network**

- 4.7 If, for reasons beyond our control, we are no longer able to provide Network Services, we will either:
  - 4.7.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you
  - 4.7.2 accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

#### **termination and Line Two**

- 4.8 Termination of your Contract for any reason connected with Line One will result in automatic termination of Line Two.

### ■ 5 after Termination

#### **what to do after Termination of your Contract**

- 5.1 Termination of your Contract is subject to you paying us any money you owe us and us paying you any money we owe you. After termination, it is your responsibility to cancel any direct debits, standing orders, credit card mandates or other authorisations you may have given for periodic payments to be made to us by third parties.

### ■ 6 your responsibilities

#### **when your payments are due**

- 6.1 Ordinarily we will invoice you monthly in advance for monthly charges which are non-refundable, and monthly in arrears for call and message charges but we reserve the right to amend the invoicing period and submit interim invoices to you. The Connection charge will be included on your first invoice. Charges in respect of Services not supplied directly by us e.g. Roaming may be invoiced several months in arrears. VAT will be added to all invoices at the relevant rate where applicable. Payment is due when you receive your billing statement.
  - 6.1.1 you will be responsible for paying all Charges on your Account, whether or not they have been accrued by you personally. You will also be responsible for any extraordinary costs incurred in

administering your Account, including collecting any payments. If your Service has been Disconnected, either at your request or ours, you will remain responsible for paying any outstanding Charges.

#### **penalties for overdue payments**

- 6.2 If payment is not made within 14 days of its due date, we may charge interest on all sums outstanding at the rate of 2% above the base rate of National Westminster Bank Limited. This interest will accrue on a daily basis.

#### **payment methods**

- 6.3 Ordinarily we will accept payment of Charges by credit card, debit card, cheque, direct debit and electronic transfer, but we reserve the right to refuse any payment method if we have reasonable cause to believe such payment will be dishonoured.

#### **things that you agree to do**

- 6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:
- 6.4.1 provide whatever proofs of your identity and address that we consider reasonably necessary from time to time. Whilst photocopy or fax copies are usually acceptable we do reserve the right to request the original document;
- 6.4.2 keep confidential, and not disclose to any third party, your account password or any personal

identification code, number or name issued by us permitting access to the Services;

- 6.4.3 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the sending of any communication which is of an offensive, abusive, indecent, obscene or menacing nature;
- 6.4.4 not cause, nor knowingly allow others to cause, any nuisance, annoyance or inconvenience, whether to us or to any of our customers, by any means including the use of the Network for persistently sending unsolicited communications without reasonable cause;
- 6.4.5 not act in a way, whether knowingly or otherwise, which will impair the operation of the Network or any part of it, or put it in jeopardy;
- 6.4.6 use only Phones and Accessories approved for use with the Network, and comply with all relevant legislation or regulation relating to their use'
- 6.4.7 comply with any reasonable instructions issued by us which concern your use of the Services, and co-operate with us in our reasonable security and other checks (which may include us making Phone calls to you).

## ■ 7 multiple users

- 7.1 Where there are one or more Users other than you under your Contract, you remain liable for all Charges incurred to your Account by those Users.

## ■ 8 Line Two - limitations on usage

### Suspension of Services

- 8.1 If we Suspend Services on Line One, Services on Line Two will automatically be Suspended also.

### text messages

- 8.2 It is not possible to send or receive text messages on Line Two.

### Price Plan

- 8.3 You may not have a higher Price Plan on Line Two than you have on Line One.

## ■ 9 information supplied by you

### the details you give us must be correct

- 9.1 By applying for Registration or for Orange Additional Services, you undertake to provide your correct name, address and other factual information. You also confirm that:
- 9.1.1 the person stated to be authorised to sign for a company or firm is duly authorised;
- 9.1.2 any individual applying as a member of a company is of full contractual capacity and is able both to pay

for the Services he or she has requested and to meet his or her other obligations under your Contract.

### what happens if we suspect the details you give us aren't correct

- 9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend Services to your Phone while we investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate. You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition.

## ■ 10 credit assessments

### your application is subject to credit status

- 10.1 All applications for Registration and Orange Additional Services are subject to credit assessment before we can connect you to the Network. If our assessment of you does not meet our normal requirements we reserve the right to decline to Connect you or to supply Orange Additional Services. Alternatively, we may ask you to lodge a

Deposit with us before we Connect you. If you believe our assessment of you is incorrect, we will review your eligibility. However, we cannot accept responsibility for the accuracy of information provided from the databases of credit reference agencies. Nor can we accept any liability for the consequences of our declining to Connect you.

## ■ 11 deposits

### deposits are held for 12 months

- 11.1 We may request a Deposit from you:
- before Connection
  - before making Orange Additional Services available to you; or
  - before reinstating the Services after Suspension.
- Deposits will be held for 12 months from the date of receipt and then refunded. We do not pay interest on Deposits. If you owe us money, we may set off Deposits against the amount due to us. If there is a balance left over in such cases, we will remit this to you either by cheque or by crediting your Account.

## ■ 12 SIM Card

### it's your responsibility to keep your SIM Card safe

- 12.1 Any SIM Card we supply to you remains our property, but it is your responsibility to keep it safe. SIM Cards are easily damaged and should be

handled with care. We will replace free of charge any SIM Card found to be defective through faulty design or workmanship. In any other circumstances, however, we may charge for replacing it. We reserve the right to recall any SIM Card from you at any time to enhance or maintain the quality of the Services.

### what to do if your SIM Card is lost, stolen or damaged

- 12.2 You must inform us immediately if the SIM Card supplied to you is lost, stolen or damaged. You will remain liable for all Charges incurred until you do so. We will send you a replacement SIM Card as soon as reasonably practicable, but we reserve the right to charge you for doing so.

### your SIM Card and other networks

- 12.3 The SIM Card supplied with your Phone enables the Phone to work on our Network only - with the exception of Phones which can access Roaming Services. However, after the Minimum Term we will lift this restriction at your request, provided all your payments of Charges are up to date and you pay the current administration charge. The software in the SIM Card and the Phone is either owned by or licensed to Orange which grants you a non-exclusive license to use it for accessing the Services for the duration of your Contract and not otherwise.

### ■ 13 directory and Caller id

#### what to do if you want your number to remain private

- 13.1 We will enter your Orange number in directories, and our Network will allow the display of your Orange number on receiving handsets. If you prefer not to allow either of these options, please let us know in writing.

### ■ 14 phones

#### your phone is not a part of your Contract

- 14.1 Your Phone and Accessories are acquired by you outside the terms of your Contract.

### ■ 15 changes to your Contract

#### we reserve the right to make changes to your Contract

- 15.1 When you Register you are asked to choose a Price Plan and to indicate which Orange Additional Services you require. You may switch between Price Plans and add to or cancel Additional by giving us not less than 10 days notice before your Monthly Billing Date (subject to the terms of any promotional offers you have accepted). We do, however, reserve the right to vary the terms of this Contract from time to time and to make changes to your Price Plan. We acknowledge that if we do increase the Charges, withdraw Orange Additional Services or introduce new mandatory Charges - or if your

contractual rights are affected to your detriment - you may terminate your Contract in accordance with Condition 4.3. If you do not give notice within one month of our notifying you of any change(s), you will be taken to have accepted the change(s).

#### new services

- 15.2 We are continuously enhancing our existing Services as well as adding new Services, particularly Orange Additional Services. Charges for, and any special terms and conditions attached to Orange Additional Services will be notified in Customer Literature. The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

### ■ 16 customer literature

#### please read all the information we send you

- 16.1 We update our Customer Literature from time to time. Information on various topics is mailed to Customers with their monthly billing statements and is available on request from us. You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been given any information if it is either:



- a) included in a mailing addressed to you
- b) in a text message sent by us to your Phone
- c) communicated directly by any means.

## ■ 17 assignment of Contract and change of ownership of phone

### your Contract is personal to you

- 17.1 Your Contract is personal to you and you may not assign it. However, we may at our discretion allow you to:
- a) nominate a User other than yourself while you remain primarily liable to us under your Contract
  - b) terminate your Contract on short notice if you have transferred title to your Phone to a new customer who has Connected the Phone to our Network We may assign our rights to your Contract only if such assignment is on terms which are at least as advantageous to you as those set out in your Contract.

## ■ 18 liability

### circumstances in which neither of us accepts liability

- 18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:

- a) not the fault of the other party
- b) indirect and/or not reasonably foreseeable
- c) loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

### maximum liability of Orange

- 18.2 Subject to Condition 18.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:
- a) direct financial loss
  - b) direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

### factors beyond our control

- 18.3 We will not be liable to you if we are unable to perform an obligation or provide the Services to you because of any factor outside our control, including but not limited to Acts of God, industrial action, default or failure of a third party, war, governmental action, or by any act or decision made by a court of competent jurisdiction.

**your maximum liability**

- 18.4 Subject to Condition 18.1, your liability is limited to payment of all outstanding Charges due in accordance with the provisions of your Contract.

**■ 19 general changes to your Contract**

- 19.1 Subject to Condition 15.2, your Contract may be varied or amended only by the express mutual agreement of both parties. A party seeking to rely on such variation or amendment must produce evidence of the other party's agreement to it.

**disclosure of information to third parties**

- 19.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:
- any information relating to your Contract, including your personal financial information and details of how you have performed in meeting your obligations under your Contract
  - any disclosure as may be within our Data Protection Act registration
  - any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

**delivering communications to you**

- 19.3 All notices to be served in accordance with your Contract must be served by post or facsimile. We can in addition serve notice to you by text message. They will be deemed served 48 hours after they are sent, or on earlier proof of delivery. All invoices and notices served by post will be sent to the address given by you on Registration unless you notify us of a change to this address. Any waiver, concession or extra time we may allow you is limited to the specific circumstances in which it is given and does not affect our rights in any other way.

**disputes between you and us**

- 19.4 You may request that disputes between you and us are referred to arbitration under our Code of Practice for Consumer Affairs. We will supply a copy of our Code of Practice for Consumer Affairs to you on request.

**Orange company details**

- 19.5 Our Company Registration Number is 2178917 and our Registered Office is at St James Court, Great Park Road, Almondsbury Park, Bradley Stoke, Bristol, BS32 4QJ.

**governing law**

- 19.6 Your Contract is to be interpreted in accordance with the Laws of England and Wales.

# troubleshooting and index



# troubleshooting

## ■ can't make calls

### Is your SIM Card registered?

You will not be able to make your first call until you have called Customer Services to register your SIM Card. Please refer to 'Register with Orange' in Section 1.

### Is your phone switched on?

Press the 'On/Off' button for a few seconds.

### Is your battery charged?

The first charge should be for a minimum of 10 hours. The battery icon on the display must have more than one bar.

### Check the number you are calling

Use the full area code even if it is a local number. If it is an international or premium rate call and you are on a Talk Plan, you must first call Orange Customer Services on 150 to have this service unbarred. A deposit may be required. Use +44, minus the leading zeros, for calls back to the U.K.


### Are you in coverage?


Is 'Orange' and the 'reception quality' icon shown on the display? If in a building, move near a window where

the signal may be stronger and try again. If you are a passenger in a car without an external antenna, stop the car, get out and try the call again.

### Did you press ?

You must press this after keying the phone number.

Note: to redial the last number, or any of the last 10 numbers, press , then 'OK'.

Check the number you want to redial is shown, then press  again.

### Do you hear 3 rising tones?

This indicates a temporary call set-up problem. Try moving to another location or waiting, then retry.

### Do you hear rapid beeps?

This means that the network is busy. Try again later.

### Do you hear a continuous tone?

The number you have called is unobtainable. Check it and redial.

## ■ can't receive calls

### Are you in coverage?

Is 'Orange' and the antenna bar shown on the display? If in a building, move to a window where the signal may be stronger. If you are a passenger in a car without an external antenna, stop the car, get out and try the call again.

### Have you diverted your calls?

This means that you have diverted all your incoming calls to another number. Cancel all divers.

- 1 Press 'MENU'.
- 2 Press '<' on the compass key twice to move to <Forwarding>.
- 3 Press 'OK', you will see <If no reply>.
- 4 Press '>' three times to move to <Cancel all>.
- 5 Press 'OK'.

### Is there one-way speech only, or are calls dropping?

Move to an area of better coverage then continue the call. If this doesn't work, terminate the call and retry. This is more likely in cars and buildings when not using an external antenna.

### When I receive a call the phone doesn't ring

Is 📵 displayed on your phone? If so the ringer volume is set to 'silent'. Press '>' on the compass key four times, then 'OK', which will set the phone to ring.

## ■ battery

### How long should I charge my battery the first time?

For 10 continuous hours. Ignore the battery full indicator on the display and continue the charge. The phone can be switched on or off whilst charging. If your phone has been registered you can make calls whilst it is charging.

### Why don't I get as much battery life as I should?

The talk time for the battery is up to 4 hours. The standby time for the battery is up to 5 days, (120 hours.) The phone uses battery power whenever it is switched on, even when on standby (switched on but not in call). The charge will run down when your phone is on. It will run down faster during a call or if you are using any of the functions, such as the games.

**Remember:** The expected battery lifetimes quoted by the manufacturers are only achievable under optimum conditions. Orange recommends purchasing a new battery every 12 months.

### My phone doesn't seem to be charging

Check whether the bars on the left hand side of the display are pulsing (a delay may occur after plugging in your charger). Remove the battery from the phone and check that the copper contacts are clean.

If necessary clean them with a pencil eraser, then replace the battery. Note: It is normal for the phone and charger to get warm when charging.

## ■ security codes

### What are all the codes for?

Codes are preset by the manufacturer to default settings. If you change your codes, note them down in the spaces provided at the front of this book. If you do get into difficulties using any of the security features, call Customer Services.

### My Security code and/or PIN have changed

Have you had a replacement phone or SIM Card? If so, the codes will change. Ring Customer Services if you need the security code. If you have changed the number yourself and have forgotten it, your phone may need to be returned to Orange.

### My phone won't accept the codes

Enter the code using the keys. If you have problems after 2 attempts, ring Customer Services.

### My phone is blocked

You may have keyed an incorrect code too many times. Call Orange Customer Services to unlock your phone.

### I can't change my PIN code

See section 3 of this guide.

## ■ Answer Phone

### What is the symbol on my display?

This means that you have one or more new messages on your Answer Phone. Hold the '1' key or call 123 from your Orange phone or **07973 100123** from any other phone to listen to your messages and follow the simple recorded steps. Once you have saved or deleted the message, the spool symbol will disappear (if you made the call from your Orange phone). If you simply listen to the message, the spool symbol will remain on the display until you delete your messages.

### Why does it take so long for the spool to appear and alert me to a new message?

Answer Phone attempts to send the spool symbol to your phone as soon as the message is received. If the symbol cannot be delivered (e.g. your phone is switched off or you are out of coverage) there is a cycle of retry attempts: every 6 minutes for the first hour then every 6 hours.

### I thought Answer Phone was free but there are charges on my bill

There is no monthly charge to leave messages on the Answer Phone service (unlike many other networks) but it costs you from 10p per minute to call and listen to your messages. It is these call charges that appear on your bill. They can be included in your monthly inclusive minutes.

### I can't retrieve my messages from a fixed line phone

For your security, before you can do this you must set up a password (PIN). This can only be set up from your Orange phone in the UK. You can only retrieve messages if the phone you are calling from is a DTMF tone phone (i.e. it generates different tones when you press the different keys).

### My spool symbol won't clear

Check that you have deleted or saved all previous messages.

## ■ memory

### Can I hide my Caller id when I make calls?

If you don't want your number to be displayed, key in **141** before each number you call. To have your number permanently withheld and to prevent you from receiving other peoples Caller id, write to Orange Customer Services.

## ■ call diverts

### I diverted my calls but now can't cancel the divert.

This means that you have diverted all your incoming calls to another number. Cancel all diverts.

- 1 Press '**MENU**'.
- 2 Press '<' on the compass key twice to move to **<Forwarding>**.
- 3 Press 'OK', you will see **<If no reply>**.
- 4 Press '>' three times to move to **<Cancel all>**.
- 5 Press 'OK'.

You must be in coverage to enable your phone to send the 'cancel' message to the network.

### I don't want calls to divert to my Answer Phone

If you are out of coverage or your phone is switched off, Orange automatically diverts your callers to your Answer Phone. Talk Plan and Everyday 50 customers can use '**Forwarding**' to divert calls to another number. This will take priority over the Answer Phone. Alternatively, call Customer Services to switch the automatic call divert to Answer Phone off permanently.

## ■ phone and display

### What is the spool symbol?

This means that you have one or more new messages on your Answer Phone. Press and hold the '1' key or call **123** from your Orange phone or **07973100123** from any other phone to listen to your messages and follow the simple recorded instructions. Once you have saved or deleted the message, the spool symbol will disappear (if you made this call from your Orange phone). If you simply listen to the message, the spool symbol will remain on the display until you delete messages.

### What is the envelope symbol?

This shows you have received a text message. Refer to Section 3 for details about how to read or delete the message.

### The envelope is flashing

This means that the text message memory is full. Refer to Section 3 for details.

### SIM blocked

The SIM Card may have been blocked by repeated entry of incorrect codes and a replacement may be required. A charge may be applied. You may have inserted the wrong SIM Card into your phone.

### 'Insert SIM Card'

Is there a SIM Card in the phone? If the phone is not reading the SIM Card correctly it may not be inserted in the phone correctly. Try turning the phone off, check the SIM Card is slotted in correctly, then turn the phone back on.

### The earpiece volume is too quiet

Use the compass key during a call to increase the earpiece volume.

### The ring tone is too quiet

Press '>' on the compass key to access ring volumes.



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# useful numbers

Orange Customer Services are available 24 hours a day, seven days a week, 365 days a year. Alternatively, visit the Orange website at [www.orange.co.uk](http://www.orange.co.uk) for more details. You may add the prefix **07973 100** to the 3 digit speed dials below if you call from a fixed line (excludes the Care and Equity lines). When dialling the UK from abroad remember to use the prefix **+44** and omit the first zero.

## Just Talk customers

Customer Services (Voucher Registration)	<b>450<sup>†</sup></b>
Customer Services (Enquiries)	<b>451<sup>†*</sup></b>
Guide Line	<b>452</b>
Minutes Balance	<b>453</b>
Lost or Stolen Registration	<b>07973 100451<sup>†</sup></b>
Philips Warranty Help Line	<b>0800 0790006</b>
	<b>0645 282828</b>

## Talk Plan, Boxed & Ready and Everyday 50 customers

Customer Services	<b>150<sup>†</sup></b>
Billing Enquiries	<b>152<sup>†</sup></b>
International Directory Enquiries	<b>153<sup>*</sup></b>
Guide Line	<b>170<sup>†</sup></b>
Orange Equity Care	<b>402<sup>*</sup></b>
	<b>434</b>
Customer Literature Line	<b>07973 973970<sup>*†</sup></b>
Lost or Stolen	<b>07973 100150<sup>†</sup></b>

## all Orange customers

Operator Services	<b>100<sup>†</sup></b>
Directory Enquiries	<b>192<sup>*</sup></b>
Accessories Hotline	<b>0500 178178</b>
Emergency Services	<b>999 or 112</b>

■ Some calls are free from your Orange phone unless you have an Orange Value Promise Service Plan.

★ Chargeable services available with your Orange phone.

† Charged at BT 'F' rate if you call from a BT fixed line phone.

For further information about Orange products and services please visit our website at the address below.

The information contained in this user guide is correct at the time of going to press, but Orange reserves the right to make subsequent changes to it and services may be modified, supplemented or withdrawn. **Feb 2000.**

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C 43.02.01 4534/PM/02/00 PCN-D4502 ISSUE 1

Z:d1 Philips12NC:431125603991

