

# guide

to using your Samsung SGH-Z107



# welcome

This guide will get you up and running with your **Samsung Z107** in no time.

Before using your phone, please remember to **register** with Orange.

The getting started section of this guide will take you through inserting your **USIM Card** and using the main features of your phone for the first time.

The guide shows you more about specific applications and services, as well as how to use your phone's more advanced features.

the future's bright, the future's Orange

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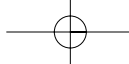
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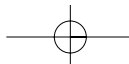
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# getting started



## register with Orange

- 1 Find the IMEI number on the sticker inside your Z107.  
You may need the number in future if your phone is lost or stolen.



- 2 Find the USIM Card number on the back of your USIM Card.



- 3 If you are already with Orange when you register, you will be asked for your Orange password.  
If you are new to Orange you should have a new password ready.
- 4 Contact Orange Customer services to register.

If you are already with Orange and wish to register an upgraded phone, call **0800 079 0027**.

If you are new to Orange and will be paying monthly call **07973 100 980**.

If you are new to Orange and will be a pay as you go customer, call **0800 079 0006**.

## register with Orange

### After you register

Orange will update your USIM Card over the air with a text message. When you first turn your phone on, you will see the USIM update message. You can leave it in your inbox until you are ready to delete it. Turn your phone off and back on again to enable it to make your first call.

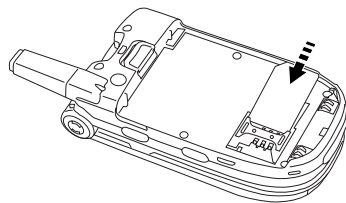
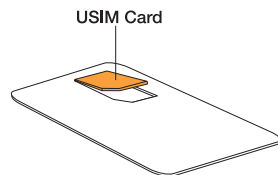
### And lastly

When you apply to register on the Orange network, you and Orange agree to be bound by the Orange terms and conditions set out in this guide. You may want to take time to read and consider them before you register.

## insert your USIM Card

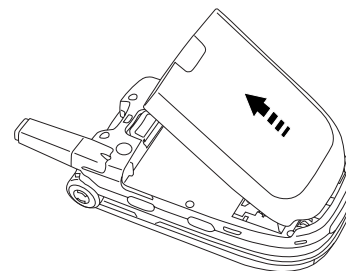
- 1 Look for the plastic card that is in your Orange box. If you can't find it, the USIM Card may have already been inserted into your phone. If it is not in your phone or your box, please return to the shop that you bought the phone from and ask for a USIM Card.
- 2 Remove the USIM Card from its plastic surround by carefully pushing it out. Its contacts are easily damaged so take care when doing this and try to avoid touching them.
- 3 Remove the battery. Insert your USIM Card under the metal holder so that the cut off corner fits into the surround and the gold contacts are facing towards each other.

**Note:** The USIM card is used in your 3G phone to give access to the 3G network and services. If you do not register your new USIM, found in your handset box, you will not have access to our 3G products and services. If you've upgraded your phone you must insert your new USIM Card to use 3G services and Multi Media Messaging. Your Orange phone number will not change



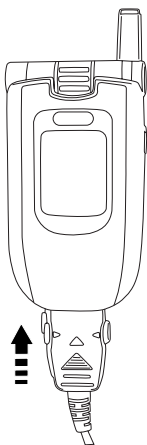
## insert your battery

- 1 Keep the gold contacts of the battery facing the gold contacts of the phone.
- 2 Slide the battery onto the contact points and press it down until it clicks into place. The battery cover is built into the battery so does not need to be fitted.



## plug in and charge

- 1 Plug your charger into a mains socket.
- 2 Insert the lead into the socket on the base of your phone. The battery indicator in the top right-hand corner of the display will show up to three bars while charging. Do not remove the battery covers while charging your phone. The first charge must be for a minimum of 4 hours in order to achieve optimum performance.
- 3 You can make calls while your phone is charging, but it will take longer to charge fully if you do this.



## outside your Samsung Z107





## outside your Samsung Z107



## your Home screen



## your Home screen

Your Home screen provides shortcuts to your Phonebook, Orange World, Messages and Calendar applications. This means you can enjoy fast and easy access to the functions you use most frequently on your phone.

### In the Home screen:


Scroll up and down with the navigation pad to access choose an application. Press OK to choose an application.



## make your selection

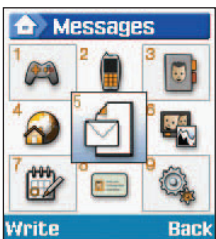
On your display you will see which feature the soft keys **•••** and **•••** control. From the Home screen, the left soft key will access your main Menu and the right soft key will access the Camera.

From inside the menus, the soft key functions change according to the command shown above each key.

You can return to the Home screen at any time from any menu simply by pressing .

## explore the menus

To **access the main menu**, press Menu from the Home screen. Scroll with the navigation pad to find your way around the menus. Each menu has its own set of sub-menus. To access each menu, scroll to the one you want and press OK.



### Applications

Includes Orange Plus, your Camera, Video recorder, Media player and Voice memo functions.



### Call Log

Find out who has called you and when, then return the call or save their details. Check Call times to estimate costs.



### Phonebook

Add contacts and view contact details, or set up contact groups and speed dials.



### Orange World

Use Orange World to access up-to-date information including news and entertainment.

## explore the menus



### Messages

Read and compose text, multi media and email messages.



### My Items

View Images, Videos, Music or Sounds you have saved onto your phone.



### Organiser

Organise your life by setting reminders of important meetings and writing memos in your Calendar.



### Profiles


Change your phone sounds to a more appropriate profile.



### Settings



Personalise your phone to suit your lifestyle.

## make a voice call

- 1 Dial the number you want to call, but don't forget to use the full area or country code. To get the international + symbol, press and hold 0.
- 2 Press  to make the call.




## receive a voice call

- 1 When your phone rings, press Answer or  to accept the call.
- 2 Press Reject or  to busy the call to your Orange Answer Phone.




## make a video call

With video calling, you can see the person you are talking to on your screen while you speak to them.

- 1 Enter the phone number of the person you would like to make a video call to.
- 2 Press V-call. When you are connected, the other person appears on screen.
- 3 Press Show me to see the image of yourself as the other person sees you.
- 4 Press  to end the call.

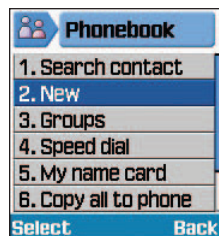



## receive a video call

To accept an incoming video call, press  or Answer when your phone rings.

## add a new contact


- 1 Press Phonebook.
- 2 Scroll to New and press Select.
- 3 Choose to add the contact to either your Phone or SIM Card memory and press Select.
- 4 Enter the name of your contact. See page 62 for details on how to enter text.
- 5 Scroll down to Phone number and enter a contact phone number.
- 6 Press Options and select Save.




[learn more...](#) about your contacts in Chapter 2 




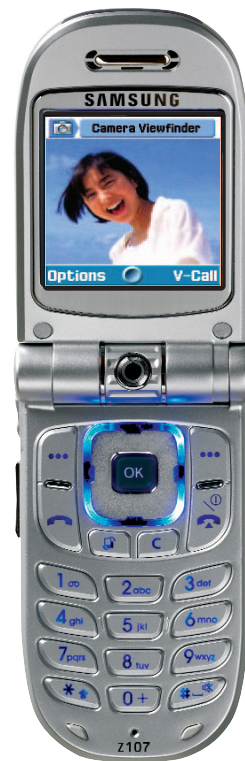
## send a text message

- 1 From the Home screen scroll to  and press OK.
- 2 The cursor will be flashing ready for you to enter your message. The quickest way to enter text is using predictive text input. With predictive text you only need to press the key for a letter once. So, for example, to write the word orange you would press 6, 7, 2, 6, 4 and 3. You will see that the word doesn't appear on screen immediately, don't worry, that's how it works. See page 62 for more information about entering text.
- 3 When your message is complete, press Options and select Send. Enter a phone number or press Option and select Contacts to get a number from your phonebook.
- 4 Press Options and select Send.


[learn more...](#) about text messaging in Chapter 4 


## receive a text message

- 1 When you receive a text message,  appears on your screen.
- 2 Press View to open your inbox.
- 3 A list of messages will appear, with the message most recently received at the top of the list. Press Options and select View to read the message.



## take photos


- 1 In the Home screen select .
- 2 You will see the photo viewfinder in the display.
- 3 Hold your phone up with the lens level with your subject. Rotate the Camera if necessary.
- 4 Scroll left or right to alter the brightness of the image. Use the Volume keys to rotate the image. Scroll up to switch on the flash.
- 5 When you are ready to take the picture press OK to capture the image.

learn more... about your camera in Chapter 5 

## shoot video clips

You can record video clips with your Z107.

To **record a video clip**:

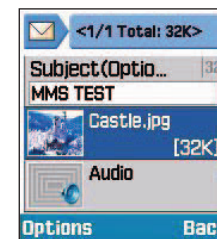
- 1 From the Home screen select .
- 2 Press Options and select Record video. The video viewfinder will open.
- 3 Hold your phone up with the lens level with your subject. Rotate the Camera if necessary.
- 4 Press OK to start recording.
- 5 Press Stop to end the recording.



## send photo and video messages

To **send multi media messages**:

- 1 Press Menu, scroll to Messages and press OK.
- 2 Write is highlighted. Press Select.
- 3 Scroll to Multimedia msg. and press Select.
- 4 Enter a subject title for the message.
- 5 Scroll down to Picture or Video and press OK.
- 6 Scroll left or right to choose what type of file you would like to add to the message, for example a photo or video. Scroll down through the list of files and press Select to choose one.
- 7 Scroll down to Audio and press OK. Scroll to the file you wish to add and press Select.
- 8 Scroll down to Text and press OK. Type your message and press OK.
- 9 Press Options and select Send.
- 10 Enter a phone number or press Options and select Contacts to retrieve a number from your phonebook.
- 11 Press Options and select Send.





## receive a photo or video message

- 1 When you receive a new multi media message,  will appear on your screen.
- 2 Press View to open your Inbox.
- 3 A list of messages will appear, with the message most recently received at the top of the list. Press Options and select View to read the message.

## download and stream video clips

You can watch video clips through video links on Orange World, from the Internet or from clips stored on your phone. Clips can be watched using the 3G media player already installed on the phone. To access clips use the following step-by-step guide.

### To **watch a video clip**:


Access the clip that you want to view. If you are accessing the video clip through Orange World, details of the clip will be displayed including title, price, file size etc. To watch the clip select 'get clip'.

The video will begin to play once it has been downloaded to the device. The length of time to download will depend on the length of the clip itself (a one-minute clip may take 40-60 secs to download). When watching the clip you can pause, stop, fast forward or rewind. Some clips can be stored on the device so that you can watch them at any time.

### To **access a stored clip**:

Select Videos from My Items in the main menu. A list of video clips will appear. Select the clip you want to play.

**Note:** Downloaded video clips can take up a lot of phone memory. If the phone memory becomes full you should delete old clips before downloading new ones.

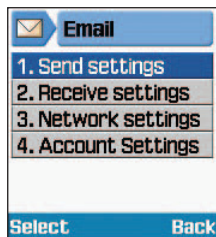
[learn more...](#) about video in Chapter 5 

## set up your email account

Your Orange phone allows you to send and receive emails while on the move. Before you can begin to use email with the external POP3 account on your Orange phone, you need to set up your Orange Internet account using POP3 settings. To do this go to [www.orange.co.uk](http://www.orange.co.uk) and follow the on-screen prompts.

Next, **enter your POP3 email settings to send and receive email:**

- 1 Press Menu, scroll to Messages and press OK.
- 2 Scroll to Settings and select Email
- 3 Select Account Settings and enter your POP3 settings.



### what are my POP3 email settings?

option	setting
Connect using Protocol	Select GPRS or GSM
Inc.server	POP3
Incoming port	pop.orange.net
Mailbox	110
Password	your email user name
Outgoing server	your email password
Outgoing port	smtp.orange.net
E-mail address	25
From name	your email address
<b>The remaining settings are optional:</b>	
Signature	Add your business card to your emails
Copy outgoing	Copy emails sent from your phone to another email address for future reference
Check interval	Choose how often your phone checks for messages

## send an email


To **send an email:**

- 1 Press Menu, scroll to Messages and press OK.
- 2 Select Write, then Email.
- 3 Enter a subject for your message, then scroll down and enter your email message. For details on how to enter text, see page 62.
- 4 When you have finished writing the message press Options and select Send.
- 5 Enter an email address. Press 1 to enter a full stop or @ sign.
- 6 Press Options and select Send.

## access Orange World

If you've got a few moments to spare, Orange World will keep you entertained with the latest games, music, celebrity gossip, or you could treat yourself to a new ringtone or wallpaper.

For more information on Orange World and other Multi Media services call Orange customer services on 150 if you are pay monthly, or 450 if you are a pay as you go customer and ask for the Orange World 'How to' guide, or visit [www.orange.co.uk/orangeworld](http://www.orange.co.uk/orangeworld)

To enter Orange World select  from your phone's Home screen. Orange World will open. Scroll down the page and press OK when you come to a link you want to visit.

### Costs

With your GPRS-enabled phone you will only pay for the information you receive from Orange World, not the time you are connected. For costs see your agreement or <http://www.orange.co.uk/multimedia/cost.html> from any compatible PC.

## synchronise with your PC

Synchronising enables you to keep a copy of your contacts, appointments, tasks and notes on your PC so should anything happen to your phone, you will not lose your important data.

To synchronise your devices you will need to install the software from the CD that came with your phone.

- 1 Your CD will autorun once inserted into your computer. Install the synchronisation software following the on-screen prompts.
- 2 Connect your phone to the PC via infrared or data cable and follow the on-screen prompts to begin synchronisation.
- 3 Once you have set up your partnership you are ready to synchronise the devices.

learn more... about synchronisation in Chapter 7 

make a call


1

## make a call


### make a video call

With video calling, you can see the person you are talking to on your screen while you speak to them.

To **make a video call**:

- 1 Enter the phone number of the person you would like to make a video call to.
- 2 Press V-call. When you are connected, the other person appears on screen.
- 3 Press Show me to see the image of yourself as the other person sees you.
- 4 Press  to end the call.

**Note:** You can only make a video call to someone else who has a video-enabled phone. Video calls can only be made while in 3G coverage. Orange Answer phone is not available for video calling.

To accept an incoming video call, press  or Answer when your phone rings. If you do not accept the call, the caller will not be able to leave a message on your answer phone.

You can access your video call options at any time while in video call mode simply by pressing Options. Choose from:

- **Mute voice**  
Allows you to mute your voice during a call. The other person can see you but not hear you.
- **Mute camera**  
Turns the camera off. The other person can hear you but not see you.
- **Mute all**  
Mutes both your voice and turns the camera off during a call.
- **Mute keytone**  
Mutes the sound of your keytones.
- **Flip image**  
Turns the image on your screen upside down.

- **Quality control**  
Use when the lighting conditions are poor.
- **Show brightness**  
Choose to hide or show the colour brightness bar.
- **Effects**  
Allows you to change the colour tone of the picture.
- **Show information**  
Choose to hide or show the information bar.
- **End call**  
Ends the video call.

### Video Calling tips:

For a good quality video call, think about lighting.

- Try not to stand with a window directly behind you, or you'll just become a dark shadow.
- If possible, face the light during a video call.



Remember that there will be a short delay between making a movement and the person you're calling seeing it. If you

## make a call


make (or film) lots of fast movements, it might appear to be jerky at the other end.

### make a phone call

To **make a call**:

- 1 Dial the number you want to call, but don't forget to use the full area or country code. To get the international + symbol, press and hold 0.
- 2 Press  to make the call.
- 3 Press  to end the call.

### choose whether you answer a call or not

When your phone rings, press Answer or  to **accept the call**.


Press Reject or  to **busy the call** to your Answer Phone.

To **end a call** press .



## make a call

### redialling a number

If you call someone and get disconnected or forget to tell them something, you can call them straight back by redialling the last dialled number.

To **redial the phone number last called** press  twice.

To **redial other numbers that were previously dialled**:

- 1 Press  once.
- 2 Scroll through the phone numbers using the navigation pad.
- 3 Press  to dial your selected number.

You can also set up Automatic Redial so that your phone continually redials a number if it has been unable to establish a connection.

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Call and press Select.

- 3 Scroll to Auto redial and press Select.
- 4 Scroll to On and press Save.

### take two different calls at the same time

#### not available to pay as you go customers

When you are on a call, **answer a second call without ending the first using Call Waiting**.

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Call and press Select.
- 3 Scroll to Waiting and press Select.
- 4 Choose either voice or data calls. Press Select and scroll across to Activate. Press OK.



The sound of two beeps when you are on a call indicates you have a second incoming call.

To **put the current call on hold and accept the new call** press .

To **reject the new call**, press Reject or .

To **switch between calls** press SWAP.

To **put an active call on hold, make a second call and then return to the original call**:

- 1 While you are in an active call, press Options and select New call.
- 2 Enter the phone number of the person you want to call and press .
- 3 When the second call is connected, the first call will automatically be put on hold.
- 4 Press SWAP to return to the first call, and put the second call on hold.
- 5 Press  to end the active call.

### speak to someone privately during a call

Sometimes you may need to say something to another person that you don't want your caller to hear. In these cases, you can mute your call and preserve your privacy.


## make a call

To **mute your call**:


- 1 While the call is active, press Options and select Mute
- 2 To unmute the call, press Options and select Unmute.

### call back a missed number

To **call back a missed call straight away**:

- 1 Missed call 1 will appear in your display. Press View. Your missed calls list will appear, with the most recent missed call at the top of the list.
- 2 Scroll to the number you want to call back and press .

To **call back a missed call at a later time**:

- 1 Press Menu, scroll to Call log and press OK.
- 2 Select Missed calls.
- 3 Scroll to the number you want to call back and press .

## make a call

### Speak with up to five other people at the same time



#### not available to pay as you go customers

Conference Calling is a great way to chat with up to five other people while you're out and about.

To **activate Conference Calling** call Customer Services on **150** from your Orange phone or **07973 100 150** from any other phone.

There is no charge but you may be asked for a refundable deposit. You will receive a USIM update when the service has been activated. Turn your phone off and back on again.

#### To **start a conference call**:

- 1 Call someone in the usual way.
- 2 Press Options and select New call. Enter the phone number and press .
- 3 To join the first participant to the conference call, press Options and select Join.
- 4 Add extra people to the call by repeating steps 2 and 3.
- 5 To have a private conversation with one of the callers, press Options and select Split. Scroll to the participant you want to talk to and press OK. To return to the conference call press Options and select Join.
- 6 To disconnect someone from the conference call, press Options and select Drop. Scroll to the participant you want to remove from the call and press OK.
- 7 To end the conference call, press .

**Note:** If you are abroad the availability of this service depends on the network you are using. You are charged your standard service plan rate for each call you make.

## make a call

### keep your business and personal lives separate by using two different lines

#### not available to pay as you go customers

With Line 2 you can keep business and personal calls separate.

To **activate Line 2** call customer services on **150** from your Orange phone or **07973 100 150** from any other phone.

There is a one-off connection charge and you receive a reduced monthly charge on your Line 2 Service Plan. You will receive a USIM update when the service has been activated.

The following tariffs are not available on Line 2:

- Orange Everytime 20 if it includes an option to call other networks

- Orange Everytime 400
- Orange Everytime 1000
- Orange Talk 150
- Orange Talk 200
- Orange Talk 500.

When you receive a call on Line 2, your phone will ring without you having to have Line 2 selected. You receive a separate Answer Phone for your Line 2 which you can also personalise. Call your Answer Phone in the usual way but remember to switch to Line 2 first.

If you call Answer Phone from Line 2 but have no messages, you will automatically be connected to your Line 1 Answer Phone if you have messages.

#### To **switch between Line 1 and Line 2**:

- 1 Press Menu, scroll to Settings and press OK.
- 2 Select Own Number and then Select line.
- 3 Select the line you wish to use and press Select.

## make a call

**Note:** Line 2 does not support Fax and Data. You can receive but not send text messages from Line 2.

### know who is calling you, or hide your number when you make a call

Your Caller id identifies you to a person you are calling and identifies a caller to you.

To hide your number when calling another person, simply dial **141** before the number.

To hide your number permanently, call Customer Services on **150** from your Orange phone or **07973 100 150** from any other phone. If you are a pay as you go customer, please call **450** from your Orange phone. While your number is hidden you will not be able to see the Caller id of any incoming calls.

**Note:** If you are abroad the availability of the services described in this section depends on the network that you are using.

2


manage your  
contacts



## manage your contacts

store the names and numbers of your friends, family and colleagues in your address book

To **open your phonebook**, scroll down to highlight Phonebook in your Home screen and press OK. This opens your phonebook.

To **call an entry in your phonebook**, scroll to Search contact, scroll to the person you would like to talk to and press  .

To **add a new entry to your phonebook**:

- 1 Open your Phonebook.
- 2 Scroll to New and press Select.
- 3 Choose to add the contact to either your Phone or USIM Card memory and press Select.
- 4 You must enter at least a name and phone number but when you save the contact to your Phone memory you can also enter any of the following details:

- First name
- Last name
- Phone number
- Email
- Group

### Orange Directory Enquiries

The new number for Directory Enquiries is 118 000. So save 118 000 to your phone now, and it'll be there the next time you're out and about and need a number in a hurry.

Otherwise, it's the same convenient service from Orange. Simply call 118 000 and tell the operator the name or place you are looking for and they will tell you the number (you can request three numbers per call). Then, they will send a text message to your phone at no extra cost, allowing you to call the number directly from the message or add it straight to your phonebook.

- Web address
- Memo.

- 5 Press OK.

### search for a name in your address book

The quickest way to find a name is to press Phonebook and select Search contact. Press the key which corresponds with the initial letter of the name you are looking for. If you press a key twice, quickly, you will go to the names starting with the second letter on the key.

### you can edit the contacts in your address book

To **edit contact details**:

- 1 Select Phonebook and select Search contact.
- 2 Scroll to the contact whose details you want to edit and press Options.
- 3 Scroll to Edit and press Select.
- 4 Edit the fields as necessary.
- 5 Press Save.

## manage your contacts

delete contacts from your address book

To **delete a single contact**:

- 1 Select Phonebook and select Search contact.
- 2 Scroll to the contact whose details you want to delete and press Options.
- 3 Scroll to Delete and press Select.

To **delete all your contacts**:

- 1 Select Phonebook, then press Search contact.
- 2 Press Options. Scroll to Delete all and press Select.
- 3 Choose to delete entries from your SIM card or Phone or both. Press Select.
- 4 Press Yes to confirm your choice.

## manage your contacts

### It's a good idea to copy numbers from your USIM Card to your phone

This enables you to add extra information to, and personalise, your contacts. Then, when you upgrade your phone you can easily copy key information to your USIM Card and move your contact details to your new phone.

#### To copy numbers between your phone and your USIM:

- 1 Select Phonebook, scroll to Copy all to phone and press Select.
- 2 Press Yes.

### synchronise your address book with the Orange website

Your Z107 allows you to synchronise the address book stored in your phone's memory with the Orange website, ensuring that you don't lose your contacts if you lose your phone or if it gets broken.

#### To store a copy of your phonebook on both the Orange website and your computer:

- 1 Using a computer, go to the Orange website at <http://www.orange.co.uk>.
- 2 Choose Organise and follow the instructions to set up synchronisation on your phone.
- 3 When you have completed the setup follow the instructions on the website to synchronise your contacts from your phone.
- 4 When you have finished synchronising, your Orange online services account will have the same contacts as your phone.

## manage your contacts

You can visit the Organise section on the Orange website to view and edit your online address book contacts and also to set up synchronisation with Outlook or Lotus Notes on your computer, so that you have the same contacts on both your phone and computer.

**Note:** Using your phone's Internet browser you can also visit Organise in Orange World.

### backup your USIM Card address book

Make sure that losing your phone doesn't mean losing all of the important contact information stored on your USIM Card.

Memory Mate is a new service which ensures that the details you have stored on your USIM Card for all of your friends, colleagues and family are safely backed up. So, if the worst happens, they will still be available to you.

For a low one-off charge you can purchase a Memory Mate card from any Orange shop which will backup your USIM Card address book. Then, simply return to your Orange shop regularly to have any new information backed up at no additional cost.

And, if you're joining Orange from another network, Memory Mate can be used to transfer the contacts and text messages saved on your old USIM Card to your new Orange USIM Card, keeping your move totally hassle-free.

For more information, visit your nearest Orange shop and one of our representatives will be happy to assist you.

## manage your contacts

When I save a contact in my phonebook where are the details stored?

You can store up to 200 names and numbers on your USIM Card's memory. Your phone's internal memory is dynamic, and is shared between the features of your phone.


The advantage of storing contacts on your USIM Card is that if you change phones, all of the contacts on your USIM Card will move to the new phone.

3

# manage your calls

## manage your calls

### what happens when you get an Answer Phone message?

When someone leaves a message on your Answer Phone, the  symbol will appear on your phone's display along with the words Voice mail. This symbol will remain until the message has been saved or deleted. Answer Phone messages that have not been listened to will be saved for up to 21 days.

### listening to your Answer Phone messages

To listen to your Answer Phone messages press Listen when the message first arrives, or press and hold the 1 key. Listen to the simple steps to save, listen to or delete messages. You can save messages that you have listened to for up to seven days.

### Answer Phone Call Return

You can use Answer Phone Call Return to return a call after someone has left a message on your Answer Phone, without having to remember or make a note of their number.

To use Answer Phone Call Return:

- 1 Listen to your Answer Phone message as normal.
- 2 When you have finished, if you want to return the call, simply press # while you are still connected.
- 3 Orange Answer Phone will automatically dial the caller's number and connect you.

**Note:** Answer Phone Call Return is only available if the network you are calling supports this service. You are charged your standard call rate.

You can use Answer Phone Call Return to return a call after someone has left a message on your Answer Phone, without having to remember or make a note of their number.

To use Answer Phone Call Return:

- 1 Listen to your Answer Phone message as normal.
- 2 When you have finished, if you want to return the call, simply press # while you are still connected.
- 3 Orange Answer Phone will automatically dial the caller's number and connect you.

**Note:** Answer Phone Call Return is only available if the network you are calling supports this service. You are charged your standard call rate.

## manage your calls

### use Answer Phone shortcuts to manage your messages efficiently

Your Answer Phone is quick to use as there are several single key presses to help you move through your messages.

When listening to your messages press:

- 1 to listen to your message again
- 2 to save your message
- 3 to delete your message
- 7 to rewind 10 seconds
- 8 to skip to the next message
- 9 to fast forward 10 seconds
- # to return the call
- 0 for help.

## manage your calls

### personalising your Answer Phone greeting

Your Answer Phone comes with a standard greeting but you can record your own personal greeting so your callers know they've got through to you.

- 1 Call your Answer Phone by pressing and holding the 1 key. Listen to the simple steps and select option 3, then option 1, then option 1 again.
- 2 Record your greeting followed by the # key.
- 3 Press 2 to save it.

### set up an Answer Phone PIN

For added Answer Phone security, you can set your Answer Phone to request a PIN (Personal Identification Number) each time you want to listen to your messages.

To **set up an Answer Phone PIN**:

- 1 Call your Answer Phone by pressing and holding the 1 key.
- 2 Select option 3, then option 2.
- 3 Enter your chosen Answer Phone PIN which should be between 4 and 10 digits long, followed by the # key.
- 4 Press 1 to save your Answer Phone PIN.

### listen to your Answer Phone messages from any other phone and while abroad

If you do not have access to your Orange phone, you can listen to your Answer Phone messages from any other phone even while abroad. To use this service you must set up an Answer Phone PIN.

To access your Answer Phone messages from any other phone or while abroad:

- 1 Call +447973 100 123 from any phone.
- 2 Enter your Orange number followed by the # key.
- 3 Enter your Answer Phone PIN followed by the # key.
- 4 Follow the simple steps to listen to your messages.

**Note:** The cost to call your Answer Phone depends on your Service Plan.

### when you can't take your calls, why not divert them?

#### not available to pay as you go customers

Call Divert allows you to divert different types of calls to different numbers. So, you might choose to divert fax calls to your office fax machine, but voice calls to your Answer Phone. The availability of this facility depends upon the network that you are using.

## manage your calls

You can set up Call diverts for the following types of calls:

- Voice
- Data
- Video.

To **activate a divert**:

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Call and press Select.
- 3 Scroll to Diverting and press Select.
- 4 Select which type of calls you would like to divert.
- 5 Choose a divert option:
  - Always
  - Busy
  - No reply
  - Unreachable
  - Cancel all.
- 6 Scroll right to Activate.
- 7 Scroll down to Divert to and enter the phone number you want calls to be diverted to. Press OK.

## manage your calls

To **check the divert status of a call type:**

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Call and press Select.
- 3 Scroll to Diverting and press Select.
- 4 Select the type of calls you want to check the status of.
- 5 Select the divert option you want to check the status of and you will be able to view details of the call divert.

To **cancel your divers:**

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Call and press Select.
- 3 Scroll to Diverting and press Select.
- 4 Select the type of calls you want to cancel divers for.
- 5 Scroll to Cancel all and press Select.

**Note:** There is no charge to set up or cancel a divert. You are charged your normal Service Plan rate and, if you are calling or diverting your calls abroad, the rate will vary depending on the service provider you are using.

**more information**

For more information call Orange Customer Services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

**control the numbers that can be called from your phone**

Fixed dialling allows you to limit the use of your phone (typically by a friend or family member) to only the numbers stored in your fixed dialling phonebook, while call barring blocks certain types of call.

To **turn fixed dialling on:**

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Security and press Select.
- 3 Scroll to Fixed dialling mode and press Select.
- 4 Scroll to Enabled and press Save.
- 5 Enter your PIN2 code (which is preset to 1111) and press Confirm.

Once Fixed dialling has been turned on, you can store Fixed dialling numbers.

To **store Fixed dialling numbers:**

- 1 Select Phonebook, scroll to Add contact and press Select.
- 2 Enter your PIN2 code and press OK.
- 3 Enter the name of your contact then scroll down and enter their phone number.
- 4 Press Options and select Save.
- 5 Press Options and select Add new contact, then repeat steps 2 to 4 to add more contacts to your fixed dialling list.

## manage your calls

**call barring can be used selectively to bar outgoing and incoming calls**

The call barring password is preset to 1111. Emergency calls to 999 or 112 can be made while call barring is on.

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Call and press Select.
- 3 Scroll to Barring and press Select.
- 4 Choose to bar any of the following types of call:
  - Voice call
  - Data call
  - Video call.
- 5 Select and choose from:
  - All outgoing calls
  - Outgoing int'l calls
  - Outgoing exc. home
  - All incoming calls
  - Incoming calls when roaming
  - Cancel all.
- 6 Scroll right to Activate and press OK.

## manage your calls

### find out who has called you and when

Each time you make, receive or miss a call, your phone takes a note. At any time you can access a list of the last missed, dialled or received calls, to keep track of who you're talking to and when.

- 1 Press Menu, scroll to Call log and press OK.
- 2 Choose from:
  - Missed calls
  - Dialled calls
  - Received calls
  - All calls
  - Data calls.

### keep an eye on how long you spend on your calls

Your Orange phone allows you to keep track of the length of your calls and, consequently, estimate how much you spend.

- 1 Press Menu, scroll to Call log and press OK.
- 2 Scroll to Call times and press Select.
- 3 Choose to review:
  - Total dialled (voice)
  - Total received (voice)
  - Total dialled (video)
  - Total received (video).


**Note:** For billing purposes the length of calls and service may be rounded off and subsequently differ slightly from the information supplied by this feature.

# Text Messaging and email

## Text Messaging and email

### text messages are fun, quick and convenient

When a phone call is inappropriate, or you only want to convey a short and simple message you can send a text message.

- 1 From the Home screen scroll to  and press OK.
- 2 The cursor will be flashing ready for you to enter your message. The quickest way to enter text is using predictive text input. With predictive text you only need to press the key for a letter once. So, for example, to write the word orange you would press 6, 7, 2, 6, 4 and 3. You will see that the word does not appear on screen immediately, don't worry, that's how it works.
- 3 When your message is complete, press Options and select Send. Enter a phone number or press Options and select Contacts to get a number from your phonebook.
- 4 Press Options and select Send.

### save time using predictive text input

Predictive text uses a dictionary to recognise certain combinations of letters to create words, allowing you to write text messages faster.

While writing the message press the right soft key until T9 appears.

To **enter text using predictive input** you only need to press the key for a letter once. So, for example, to write the word orange you would press 6, 7, 2, 6, 4 and 3. You will see that the word does not appear on screen immediately-don't worry, that's how it works.

When you have finished pressing all of the keys, the word should appear on screen. Press # to accept the word or press 0 repeatedly to view the alternative word options. When the right word appears press #. A space will automatically be added and you can start to enter the next word.

## Text Messaging and email

### switch to standard text input

To switch to standard text from predictive text input, press the right soft key until Abc appears.

#### To **use standard text input mode**:

Repeatedly press a key the relevant number of times to get the letter that you need. So, for example, you will need to press the 4 key once for a G and the 7 key four times for an S. To insert a number, press and hold the number key.


### write messages faster using text templates

Text templates save you having to key in messages that you send frequently. With your Z107 you can write your own text templates to make them most appropriate to you.

#### To **write a text template**:

- 1 Press Menu and press OK to open Messages.
- 2 Scroll to templates and press Select.
- 3 Select Text templates.
- 4 Press Options and select New.
- 5 Enter your message.
- 6 Press Options and select Save.

#### To **use a text template**:

- 1 In the Home screen, scroll to  and press OK.
- 2 Press Options, scroll to Use text templates and press Select.
- 3 Scroll to the template you want to use and press Select.
- 4 Add any extra text you want to include.
- 5 Send the message as normal.



## Text Messaging and email

### send the same text message to many people

not available to pay as you go customers

You can repeat the same message to more than one person when you need to.

- 1 When you have finished writing your text message press Options and select Send.
- 2 Enter the numbers of all the people you want to send the message to. You can send the message to up to 12 recipients. Alternatively press Options to retrieve numbers from your phonebook.
- 3 Press Options and select Send.


**Note:** The cost to send a text message depends on your Service Plan and you are charged for each person the message is sent to.

### view a list of options while writing your message

While writing a text message, press Options at any time and choose from:

- Send
- Use text templates
- Input language
- Save to Drafts
- Add contacts.

### to read a text message

- 1 When you receive a text message,  appears on your screen.
- 2 Press View to open your inbox.
- 3 A list of messages will appear, with the message most recently received at the top of the list. Press Options and select View to read the message.

- 4 Press Options and choose from:

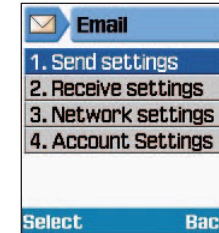
- Reply
- Forward
- Call back
- Save to contact
- Move to SIM
- Delete.

### send and receive email from your phone

Your Orange phone allows you to send and receive emails while on the move. Before you can begin to use email with the external POP3 account on your Orange phone, you need to set up your Orange Internet account using POP3 settings.

If you already have an Orange email account you can access it from your phone.

## Text Messaging and email



Enter your Orange User id and Password at the appropriate place in the email message setup. Enter your Orange email address in the Return address slot. All other settings are correct for an Orange email account. If you don't have an Orange email account, you can get one at [www.orange.co.uk](http://www.orange.co.uk)

To **set up your email:**

- 1 Press Menu, scroll to Messages and press OK.
- 2 Scroll to Settings and select Email
- 3 Select Account Settings and enter your POP3 settings.

## Text Messaging and email


**Note:** Your POP3 settings are network specific. Please check with your email provider for the POP3 address of a non-Orange email account (eg Freeserve).

### send and receive emails

To **send email:**

- 1 Press Menu, scroll to Messages and press OK.
- 2 Select Write, then Email.
- 3 Enter a subject for your message, then scroll down and enter your email message. For details of how to enter text, see page 62.
- 4 To add an attachment, press Options and select Attachment(s). Press Options and select Add. Scroll to the file you want to add and press OK to select it. Press Options then select Attach.
- 5 When you have finished writing the message press Options and select Send.
- 6 Enter an email address. Press 1 to enter a full stop or @ sign.
- 7 Press Options and select Send.

To **receive email:**

- 1 When you receive an email,  will appear on your screen.
- 2 Press View to open your inbox.
- 3 Press Options and select View.

# Photo and Video Messaging

## Photo and Video Messaging


### explore a new world of messages with Photo and Video Messaging

Video Messaging is the latest way to share your life. Shoot a video with your Z107's digital video recorder and send it immediately by multi media message.

Video clips and photos are automatically saved to your phone's File Manager.

You can send photo and video messages to other phones that support Photo and Video Messaging and also to phones that do not (all the features will only be available if it is a Photo and Video Messaging enabled phone). A non-Photo and Video Messaging phone will receive a text message containing a website address and the recipient can view the message on the website. You can also send photo and video messages to email addresses.

### shoot a video

- 1 From the Home screen select .
- 2 Press Options and select Record video. The video viewfinder will open.
- 3 Hold your phone up with the lens level with your subject. Rotate the Camera if necessary.
- 4 Press OK to start recording.
- 5 Press Pause to pause the recording. Press Record to continue recording.
- 6 Scroll left or right to adjust the brightness of the picture.
- 7 Press Stop to end the recording.

### options while shooting a video clip

Press Options while in the video viewfinder and choose from:

- **Record**  
Start a recording.
- **Take photo**  
Return to the camera viewfinder to take a photo.
- **My videos**  
Watch the videos you have recorded.
- **Flip image**  
Flip the image up, down left or right.
- **Brightness**  
Adjust the brightness of the picture.
- **Video settings**  
Adjust the quality of the picture or the length of the recording.

## Photo and Video Messaging

### change your video settings to suit your surroundings

When the video recorder is activated, press Options and select Video settings to view a list of more video options. Choose from:


- **Default name**  
Change the name of your video.
- **Quality**  
Choose from Normal to Very high.
- **Recording time**  
Allows you to set a maximum recording time.

## Photo and Video Messaging

### take a photo

Photo Messaging changes the way you message, allowing you to send and receive text and photos in one message to and from other mobile users and email addresses.

#### To take a photo:

- 1 From the Home screen select .
- 2 You will see the photo viewfinder in the display.
- 3 Hold your phone up with the lens level with your subject. Rotate the camera if necessary.
- 4 Scroll left or right to alter the brightness of the image. Use the Volume keys to rotate the image. Scroll up to switch on the flash.
- 5 When you are ready to take the picture press OK to capture the image.

When the camera is activated, press Options to view a list of camera options. Choose from:

- **Take picture**  
Take a photo.
- **Record video**  
Switch to the video recorder to shoot a video clip.
- **My photos**  
View the photos you have taken.
- **Multi shot**  
Choose to take a rapid series of pictures.
- **Flip image**  
Allows you to flip your picture vertically or horizontally.
- **Timer**  
Choose to add a time delay before a photo is taken.
- **Effects**  
Allows you to change the colour of photo. Choose from Sepia, Mono, Night or Normal.
- **Brightness**  
Change the brightness of your photos.
- **Camera settings**  
Change the settings to improve your photos.


## Photo and Video Messaging

### send your photo and video messages

To **send a photo or video you have stored on your phone:**

- 1 Press Menu, scroll to Messages and press OK.
- 2 Write is highlighted. Press Select.
- 3 Scroll to Multimedia msg. and press Select.
- 4 Enter a subject title for the message.
- 5 Scroll down to Picture or Video and press OK.
- 6 Scroll left or right to choose what type of file you would like to add to the message, for example a photo or video. Scroll down through the list of files and press Select to choose one.
- 7 Scroll down to Audio and press OK. Scroll to the file you wish to add and press Select.
- 8 Scroll down to Text and press OK. Type your message and press OK.
- 9 Press Options and select Send.
- 10 Enter a phone number or press Options and select Contacts to retrieve a number from your phonebook.
- 11 Press Options and select Send.

### receiving a multi media message

- 1 When you receive a new multi media message,  will appear on your screen.
- 2 Press View to open your Inbox.
- 3 A list of messages will appear, with the message most recently received at the top of the list. Press Options and select View to read the message.

6

# Orange World and Multi Media services

## Orange World and Multi Media services

### setting your connection

When you are outside of a 3G area, you can connect to the Internet via packet switched (PS) data. PS allows you to stay connected all day while only paying for the data that you download.

Your phone also has the following connection options:

- packet switched wap for browsing wap pages only
- Orange MMS for sending and downloading photo messages
- Orange wap for a GSM connection to wap pages only.

Please note that your preset bookmarks can only be viewed through an Orange PS connection. Your Z107 will not support all types of Internet site.

### browsing the web on the move has never been easier

Your Z107 has a built-in browser allowing you to surf the web online or download web pages to read when you're offline.

### Orange World

You can use your Orange phone for so much more than just texting and talking. With Orange World you can get the information you need when you need it, from cinema listings to football scores and train times to finding your nearest cashpoint.

If you've got a few moments to spare, Orange World will keep you entertained with the latest games, music and celebrity gossip, or you could treat yourself to a new ringtone or wallpaper.

## Orange World and Multi Media services

### keep up to date with Orange World

From Orange World you can:

- Check the weather forecast
- See football fixtures and results
- Get live train timetables and traffic reports
- Check cinema listings and reviews
- Get directions
- Download a city guide.

### put Orange World to use

From Orange World you can:

- Send and receive email
- Find things nearby (cashpoints, cabs, restaurants)
- Find a wap site.

For more information on Orange World and other Multi Media features call Orange Customer Services on 150 if you pay monthly, or 450 if you are a pay as you go customer and ask for the Orange World 'How to' guide, or visit [www.orange.co.uk/orangeworld](http://www.orange.co.uk/orangeworld)

### how to access Orange World

To **access Orange World**, press Menu and select .

### fun with Orange World

From Orange World you can:

- Download a ringtone
- Choose a colour wallpaper
- Play a game
- Catch up on celebrity gossip
- Watch a video clip or trailer
- Listen to a music track
- Remix your own ringtone
- Read your horoscope.

## Orange World and Multi Media services

### using your browser

choose from a list of options while you are browsing

You can access the Options menu at any time by pressing Options. The full list of Options is as follows.

- **Reload page**  
Reload the current page refreshing any information that may have changed.
- **Go to homepage**  
This takes you to the Orange World homepage.
- **Go to URL**  
Allows you to enter the address of a site that you wish to visit.
- **View bookmarks**  
Bookmarks allow you to create shortcuts to your favourite sites.
- **Save image**  
Save an image from the page you are viewing.

- **Settings**  
View or change your wap settings.
- **Empty cache**  
Delete the information in the cache.

**Note:** The Options menu is dynamic in that its content may vary according to which wap site you are visiting.

### empty your cache

Your phone has a cache to temporarily store sites you have visited. To ensure your phone remains confidential should it be used by anyone else, or to free up memory space, you may wish to empty it.

To **empty your cache:**

- 1 Press Options while you are browsing.
- 2 Scroll to Empty cache and press OK.
- 3 Press Yes to confirm you want to clear the cache.

### resetting browser connections

In the unlikely event you lose your browser connection settings:

- 1 While you are in the browser, press Options and select Settings.
- 2 Enter your wap settings from the table opposite.

## Orange World and Multi Media services

### what are my GPRS wap settings?

option	setting
Connection name	Orange GPRS
Data bearer	GPRS
Access point name	orangewap
Username	-
Prompt password	No
Password	-
Authentication	Normal
Gateway IP address	192.168.071.035
Homepage	http://orange.multimedia/
Connection security	Off
Session mode	Permanent

**Note:** You do not need to enter anything in the Username and Password fields. Your Access point name is case sensitive.

## Orange World and Multi Media services

### Orange Organise

With Organise you can organise practically everything: contact details, appointments and general tasks. Register at [www.orange.co.uk](http://www.orange.co.uk) and benefit from the following services:

- **Free email alerts**  
Receive a text message on your Orange phone to alert you to emails you've received.
- **Calendar and tasks**  
Receive a text message to remind you of dates and events that are important to you.
- **Address Book**  
Be automatically informed if any of your contacts change their details or send an email to all your contacts to check that the information you have for them is up to date.
- **Synchronise**  
Synchronise your contacts, events and tasks between your phone, PC and Orange services website account.

**Note:** For more information about synchronising Orange please download the user guide from the Orange website synchronisation pages.

### bookmark your favourite sites

When you find a site that you like you can bookmark it. This means that when you want to visit the site in the future you can shortcut to it from the Orange homepage.

#### To bookmark a site:

- 1 Go to the page you want to bookmark and press Options.
- 2 Scroll to Add bookmark and press OK.
- 3 Enter a title for the bookmark and press Save.

#### To go to a bookmark:

- 1 Press Options.
- 2 Scroll to View bookmarks and press OK.
- 3 Scroll to the bookmark you want to go to and press OK.

## Orange World and Multi Media services

### other Orange Multi Media services – set up text or Multi Media alerts

Want to find out how your football team is doing, or get a daily weather forecast for your area? Set up Orange text alerts to stay updated. Or sign up for a Multi Media alert with pictures. Subjects include film, sport and business briefings and quirky stories from around the world.

To set up an Orange text or Multi Media alert simply call **277** free from your Orange phone:

- 1 Call **277** free.
- 2 Follow the voice prompts.

To cancel an alert dial **277** and follow the prompts.

**Note:** You can receive text alerts when roaming but you cannot set them up.

**Note:** You will be charged 12p for each text alert received and 25p for each Multi Media alert.

### voice services

**if you prefer to listen to the news rather than read it simply call 177**

When you call **177** you can listen to up-to-date information on a variety of subjects including Lotto results, the weather in your local area, your horoscope and a selection of topical information from around the UK.

- 1 Call **177**.
- 2 Simply follow the voice prompts to hear the information you want.

**Note:** You will be charged a set price of 40p per minute to call **177**.



## Orange World and Multi Media services

### Orange Plus Information gets information direct to your phone

Orange Plus Information is another way to request text messages on:

- sports, news and results
- lottery, horoscopes, weather and jokes
- stocks, indices and foreign exchange

### how much does it cost?

Text messages to request information are free. Receipt of each Orange Information text message costs 12p.

#### To access Orange Information:

- 1 Press Menu, scroll to Orange Plus and press Select.
- 2 Scroll to Orange Plus and press Select.  
Choose or enter the subject you are interested in.

- 3 You will be offered a further list of options. Scroll to the one you want and press Select.
- 4 Choose from the following three options:
  - **Latest**  
Sends you a single text message with the latest information.
  - **All future**  
Requests that you are sent regular updates on your chosen subject.
  - **No more**  
Cancels the All future option.
- 5 You will then have two further choices:
  - **Get information**  
Requests information be sent to your phone immediately
  - **Add to menu**  
Your USIM Card saves the information you've entered so you don't need to re-enter it

## Orange World and Multi Media services

### Orange Plus Call Orange enables you to...

- speak to Customer Services
- listen to your Answer Phone messages
- listen to traffic news using Text Alerts
- call Orange Directory Enquiries
- call Orange International Directory Enquiries
- request update of breaking news by setting up Orange Text Alerts.

#### To call Orange:

- 1 Press Menu, scroll to Applications and select Orange Plus.
- 2 Scroll to Call Orange and press Select.
- 3 Select one of the following:
  - Customer Services
  - Account
  - Answer Phone
  - Voice Media
  - Traffic News

- Text Media
  - Directory Enquiries
  - Orange Chat
  - Breaking News
  - Orange Guide
- 4 Read the message from Orange, then press OK to dial the number.
  - 5 Choose Dial to dial the number.

### Orange Plus Payasyougo enables you to...

only available to pay as you go customers

- check your balance
- top-up your talk time by Orange Top-up Voucher
- link your phone to an Orange Top-up Swipe Card.

## Orange World and Multi Media services

### what can I do with Pay as you go?

Pay as you go gives you control of your phone expenses, and provides flexible options for topping up your balance.

### how much does it cost?

Balance and Top-up menu items are free, although some restrictions may apply.

#### To **check your balance**:

- 1 Press Menu, scroll to Applications and select Orange Plus.
- 2 Choose Payasyougo.
- 3 Choose Balance.
- 4 You will receive a text message. Press the Cancel key until you return to the main menu and choose Messages. The message in your inbox will tell you your balance.

#### To **Top-up your talk time using your nominated card**:

- 1 Press Menu, scroll to Applications and select Orange Plus.
- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Choose Voucher.
- 5 Enter your Orange Top-up Voucher number and press OK.
- 6 You will receive a message asking if you want to proceed. Scroll to read the full message and press OK. Choose Yes to proceed.
- 7 You will receive a text message. Press the Cancel key until you return to the main menu and choose Messages. The message in your inbox will tell you that your Voucher has been redeemed, and gives you your new balance.

#### To **Top-up your talk time using your credit or debit card**:

Use this to Top-up your talk time with a nominated credit or debit card.

To use the Top-up service you will first need to nominate your card with Orange. To register call 450 and choose option 1.

- 1 Press Menu, scroll to Applications and select Orange Plus.
- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Select credit or debit card as appropriate
- 5 You will automatically be connected to Customer Services to complete the transaction.

#### To **link an Orange Top-up Swipe Card to your account**:

- 1 Press Menu, scroll to Applications and select Orange Plus.

## Orange World and Multi Media services

- 2 Choose Payasyougo.
- 3 Choose Top-up.
- 4 Scroll to Swipe Card and press OK.
- 5 Enter your Orange Top-up Swipe Card number, which is the number following 894412, and press OK.
- 6 A message will appear confirming the Orange Top-up Swipe Card number (scroll to read the full message), and asks if you want to proceed. Press OK and choose Yes to proceed.
- 7 You will receive a text message. Press the Cancel key until you return to the main menu, then choose Messages. The message in your inbox will tell you that your Orange Top-up Swipe Card has been linked to your Pay as you go account.

An Orange Top-up Swipe Card enables you to Top-up your talk time at any registered outlet. For more information please see [www.orange.co.uk](http://www.orange.co.uk)

## Orange World and Multi Media services

### Orange Email and other services from your PC

#### Register with Orange Services and you will be able to:

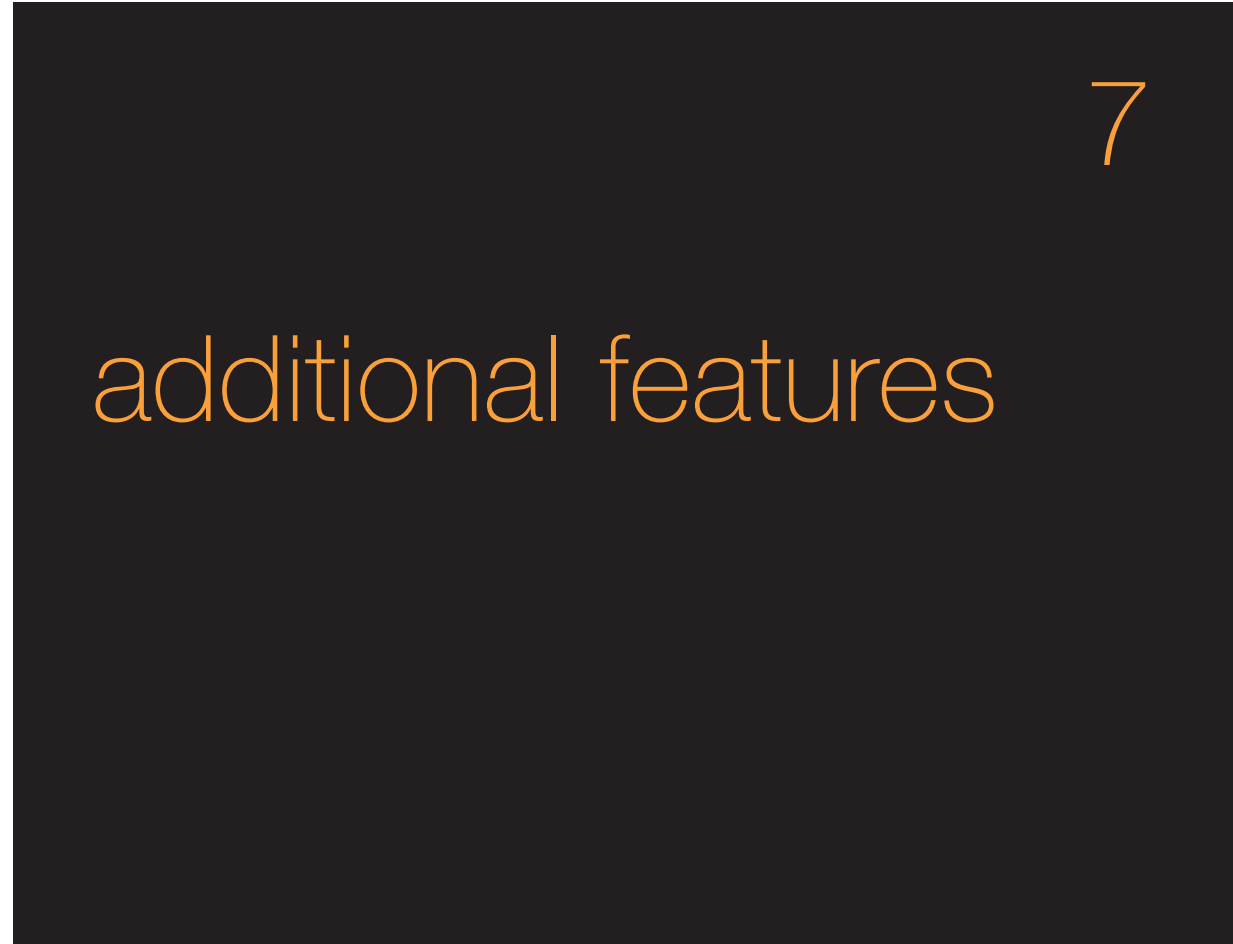
- Get your own Orange email address which comes with free email alerts. (When you're out and about, you can receive a text message on your Orange phone to alert you to emails you've received.)
- Organise your personal diary which comes with free text message reminders for the important dates you want to remember.
- Send 30 free text messages when online every month to phones on any network.
- Manage your Orange phone account online (not available to Pay As You Go customers): check how many inclusive minutes you have remaining, view your latest bill, set up a Direct Debit or pay by credit card securely, change your Service Plan.

### registering with Orange Services

To register with Orange Services from your PC just visit [www.orange.co.uk/register](http://www.orange.co.uk/register)

### read your email on Orange World

Select 'Email' under 'Tools' and you can access email providers including Orange, AOL, Yahoo! plus many more.



## additional features

### Orange Answer Fax

not available to pay as you go customers

If you spend a lot of time away from the office, you can still keep on top of your faxes with Orange Answer Fax. This service enables your Orange phone to store faxes until it is convenient for you to print them. Whenever a colleague or friend sends you a fax on your personal Answer Fax number, you will receive a text message that tells you how many pages there are and the number it was sent from. You can then use your Orange phone to retrieve and print your faxes using any fax machine that is convenient to you. Simply call your Answer Phone by pressing and holding the 1 key, and follow the simple prompts to retrieve your faxes.

To connect to Orange Answer Fax, call 150 from your Orange phone.

**Note:** The availability of Orange Answer Fax when you are abroad is dependent upon the network you are using. You are charged a standard data call charge.

### transfer data using infrared

You can use the infrared port of your phone to communicate wirefree with other infrared devices.

You can browse the Internet or check your emails if you connect to a laptop computer, or you can send contacts, business cards, calendar entries, ringtones and game commands from one handset to another.

To communicate via infrared you need to activate the infrared port.

#### To activate the infrared port:

- 1 Press Menu, scroll to Settings and press OK.
- 2 Select Phone.
- 3 Scroll to Infrared and press Select.
- 4 Scroll to On and press Select.

#### To send a contact via infrared:

- 1 Ensure that the infrared ports of the sending and receiving devices are facing and are within one metre of each other. If you are not sure where the infrared port is on your Z107, see page 15.
- 2 Select the contact whose details you want to send and press Options.
- 3 Select Details.
- 4 Press Options, scroll to Send name card and press Select.
- 5 Scroll to Via infrared and press Select.

#### To receive an item via infrared:

If the data transfer is not started within one minute of activation, the connection is cancelled and needs to be started again.

When the user of another phone sends you items via infrared, your phone will automatically accept the data as long as the infrared port is activated.

**Note:** Do not point the infrared beam at anyone's eye or allow it to interfere with other infrared devices.

This device is a Class 1 Laser product. Two devices linked by infrared should not be more than one metre apart.

### synchronise your phone with your PC

Synchronisation helps you keep on top of things as it ensures your important personal information is organised and up to date on your phone. With synchronisation your contacts, events and tasks will be available to you wherever you are on your phone or on your PC.

You can choose how you would like to synchronise your phone and PC, so that the same data appears on both your phone and computer.

- Desktop sync  
Synchronise your phone directly to your PC using infrared or a data cable.
- Mobile sync  
Synchronise your phone with the Orange website.

## additional features


### desktop sync your Z107 with your PC


You can synchronise your Z107 with other compatible devices using Bluetooth® wireless technology, the infrared port or a cable. Synchronising enables you to keep a copy of your contacts, appointments, tasks and notes so should anything happen to your phone, you will not lose important data.

To synchronise your devices you will need to install the software from the CD that came with your phone.

- 1 Your CD will autorun once inserted into your computer. Install the synchronisation software, following the on-screen prompts.
- 2 Connect your phone to the PC via infrared or data cable, and follow the on-screen prompts to begin synchronisation.
- 3 Once you have set up your partnership you are ready to synchronise your devices.

### switch applications at the press of a button

When you press , you can quickly switch to your call, messaging and Orange World applications without having to first quit the application that you are in.

- 1 Press .
- 2 Scroll right to the application you want to access.
- 3 Press OK.

### record a voice memo

Save voice memos to remind yourself of important information, deadlines and meetings.

To **record a voice memo**:

- 1 Press Menu, scroll to Applications and press OK.
- 2 Scroll to Voice memo and press Select.
- 3 Press Options and select Record.
- 4 The recording will start straight away. Press OK to pause the recording at any time, or scroll right and press OK to stop the recording. The recording will be saved automatically.

To **listen to your recordings**:

- 1 Press Menu, scroll to Applications and press Select.
- 2 Scroll to Voice memo and press Select.
- 3 Press Options scroll to Open files and press Select.
- 4 Scroll to the memo you want to listen to and press Select.

## additional features

8

personalise  
your phone

## personalise your phone

### change the way your phone behaves in seconds

A profile is a phone setting that determines how your phone behaves when for example you receive new text messages or Answer Phone messages.

To **choose a profile from five preset options:**

- 1 Press Menu, scroll to Profiles and press OK.
- 2 Choose from:
  - Normal
  - Meeting
  - Car
  - Silent
  - Outdoor.

To **customise a profile:**

- 1 Press Menu, scroll to Profiles and press OK.
- 2 Scroll to the profile you want to customise and press OK.
- 3 You can alter any of the following:
  - Call alert type
  - Voice call ringtone
  - V-call ringtone
  - Tone volume
  - Msg. alert type
  - Msg. alert tone
  - Msg. alert repetition
  - Effect tones
  - Key tones
  - Key tone volume.

## personalise your phone

### change your display settings to suit your mood

With your Z107, you can change your display settings to personalise your phone.

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Display and press Select.
- 3 Choose from:
  - Greeting message
  - Wallpaper
  - Cover LCD
  - Main menu style.

9

manage your time



## manage your time

### set the time and date

To **set your phone's time and date:**

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Date & time and press Select.
- 3 Enter the correct date, then scroll down and enter the correct time.
- 4 Press Save.

To **set your phone's alarm clock:**

- 1 Press Menu, scroll to Applications and press OK.
- 2 Scroll right to tab 2.
- 3 Choose which kind of alarm you want to set from:
  - Once alarm
  - Daily alarm
  - Wake up alarm
- 4 Press OK and scroll right to switch the alarm on.
- 5 Scroll down and enter the time when you want the alarm to go off.
- 6 Press Save.

### use your phone's organiser to remind yourself of important events

Your Z107 has a built-in calendar so you can keep track of important meetings you need to attend. You can save up to 100 appointments.

To **add an appointment:**

- 1 Press Menu, scroll to Organiser and press OK.
- 2 Select Calendar.
- 3 Press Options, scroll to New and press Select.
- 4 Choose what type of appointment you want to add to your calendar:
  - Schedule
  - Anniversary
  - Task
  - Memo.
- 5 Fill in the relevant details and press Save.

To **check your calendar settings:**

- 1 Press Menu, scroll to Organiser and press OK.
- 2 Choose from:
  - Calendar
  - Today's event
  - Schedule
  - Anniversary
  - Task list
  - Memo
  - Missed event alarm

## manage your time

### synchronise your calendar with the Orange website

Your Z107 allows you to synchronise your calendar with the Orange website, ensuring that you stay organised using your phone and computer.

To **store a copy of your calendar on both the Orange website and your computer:**

- 1 Using a computer go to the Orange website at <http://www.orange.co.uk>
- 2 Choose Organise and follow the instructions to set up synchronisation on your phone.
- 3 When you have completed the setup follow the instructions on the website to synchronise your calendar from your phone.
- 4 When you have finished synchronising, your Orange online services account will have the same events as your phone.

## manage your time

You can visit the Organise section on the Orange website to view and edit your online calendar and also to setup synchronisation with Outlook or Lotus Notes on your computer, so that you have the same calendar on both your phone and computer.

**Note:** Using your phone's Internet browser you can also visit Organise in Orange World.

## keep track of your time and finances

Your Z107 has built-in calculator and unit converter functions.

To **use the calculator:**

- 1 Press Menu, scroll to Applications and press OK.
- 2 Scroll to Calculator and press Select.
- 3 Enter numbers using the keypad. Use the navigation pad to add, subtract, multiply and divide. Press # to enter a decimal point.
- 4 Press OK to perform a sum.

To **use the unit converter:**

- 1 Press Menu scroll to Applications and press OK.
- 2 Scroll to Converter and press Select.
- 3 Choose which kind of units you want to convert from:
  - Currency
  - Length
  - Weight
  - Volume
  - Area
  - Temperature.
- 4 Scroll right to choose a unit type to convert, then scroll down and enter an amount. Scroll down again to change the type of unit you are converting to. The conversion will be performed automatically.

# 10

# have fun on your phone

## have fun on your phone


### when you have time to spare, why not test your gaming skills against your phone?

With the full colour screen and excellent sound quality, gaming on your Z107 is more fun than ever. You can download games to play from Orange World.

### wap games

You can access a great selection of games on your phone using your wap connection. These games are different to the downloadable games, as they require you to be connected while you are playing.

#### To play games on Orange World:

- 1 In the Home screen, scroll to  and press OK.
- 2 Select the Games link and you will see a list of games that you can play. Select a game and you will be given instructions on how to play.

**Note:** You will be charged the standard Orange World access charge while you are connected and playing games.

### download games and applications

Your phone is preconfigured with Java™ technology. This allows you to download Java™ games and applications to your phone via Orange World, which you can then use and update wherever you are.

#### To download a Java™ game or application:

- 1 Select the game or application you want to download.
- 2 Follow the on-screen prompts for downloading.
- 3 All downloaded applications will be stored in your Applications menu.

#### To open a downloaded application:

- 1 Press Menu and select Applications.
- 2 Scroll across to tab 3.
- 3 Select the game or application you wish to open.

### video clips

You can watch video clips through video links on Orange World, from the Internet or from clips stored on your phone or memory stick. Clips can be watched using the 3G media player already installed on your phone. To access clips use the following step-by-step guide.

#### To watch a video clip:

- 1 Select the clip that you want to view. If you are accessing the clip through Orange World, details of the clip will be displayed.
- 2 Select Get clip to watch the video.

The video will have to download to your phone before it can play. The length of time it takes to download will depend on the length of the clip. Some clips can be stored on your phone so that you can watch them at any time.

## have fun on your phone

#### To access a stored clip:

- 1 Press Menu, scroll to My Items and press OK.
- 2 Scroll to Videos and press Select.
- 3 Scroll to the video you want to watch and press OK.
- 4 Your Media Player will open and the video clip will start to play straight away.

You can also use your Media Player to stream music and video clips from a website. When you are browsing and select a link for streaming, your Media Player will open automatically. You can save these streaming links as bookmarks in your phone.

#### To play back saved music:

- 1 Press Menu, scroll to My Items and press OK.
- 2 Scroll to Music and press Select.
- 3 Select the song you want to listen to and press OK.

## have fun on your phone

To **access clips from the Video channel:**

- 1 Select Video from the main portal page to open your video channel. A list of categories will appear.
- 2 Select a category and then a video clip.
- 3 You will be given the option to view a clip request. The clip request shows more information about the clip including details of the full title, price, date and file size of the clip. Press Cancel if you do not want to see this information.
- 4 There may also be a delivery option to either download or stream the clip.
  - **Streaming**  
When the clip is requested, the clips start to play immediately. The clip cannot be stored.
  - **Download**  
When the clip is requested, the clip is fully downloaded to the device before it can be played. The clip is stored on the device.
- 5 To view a downloadable clip, press Yes when Use now? appears in the display.

**Note:** Downloadable clips are automatically saved to the Memory Card (or phone if no memory card is inserted). You can view the clip straight away or at a later time.

- 6 To play back a saved video clip, select Video from the My Items menu. A list of clips will appear. Select the video that you would like to watch. It will start playing automatically.

**Note:** Downloaded video clips can take up a lot of phone memory. If the phone memory becomes full, you should delete old clips before downloading new ones.

To access clips from the Internet or from links on Orange World, go straight to step 3.

## International services

### Orange International services for pay monthly customers

Whether it's two weeks in the sun or a quick business trip, take Orange with you when you go abroad and have the reassurance that it's the affordable way to keep talking.

You can call or send text messages or photo messages from abroad by simply adding the international dial code before the number you call or text.

If you call or send a text or photo message abroad from the UK it makes sense to use your Orange phone. Orange's low fixed price rates make it simple to work out exactly what you will be charged, so now you can stay in touch around the world.

**Note:** The availability of this service will be dependent on the partner network supporting Text Messaging and Multi Media Messaging.

When travelling abroad, always try to keep safety at the front of your mind.

- 1 For safety and security, always pack your Orange phone in your hand luggage and switch it off before boarding a plane.
- 2 Let others know you are abroad so they can expect a different ring tone when they call you or they might hear a recorded message in a foreign language if you are out of coverage.

## International services

### pay monthly check list before you travel

- 1 Call Customer Services on **150** from your Orange phone or **07973 100 150** from any other phone to activate your phone so you can make and receive calls abroad. Roaming needs to be activated at least 24 hours before travelling abroad and it only has to be activated once.
- 2 If you want to use Answer Fax abroad you must have it activated on your account at least 24 hours before you leave the UK. Call **150** from your Orange phone or **07973 100 150** from any other phone for details. The availability of this service is dependent upon the partner network which you are logged into.
- 3 If you have Line 2 we recommend that you divert all Line 2 calls to your Orange Answer Phone before you leave as this service is not available while you are abroad.
- 4 Remove any temporary bars on international calls using the menu options on your phone.

### What are the international dialling codes I need to add to numbers when I am calling to or from the UK?

country	code
Austria	+43
Belgium	+32
Cyprus	+357
Denmark	+45
France	+33
Germany	+49
Greece	+30
Italy	+39
Luxembourg	+352
Netherlands	+31
Northern Cyprus	+905
Portugal	+351
Rep. of Ireland	+353
Spain and islands*	+34
Sweden	+46
UK	+44

\*includes the Canary and Balaeric islands.

## International services

- 5 Set up any diverts on your Orange phone before you leave the UK as you will not be able to do it when you are abroad. Refer to Chapter 4 for more information on call diverts.
- 6 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.
- 7 Make sure that the frequently used numbers in your phonebook are saved with the International dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

**Note:** The availability of Orange products and services when roaming is dependent upon the partner network.

### Orange International services for pay as you go customers

Whether it's two weeks in the sun or a quick business trip, take Orange with you when you go abroad and have the reassurance that it's the affordable way to keep talking.

You can call or send text messages or photo messages from abroad by simply adding the international dial code before the number you call or text.

If you call or send a text or photo message abroad from the UK it makes sense to use your Orange phone. Orange's low fixed price rates make it simple to work out exactly what you will be charged, so now you can stay in touch around the world.

When travelling abroad, always try to keep safety at the front of your mind.

- 1 For safety and security, always pack your Orange phone in your hand luggage and switch it off before boarding a plane.
- 2 Let others know you are abroad so they can expect a different ring tone when they call you or they might hear a recorded message in a foreign language if you are out of coverage.

### pay as you go check list before you travel

- 1 Remove any temporary bars on international calls using the menu options on your phone.
- 2 Top-up your Talk Time by:
  - Credit or debit card  
Register your card 72 hours before you go and you can then call **450** from your Orange phone to top-up your talk time.
  - Orange Top-up Swipe Card  
Before you go, use your Orange Top-up Swipe Card to top-up; in the UK they're available in any Orange shop and wherever you see the Top-up symbol.
  - Orange vouchers  
Buy £20 and £50 vouchers from any Orange shop or high street stockist.

**Note:** Orange Top-up vouchers are not currently available abroad. Only UK vouchers will be redeemed.

- 3 Make sure you pack your charger and a three-pin adaptor so you can charge your phone while abroad.

## International services

- 4 Make sure that the frequently used numbers in your phonebook are saved with the international dialling codes you need, ie, +44 minus the leading zero from the area code for calls back to the UK.

**Note:** The availability of Orange products and services when roaming is dependent upon the partner network.

### How do I know which countries I can call from and to using my Orange phone?

Call the Information line on **450** from your Orange phone or **07973 100 450** from any other phone. You can also go to [www.orange.co.uk](http://www.orange.co.uk) to obtain an up-to-date list of roaming destinations.

## International services

### when you go abroad, you need to select the partner network to use

Orange has partnerships with a range of networks in a variety of countries.

When you go abroad, you need to tell your phone to select a network.

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Network and press Select.
- 3 Select Network selection.
- 4 Choose from:
  - **Automatic**  
Your phone will automatically select a network for you.
  - **Manual**  
A list of available networks will appear, which you can then choose from.

For more information call Orange Customer Services on 150 or, if you are a pay as you go customer, on 450 from your Orange phone.

### using your Answer Phone abroad

While abroad, you can use your Answer Phone as easily as you do when in the UK.

- 1 Simply press and hold the 1 key.
- 2 You will be connected to your Answer Phone.

Now just press:

- |   |                                 |
|---|---------------------------------|
| 1 | to listen to your message again |
| 2 | to save your message            |
| 3 | to delete your message          |
| 7 | to rewind 10 seconds            |
| 8 | to skip to the next message     |
| 9 | to fast forward 10 seconds      |
| # | to return the call.             |

### using GPRS abroad

If you use GPRS abroad you may need to manually select the network you use to ensure that you are roaming on a network that supports GPRS Roaming.

Call customer services on 150 from your Orange phone, or 07973 100 150 from any other phone, to get an up-to-date list of foreign operators that support GPRS Roaming and the tariffs applicable to the service plan.

You can connect to GPRS services as if you are in the UK when you use it abroad.

12

ensure your  
phone is secure



## ensure your phone is secure

### Orange Care

Life's difficult enough, without having to worry about the expense and hassle of replacing your phone.

#### With Orange Care you get:

- Worldwide cover for 12 months against loss, theft, accidental or malicious damage and phone breakdown.
- A replacement phone of the same model despatched within 24 hours of our acceptance of your claim, to any UK address.
- The same number and the same service on your replacement Orange phone that you enjoyed on your old one, so you're never out of touch for long.
- Great value cover for £5 per month.

To get Orange Care call **150** if you pay monthly, or **450** if you are a pay as you go customer.

**Note:** Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in Chapter 13. You should read these carefully.

To find out if you are covered by Orange Care or for more information call **150** free from your Orange phone.

### protecting your phone

Accidents happen – which is why we offer Orange Care. However, we do ask that you take good care of your phone and follow just a few basic steps to help protect your phone:

- Don't leave your phone unattended in a public place.
- Don't leave your phone in a vehicle.
- If this can't be avoided, please make sure it's locked in the boot or locked in the glove compartment.

## ensure your phone is secure

- Never loan your phone to someone else.
- Don't leave your phone on transport, for instance buses, planes or trains.

#### How to claim:

- Report the loss, theft or damage to Orange as soon as possible.
- Loss, theft or malicious damage claims must be reported to the police immediately (or as soon as possible within 24 hours of discovery).
- To make a claim or to have your phone barred to prevent unauthorised use simply call Orange Customer Services on **07973 100 150**, or if you are abroad call **+44 7973 100 250**.
- To speed up your claim make a note of the key facts before calling, eg, time of theft, where you lost it, how it got damaged and what the damage is, steps taken to recover your phone and any other relevant details. You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.

- Remember, if your phone is stolen or maliciously damaged we need a crime reference number or a lost property number if it is lost.
- Once your claim is accepted and the administration fee of £15 is paid, Orange will despatch your replacement phone. Please see the Orange Care terms and conditions for more information.
- Small Business customers opening an Orange account receive Orange Care free of charge for the first 12 months. Small Business customers will receive a free replacement for their lost, stolen and damaged phones, sent out within 24 hours of our acceptance of your claim.

### 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 0208 391 0168 for more details.

## ensure your phone is secure

### What if I enter the wrong PIN?

If you enter an incorrect USIM Card PIN or PIN2 three times in a row, your USIM Card will block. You will need a **PUK** (personal unblocking key) to unblock your USIM Card.

Call customer services on **07973 100 150** if you are a pay monthly customer or **07973 100 450** if you are a pay as you go customer for details on how to unblock your phone.

Do not attempt to guess the PUK code. If you enter your PUK code incorrectly 10 times in a row, you will permanently block your USIM Card and you may have to return your phone to Orange.

### ensure that only authorised people can use your phone

If your phone's USIM Card PIN is activated a four-digit PIN (Personal Identification Number) will be requested each time you switch your phone on. This PIN is preset to 1111. To increase your phone's security you can change the PIN to a number only you know.

#### To **activate your USIM Card PIN**:

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Security and press Select.
- 3 Scroll to PIN lock and press Select.
- 4 Scroll to Enabled and press Save.
- 5 Enter your four-digit PIN code, which is preset to 1111 and press OK.

#### To **turn your phone on once USIM Card PIN is activated**:

- 1 When you switch your phone on, PIN code will appear in your display.
- 2 Enter the four-digit PIN Code and press OK.

#### To **change your USIM Card PIN**:

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Security and press Select.
- 3 Scroll to Change PIN code and press Select.
- 4 Enter your current PIN code and press OK.
- 5 Enter your new PIN code and press OK.
- 6 Enter your new PIN code again to confirm.

## ensure your phone is secure

### phone code protects your phone against unauthorised use

The security code can be set to activate when a different USIM Card is used in your phone, to prevent unauthorised use. The phone code is preset to 00000000.

- 1 Press Menu, scroll to Settings and press OK.
- 2 Scroll to Security and press Select.
- 3 Select Phone lock.
- 4 Scroll to Enabled and press Save.
- 5 Enter the phone code and press OK.

## ensure your phone is secure

### what are the security codes for?

Your Orange phone comes with a number of preset security codes. Each code controls one of your phone's features. Use the table below to identify which code you need to activate each feature.

security feature	preset code
USIM Card PIN (PIN1)	1111
Fixed dialling (PIN2)	1111
Call barring	1111
Lock code	00000000

## reference

### safety

#### 1 network services

The mobile phone described in this guide is approved for use on the Orange network. A number of features included in this guide are called Network Services. These are special services that you can arrange through Orange. Before you can take advantage of the Network Services, you must subscribe to them through Orange. Instructions for these services are included in this guide.

#### 2 everyday use of your phone

Hold your phone as you would any other telephone, with the antenna pointing up and over your shoulder. If your phone has an extendible antenna, extend it fully. 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.

#### 3 using your Orange phone in a vehicle

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

- Orange recommend that you do not use your phone when driving, unless you are using a wired personal handsfree kit or personal handsfree car kit.
- If you need to make or receive a call and you have a personal handsfree kit or personal handsfree car kit, make sure it is done sensibly using speed dialling or voice activation where possible, and keeping calls brief and to a minimum.
- If you don't have a personal handsfree kit or personal handsfree car kit, stop and park your vehicle safely with the engine off before using your phone, although never on a motorway slip road or hard shoulder even if it is urgent.
- Do not store or carry inflammable liquids, gases or explosive materials in the same compartment as your phone, its parts or accessories and always store your phone safely and securely.

- You should always use a phone holder in your car to secure your phone safely. Never place the phone on the passenger seat or where it can break loose in a collision or sudden stop.

**Remember:** Always give your full attention to driving. There is a personal handsfree kit and personal handsfree car kit available for most Orange phones which you can purchase separately by calling the Orange Accessories Hotline on 0500 178 178 or by visiting your local stockist.

#### 4 car kit installation

- Only qualified personnel should install or service the personal handsfree car kit or the phone in a vehicle. Faulty installation or service may be dangerous and may invalidate any warranty which may apply to the unit.
- For vehicles equipped with an air bag, remember that an air bag inflates with great force. Do not place objects, including both installed or portable wireless equipment, in the area over the air bag or in the air bag deployment area. If a personal handsfree car kit is improperly installed and the air bag inflates, serious injury could result.

- Check regularly that all mobile phone equipment in your vehicle is mounted and operating properly.

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 air bag systems, etc). Check with the manufacturer or its representative regarding your vehicle. You should also consult the manufacturer of any equipment that has been added to your vehicle.

#### 5 fuse replacement

- Always replace a blown fuse with a fuse of the same type and size. Never use a fuse of a higher rating.

#### 6 emergency calls

If your phone offers the features listed below, and if you have restricted or barred outgoing calls from your phone,

## reference

calls to emergency numbers (999 or 112 in the UK) may still be possible. The features are:

- Restricted dialling lists
- Call barring
- Fixed dialling lists
- Calls to closed user groups
- Keypad locking

Ensure the phone is switched on and in service. Give your location to the operator.

### To make an emergency call:

- 1 If the phone is not on, switch it on. Check for adequate signal strength.
- 2 From the main display key in the emergency number for your location (eg 999, 112 or other official emergency number).

When making an emergency call, remember to give all the necessary information as accurately as possible. Remember that your phone may be the only means of

communication at the scene of an accident – do not cut off the call until given permission to do so by the operator.

### 7 one touch emergency dialling

If your phone supports preprogrammed 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. This depends on the type of restriction you have chosen, and the type of barring option you have selected.

One touch emergency dialling does not operate when certain other features are in use (such as keypad locking and others).

**Note:** Official emergency numbers (e.g 999, 112 or other official emergency number) may vary by location. However, only one official emergency number is programmed into your phone, which may be incorrect if you are using your phone overseas. Please check with our Partner Network abroad for the emergency number that is used in that

location. Your Orange phone, like any mobile phone, operates using radio signals, mobile and fixed line networks which cannot always guarantee connection in all conditions. Therefore never rely solely upon your 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.

**Note:** When using voice dialling you must say the name exactly as you said it when you recorded it, which may be difficult in, for example, a noisy environment or during an emergency. Do not rely solely upon voice dialling in all circumstances.

**Note:** A valid SIM Card must be inserted in your phone in order to make emergency calls. Pay as you go customers do not need to have talk time available, but need to have used the phone in the previous six months.

## reference

### 8 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. When connecting the phone or any accessory to another device, read its user guide for detailed safety instructions. Do not connect incompatible products.

### 9 pacemakers

- Pacemaker manufacturers recommend that a minimum separation of 16 cm (6 inches) be maintained between a handheld phone and a pacemaker to avoid potential interference with the pacemaker. These recommendations are consistent with the independent research of and recommendations of Wireless Technology Research. Users with pacemakers should therefore:
  - Always keep your phone at least 20 cm (8 inches) away from your pacemaker when the phone is switched on.
  - Never carry your phone in your breast pocket.

## reference

- Use the ear opposite to the pacemaker to minimise the potential for interference.
- Switch off your phone immediately if you suspect that interference is being caused.

### 10 hearing aids

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

### 11 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 switch off your phone in health care facilities when any regulations posted in these areas instruct you to do so.

### 12 aircraft safety

Using your phone while in the air is prohibited. Switch off your phone before boarding any aircraft. The use of mobile telephones in an aircraft may be dangerous to the operation of the aircraft, disrupt the mobile telephone 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.

### 13 explosive materials

- You are advised to switch off your phone when at a petrol station or other refuelling point. You must observe restrictions on the use of radio equipment in fuel depots (fuel storage and distribution areas); chemical plants or where blasting operations are in progress.
- Areas with a potentially explosive atmosphere are often but not always clearly marked. They include: below deck on boats; chemical transfer or storage facilities; vehicles using liquefied petroleum gas (such as propane or butane); areas where the air contains chemicals or

particles, such as grain, dust or metal powders; and any other area where you would normally be advised to turn off your vehicle engine.

**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.

### 14 general safety information

- When changing your phone's cover, always switch off the power and disconnect the phone from the charger or any other device. Always store the phone with the covers attached. Never use a phone without a cover.
- Remember to always make backup copies of all important data.
- Your phone must be switched on to access games, ring tone composer, calendar, calculator, wap, infrared, timer and other similar features. Do not switch your phone on when mobile phone use is prohibited or when it may cause interference or danger.

## reference

- The information or services you have accessed using wap are stored in the cache of your phone, which is a memory used to store data temporarily. You should empty the cache of your phone after each use to ensure that any confidential information cannot be accessed by anyone using your phone.
- Parts of the phone are magnetic. Metallic materials may be attracted to the phone. Always secure the phone in its holder because metallic materials may be attracted by the earpiece. Do not place credit cards or other magnetic storage media near the phone, because information stored on them may be erased.
- Always switch your phone off in any facility where posted notices so require.

### 15 phone and battery care

**Warning:** Use only batteries, charger and accessories approved for use with this particular phone model. The use of any other types may invalidate any approval or warranty applying to the phone, and may be dangerous.

- Do not charge the battery when either of your phone's covers are removed.

## reference

- Keep the phone and all its parts and accessories out of children's reach.
- Your phone is not water resistant. Keep it dry. Precipitation, humidity and all types of liquids or moisture can contain minerals that will corrode electronic circuits.
- Do not use your phone in dusty, dirty areas. Its moving parts can be damaged.
- Your phone is powered by a rechargeable battery. Note that a new battery's full performance may only be achieved after two or three complete charge and discharge cycles.
- The battery can be charged and discharged hundreds of times but it will eventually wear out. When the operating time (talk time and standby time) is noticeably shorter than normal, it is time to buy a new battery.
- Temperature extremes may affect the ability of your battery to charge: allow it to cool down or warm up first.
- Never use any charger or battery which is damaged or worn out.
- Always unplug the charger when not in use. Do not leave the batteries connected to the charger for longer than a week, since overcharging may shorten its lifetime. If left unused, a fully charged battery will discharge itself over time.
- Do not paint your phone as this can clog its moving parts and prevent operation.
- Only use the antenna supplied or an approved replacement antenna. Unauthorised antennae, modifications or attachments could damage the phone and may violate regulations governing use of mobile phones.
- Keep all SIM Cards out of children's reach.
- Use your phone battery only for its intended purpose, and never use any charger or battery which is damaged or worn out.
- 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

## reference

- take adequate precautions when carrying a spare battery in a purse or pocket.
- Batteries must be recycled or disposed of properly and according to your local regulations, and must never be disposed of in household waste. Never dispose of batteries in a fire.
- When you disconnect the power cord of any accessory, including the charger, grasp and pull the plug, not the cord.
- For good operation times, discharge a NiMH battery from time to time by leaving your phone switched on until it turns itself off.
- Do not attempt to open the casing on your phone or its battery. Non-expert handling may damage it.
- Do not drop, knock or shake the phone. Rough handling can break the internal circuit boards.
- Do not use harsh chemicals, cleaning solvents, or strong detergents to clean your phone. Wipe it with a soft cloth slightly dampened in a mild soap and water solution.
- Do not store it in hot areas. High temperatures can shorten the life of electronic devices, damage batteries and warp or melt certain plastics.
- Do not store your phone in cold areas. When it warms up (to its normal temperature) moisture can form inside the phone which may damage electronic circuit boards.

All of the above suggestions apply equally to your phone, battery, charger or any accessory. If any of them is not working properly, contact Orange customer services on 07973 100 150 or, if you are a pay as you go customer, on 07973 100 451, from any other phone for assistance.

## radio waves and your phone

Specific absorption rate, or SAR, is an internationally accepted way of measuring how much radio frequency (RF) energy is absorbed by the body when a mobile phone is used.

## reference

All phones on the Orange network are designed by the phone manufacturers to comply with the relevant recommendations and standards. Orange believes that new and existing customers should be fully informed about SAR.

The SAR value for your Samsung Z107 is 0.57w/kg.

**Note:** The SAR value for your phone has been provided to Orange by the manufacturer. By acting as facilitator for conveying this information to our customers, Orange is fulfilling its duty as a responsible retailer.

## paperwork

### 14-day phone return

The 14-day phone return 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 and a percentage of the monthly subscription. Simply fill in the form supplied with your phone and take it along 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 pay as you go) 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 the terms and conditions booklet.

Please call Orange customer services on 07973 100 150 or, if you are a pay as you go customer, on 07973 100 451 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

Paying by Direct Debit is a convenient way to pay. If you're a pay monthly customer you will still be sent a detailed monthly statement but won't have to remember to send a cheque each month. To set up a Direct Debit payment call 150 from your Orange phone.

If you're a pay as you go customer you can combine control with peace of mind, topping up from as little as £10 a month to £100. You can change or cancel your Direct Debit anytime, just give 14 days notice. To set up a Direct Debit payment call 450 from your Orange phone .

### allowing access to your Orange account

It can sometimes be useful for someone else to have access to your account, for example if you have more than one Orange phone in your name. As an account holder you can choose to allow information only access and access which will allow changes to be made. Please call customer services who will send you a form.

## reference

### Orange useful booklets

If you would like to receive a free booklet containing useful information on an Orange product or service call Orange Customer services on 07973 973 150 or, if you are a pay as you go customer, 450 from your Orange phone.

## Orange Care terms and conditions

### 1 interpretation

- 1.1 In these terms and conditions Insurance refers to the provisions of clause 3 and Warranty to the provisions of clause 7, 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. (Orange Care only applies to approved and Orange branded phones).
- 1.3 To check whether your chosen service plan includes Orange Care or requires Orange Care to be purchased as an optional extra please call 150 from your Orange pay monthly phone or 07973 100 150



## reference

from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Pay as you go customers can purchase Orange Care by calling 450 from their Orange phone or 07973 100 450 from any other phone.

## 2 insurance terms

- 2.1 Orange Personal Communications Services Limited (Orange) is monitored by HSBC Insurance Brokers Limited which is a member of the General Insurance Standards Council.
- 2.2 Orange is authorised by the insurer to collect premiums, to accept or decline claims, to arrange repairs and issue replacement phones on behalf of the insurer. For the purposes of this Insurance 'phone' means handset, standard battery, SIM card and charger, originally supplied as part of the standard package.

- 2.3 The Insurance is arranged with an authorised insurer whose details are available upon request to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 2.4 The following paragraphs describe the conditions and cover provided under the terms of this Insurance which forms part of a master policy arranged by HSBC Insurance Brokers Limited on behalf of Orange. This Insurance is subject to the terms and conditions of the master policy, a copy of which can be obtained from HSBC Insurance Brokers Limited. Requests should be made in writing, stating your Orange phone number.

## 3 cover for lost stolen and damaged phones

Your phone which must be in your possession or in the possession of an authorised user is insured worldwide subject to the terms and conditions of the Insurance policy (see clause 6.14 in respect of conditions outside the United Kingdom). If your phone (or parts there of) is lost, stolen or damaged you will be entitled to a replacement or repair 'free of charge' subject to payment of the

administration fee as detailed in clause 9.6, subject to compliance with all the following terms and conditions of the policy. For your information an authorised user is the Orange registered customer, other users officially notified to Orange by the customer and authorised by Orange, the registered customer's spouse/partner, members of his/her immediate family, all of whom would normally reside at the registered customer's address and employees of the registered customer who use the phone with permission of the customer.

- 3.1 Loss, theft or malicious damage claims must be reported to the Police immediately but in any event within 24 hours of discovery of the occurrence. In respect of claims arising outside the United Kingdom please refer to Clause 6.14.
- 3.2 Your claim must be reported to Orange as soon as possible but in any event not more than 24 hours after you discover the loss, theft or damage. In respect of claims arising outside the United Kingdom please refer to Clause 6.14. To make a claim you must provide the following:

## reference

- 3.2.1 the crime reference number in respect of theft or malicious damage claims or the lost property reference number if the phone has been lost;
- 3.2.2 full details of how the loss, theft or damage occurred; and
- 3.2.3 any other information and evidence as may reasonably be requested by Orange regarding the cause of loss or damage.
- 3.3 Orange will arrange repair or replacement on behalf of the insurers.
- 3.4 Lost, stolen or damaged antennas will be repaired/replaced, where appropriate, free of charge once only.
- 3.5 You or any authorised user of the phone must at all times act with due care in looking after the phone and take all reasonable precautions to safeguard it against loss, theft or damage.

## 4 exclusions

- 4.1 A replacement or repair will not be provided under the terms of the Insurance where the loss or damage is caused by or consists of:

## reference

- 4.1.1 normal wear and tear or deterioration, depreciation, rusting or oxidisation, atmospheric or climatic conditions or other gradually operating cause;
- 4.1.2 confiscation or detention;
- 4.1.3 improper maintenance, repair or modification;
- 4.1.4 defective materials or workmanship covered by the manufacturer's warranty;
- 4.1.5 breakdown of or interruption to the network service;
- 4.1.6 loss of use or consequential loss of any kind;
- 4.1.7 cosmetic damage which does not impair the normal functions of the phone;
- 4.1.8 loss of or theft of items left unattended in a public place;
- 4.1.9 theft of items from an unattended vehicle unless the item was in a locked boot or locked glove compartment and the vehicle itself was securely locked;
- 4.1.10 any wilful act, neglect or failure to take reasonable care by you or any authorised user or any wilful act or neglect carried out at the direction or instigation of you or any authorised user;
- 4.1.11 disregard of manufacturer's and/or operating instructions;
- 4.1.12 damage resulting from pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds;
- 4.1.13 war and hostilities;
- 4.1.14 loss, destruction or damage in Northern Ireland due to civil commotion unlawful or wanton act committed maliciously in connection with any unlawful association;
- 4.1.15 radioactive contamination;
- 4.1.16 loss or theft of a phone from temporary premises is covered only where there is evidence of forcible and violent entry or exit.
- 4.2 A replacement or repair will not be provided if:
  - 4.2.1 Orange has reason to believe you have made a fraudulent claim;
  - 4.2.2 you do not make reasonable efforts to recover any lost or stolen items;

## reference

- 4.2.3 the phone is not registered and connected to the Orange network in your name;
  - 4.2.4 at the time of loss, theft or damage the phone was not being used or in the possession of you or an authorised user.
- 5 premium payment**
- Insurance cover will cease if any premium is not paid on the due date unless such delay is due to a processing error by any clearing bank or similar. Your phone will not be replaced or repaired if any sum is due by you to Orange.
- 6 general**
- 6.1 It is a condition of this policy that the replacement of any phone will only be made with an Orange product. Wherever possible, reasonable efforts will be made to ensure that the replacement phone is of the same or similar specification.
  - 6.2 Replacement phones may be supplied from refurbished stock that have been tested and are fully functional.
  - 6.3 In the event of a claim you are only entitled to repair or replacement (at the option of Orange) of your phone. There is no entitlement to any monetary settlement under the terms of the Orange Care Insurance policy.
  - 6.4 The Insurance period will be unaffected by the replacement of your phone and will continue to apply from the date the Insurance first came into force.
  - 6.5 Should you find a phone that you have reported lost or stolen before you have received a replacement, you must report this to Orange immediately so that the delivery of the replacement can be cancelled. If you fail to do so we reserve the right to impose a charge for any attempt to deliver the replacement.
  - 6.6 When a replacement phone has been supplied due to accidental or malicious damage the original phone must be returned to Orange.
  - 6.7 When a replacement phone has been supplied because of loss or theft, if the original phone is subsequently recovered it must be returned to Orange as it is the property of the insurer.

## reference

- 6.8 If there is reason to believe that you have not taken reasonable care of your phone any claim may be referred to Chartered Loss Adjusters in order to carry out a special investigation into the circumstances of the claim. No free replacement or repair will be provided unless and until the adjusters confirm your claim is acceptable under the terms of the policy
- 6.9 If Orange believes that you have persistently failed to take reasonable care of your phone your cover will be cancelled.
- 6.10 Orange may at its option require you to return your phone for examination before a replacement is supplied.
- 6.11 If Orange has reasonable cause to believe you have made a fraudulent claim your cover will be cancelled.
- 6.12 You must provide any assistance and/or information that Orange reasonably requests in connection with the replacement of your phone.
- 6.13 A replacement item will be refused or you will be charged for any replacement if you have not complied with the terms of the Insurance policy and of Orange Care.
- 6.14 If your phone is lost or stolen or maliciously damaged whilst you are abroad you must report the loss or theft to the relevant local authority and to Orange as soon as possible but in any event as soon as reasonably practicable after you discover loss theft or malicious damage. A replacement phone will not be sent to you until you return to the United Kingdom.
- 6.15 Where a replacement phone is issued under the warranty the original phone must be returned to Orange.
- 6.16 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.
- 6.17 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.

## reference

- 6.18 Orange will use its reasonable endeavours to dispatch 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.
- 6.19 Orange will arrange with you a place and time period for any replacement phone to be delivered, on payment of the administration fee detailed in clause 9.6. We reserve the right to impose a delivery charge if you are unavailable for the delivery as agreed.
- 6.20 Any replacement phone received under either clause 3 or clause 7 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 clauses 8.1, 9.1 and 10.2 as appropriate will continue to apply from the date such cover originally came into effect.
- 6.21 Any claim accepted under Orange Care purchased as an optional extra with your Pay Monthly service plan will be subject to an administration fee. See clauses 9.6, 9.6.1, and 9.6.2. for details
- 7 warranty - defective materials or workmanship**
- 7.1 If your phone (or parts thereof) becomes defective due to faulty materials or workmanship Orange will (at its option) repair or replace it at no charge (on payment of the administration fee, if applicable, as detailed in clause 9.6) provided that:
- 7.1.1 it has been used in accordance with the operating instructions;
  - 7.1.2 any repairs which may have been, or are to be undertaken have been arranged by Orange;
  - 7.1.3 you have complied with the foregoing terms and conditions;
  - 7.1.4 the Orange phone is registered and connected to the Orange network in your name;
- 7.2 This Warranty is an extra benefit and is additional to your legal rights;
- 7.3 Batteries only have a 12-month warranty.

## reference

**8 term & payments – Service Plan inclusive of Orange Care**

- 8.1 Where you are connected to a service plan which includes Orange Care the Insurance and Warranty will come into force when you register the phone on the Orange network. The Insurance and Warranty will remain in effect for a period of 12 months, unless you switch to a different service plan as indicated in clauses 11.2 and 11.6.
- 8.2 Orange Care cover may be purchased separately once the initial period of 12 months has expired.
- 8.3 Where phones share an Orange Group service plan then each phone will be covered separately.

**9 term & payments – pay monthly Service Plan with optional Orange Care**

- 9.1 Where you are connected to a service plan 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

confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.

- 9.2 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.
- 9.3 Premiums may be varied at any time and will be effective 90 days after you have been notified in writing or other durable form, unless the premium is varied at the annual renewal date of the policy. 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.
- 9.4 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.
- 9.5 Where phones share an Orange Group service plan then Orange Care must be purchased separately for each phone.

- 9.6 Any claim accepted under Orange Care will be subject to an administration fee charged to your account in advance of any repair or replacement being undertaken. Details of the current administration fee are available on request from Orange and are published in our periodically updated price guide. The administration fee is subject to change and is payable in respect of all accepted claims made under Orange Care with the exception of those set out in clause 9.6.1.
- 9.6.1 The administration fee will not be payable in respect of a claim for defective material or workmanship of a new phone (including standard battery and charging unit but excluding reconditioned and/or second hand phones) where the defective material or workmanship has been brought to Orange's attention within 6 months of the date of purchase of the phone.
- 9.6.2 For the avoidance of doubt the administration fee is not refundable.

- 9.7 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.
- 9.8 Orange will negotiate renewals of the Insurance policy on your behalf and may change Insurer. The Insurer and Orange may vary the terms of the policy from time to time but will give you 90 days notice of any such changes. If your rights under the policy are restricted or removed you may terminate Orange Care on giving 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.

## reference

## reference

**10 term and payments – pay as you go Service Plan**

- 10.1 When you are connected to a pay as you go service plan which requires Orange Care to be purchased as an optional extra the premium must be paid in advance.
- 10.2 The policy only applies to approved and branded Orange pay as you go phones and may be purchased for any phone within the current pay as you go range. 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 the policy will come into force within 24 hours of clearance of your cheque. The Insurance and warranty within the policy will each have a term of 12 months. Your confirmation of Insurance cover will be sent to you within 30 working days after the end of the month in which cover becomes effective.
- 10.3 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.

**11 switching between Service Plans**

- 11.1 In the event that you wish to switch from one pay monthly service plan to another both of which include Orange Care, or, from one pay monthly service plan to another both of which require Orange Care to be purchased as an optional extra then Orange Care will continue unaffected.
- 11.2 In the event that you wish to switch from a pay monthly service plan which includes Orange Care to a pay monthly service plan which requires Orange Care to be purchased as an optional extra the inclusive Orange Care will automatically cease.
- 11.3 In the event that you wish to switch from a pay monthly service plan which requires Orange Care to be purchased as an optional extra to a pay monthly service plan 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 8.1 calculated

from the day your phone was first registered on the Orange network.

- 11.4 In the event that you wish to switch from a pay as you go service plan for which Orange Care has been purchased to a pay monthly service plan which requires Orange Care to be purchased as an optional extra Orange Care will automatically cease. 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.
- 11.5 In the event you switch from a pay as you go service plan to a pay monthly service plan 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 8.1 calculated from the day your phone was first registered on the Orange network.
- 11.6 In the event you switch from a pay monthly service plan inclusive of Orange Care to a pay as you go service plan Orange Care will automatically cease.

- 11.7 In the event that you wish to switch from a pay monthly service plan for which Orange Care has been purchased as an optional extra Orange Care will automatically cease but in such event you will not be entitled to any refund of premiums paid.

**12 claims**

- 12.1 To make a claim under this Insurance you should call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone if you are a pay monthly customer. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone. Your claim will be handled fairly and promptly.
- 12.2 In certain circumstances, particularly where there is a dispute over your claim Orange may refer the matter to independent Chartered Loss Adjusters for investigation and review.

## reference

## reference

### 13 complaints

- 13.1 If you have any queries or complaints regarding this Insurance you should in the first instance address this to Orange. Call 150 from your Orange pay monthly phone or 07973 100 150 from any other phone. Pay as you go customers should call 451 from their Orange phone or 07973 100 451 from any other phone. Small Business customers should call 345 from their Orange Phone or 07973 100 345 from any other phone and Business Solutions customers should call 158 from their Orange phone or 07973 100 158 from any other phone.
- 13.2 If your queries or complaints regarding this Insurance are not satisfied, you can in the second instance write to Product Insurance, Orange PCS, Senhouse Road, Darlington, DL1 4YG.
- 13.3 If you are not satisfied with the way a complaint has been dealt with you should write to HSBC Insurance Brokers Limited, Quay West, Trafford Wharf Road, Manchester, M17 1PL.
- 13.4 If you remain dissatisfied, HSBC Insurance Brokers as a member of the General Insurance Standards

Council is also a member of a registered independent dispute resolution scheme. They will advise you how you can contact this scheme.

- 13.5 Insofar as general Insurance products are concerned Orange is monitored by HSBC Insurance Brokers Limited who are members of the General Insurance Standards Council.

## pay monthly terms and conditions

### 1 definitions

The following words and expressions shall have the following meanings:

#### Accessories

Products approved by Orange which you use in conjunction with your Device. 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.

#### Age Restricted Services

any Services which are specified for use only by customers over a specific age.

#### Bar

a block placed by us on some or all of the Services you normally use (except for calls to emergency services). It may include us restricting the Service whereby you will automatically be re-directed into Orange when you attempt to make an outgoing call from your Device

#### Billing Date

the day on which your billing statement will be issued after you have been connected.

#### 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 corresponding meanings.

## reference

#### Content

information, communications, images and sounds, software or any other material contained on or available through the Services.

#### Contract

these terms and conditions which are binding on both you and Orange for each Device you connect to the Orange Network.

#### Customer Communication

information made available to you by Orange which provides information on Orange Services. It may be made available on your Device or provided electronically or distributed with new Devices 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.

#### Device

a mobile telephone, device or data card (excluding Accessories) which is approved by Orange for connection to its Network.

## reference

### 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 Device with its own phone number.

### Minimum Term

the minimum period for the supply of Services as specified in your Service Plan commencing on the date of Registration; where no period is specified in the Service Plan a minimum period of 12 months from the date of Registration will apply.

### Network

the electronic communications system by which Orange makes Services available in the United Kingdom.

### Orange Additional Services

optional Services (including but not limited to Roaming, International Calling, Premium Rate Services and Content provided by Orange) which may cost extra whether they are supplied in conjunction with Service Plans or outside Service Plans.

### Orange

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

Contract. Referred to in this Contract from time to time as 'we' 'us' or 'our'.

### Price Guide

a list of our current Charges which is updated from time to time and is available from us upon request.

### Registration

our acceptance of your application for Services and our record of your data and any User data prior to Connection. 'Register' has a corresponding meaning.

### Roaming

An optional Service that allows you to use your Device 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.

### Service Plan

a number of products which shall include but not be limited to bundles of airtime, text, and/or Orange Additional Services and/or additional discounts offered by Orange for an agreed monthly or other periodic payment.

### SIM

a card or other device which shall for the avoidance of doubt include a USIM 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 the Minimum Term

2.1 For each Device you own, your Contract starts on the date of Registration and will continue for the Minimum Term and thereafter you have limited rights to terminate your Contract during the Minimum Term as described in Section 4.

## reference

### 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 the Services available to you at all times. The Services are only available within the range of the base stations that make up our Network. We cannot guarantee a continuous fault-free service. 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, features or functionality of your Device, the number of people trying to use the network at the same time, and faults in other telecommunication networks to which the Network is connected

## reference

- 3.1.2 the quality of our Services may not be at its best inside buildings or below ground.
- 3.2 When you move outside the Orange enhanced service area this may result in:
- 3.2.1 the call being terminated if you are on a video call
- 3.2.2 the speeds at which data is downloaded being affected.
- 3.3 Any coverage maps are our best estimate but not a guarantee of service coverage, which may vary from place to place.

**Services may sometimes be affected by maintenance and upgrading**

- 3.4 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 keep the period of non-availability to a minimum. However, some interruption may be inevitable.

**suspension of Services**

- 3.5 We may suspend some or all of the Services you use, without giving you notice, if:
- 3.5.1 we have good reason to believe that you haven't complied with one or more of the terms of your Contract
- 3.5.2 you don't pay your bill within the time stipulated in Condition 6.2; we reserve the right to place a Bar on some or all of the Services from your Device (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 Reconnection and removal of the Bar
- 3.5.3 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
- 3.5.4 we have good reason to believe that your mobile phone number is being used for fraudulent or improper purposes

- 3.5.5 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
- 3.5.6 you notify us that your Device has been lost or stolen
- 3.5.7 we are required by the emergency services or other government authorities to suspend your Services.
- 3.6 You will remain liable for all monthly or other periodic Charges during any period of Suspension.

**suspension of Orange Additional Services**

- 3.7 We reserve the right to change, suspend or withdraw part or all of any Orange Additional Service on giving reasonable notice.

**monitoring the Services you use**

- 3.8 For the purposes of good management and security and to make sure we follow your instructions correctly and to improve our service to you through training of

our staff, or to monitor instances of unsolicited messages we may monitor or record communications. Where we have good reason to believe such communication is unsolicited you agree we may but are not obliged to block such communication.

**roaming Services outside the UK**

- 3.9 Roaming relies on the telecommunications systems of foreign networks, over which we have no control. We cannot therefore offer any guarantees about Roaming services.
- 3.10 If you use Services from a country outside the UK your use of the Services may be subject to different laws and regulations that apply in that other country. Orange is not liable for your failure to comply with those laws or regulations.

**Storage and transmission of information on our Network**

- 3.11 We may establish limits concerning the use of the Services, for example the maximum size of an email



## reference

message that may be sent or receive and the maximum capacity allocated to you for storage of Content on the Network which you access via the Services.

- 3.12 You agree that Orange has no responsibility for the deletion, corruption or failure to store any Content maintained or transmitted by the Network.
- 3.13 While Orange has no responsibility to monitor the use of the Services if you exceed the use limits we reserve the right to refuse to store or send Content on your behalf.

#### access to the Services and Content

- 3.14 Under no circumstances will Orange, or any of the other parties involved in the provision of Orange Content, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in Content or the provision of Content. Orange agrees to rectify any such problems in the Content which are notified to Orange as soon as Orange

reasonably can. If you do notice a fault or error in the Content, please notify the fault to Orange.

- 3.15 Orange accepts no liability for the loss, late receipt or non-readability of any download, transmission or other communications. The Content, which is obtained from a large range of sources, is supplied to you on an 'as is' basis and Orange does not warrant that the Content is of satisfactory quality, fit for a particular purpose, suitable, reliable, accurate, complete, secure or is free from error.

#### access to the third party services and the Internet

- 3.16 We have no control over the value or quality of goods, services or Content offered by third parties on or through the Services. As a result we cannot be responsible or liable in any way for, and do not endorse, any of these goods, services or Content.
- 3.17 The Services may be used by you to access websites and networks worldwide. Orange accepts no responsibility for the Content or services in respect of these and you agree to conform with the instructions issued by those websites and networks relating to your use of those services.

- 3.18 Accessing the Internet, which is not a secure environment, or using third party services may leave you vulnerable to unwanted programs or material or viruses that may be downloaded to your Device without your knowledge which may give unauthorised access to, or damage, your Device and the information stored on it. Orange is not liable or responsible in any way for such unauthorised access, damage to or loss of information on your Device.

#### Age Restricted Services

- 3.19 You are not permitted to access our Age Restricted Services (if any) if you are below the age specified to access the Services. If you are allowed to access the Age Restricted Services by virtue of the fact that you are the specified age or older you must not show or send Content from the Age Restricted Services to anyone below the specified age. If you let anyone under the specified age use your Device, you must ensure you deactivate access to the Age Restricted Services.

## reference

## 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 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 or other periodic Charges still remaining on your initial Minimum Term agreement (except in the circumstances set out in Conditions 4.3 and 15.1). 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 last month of the Minimum Term.

## reference

**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 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; or
- 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 licence; or
- 4.3.4 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.

**terminating your contract because Orange is no longer able to provide access to the Network**

- 4.4 If, for reasons beyond our control, we are no longer able to provide Network Services, we will at our discretion either:
- 4.4.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you, or
- 4.4.2 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 of your Contract by Orange**

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

- 4.5.3 we have good reason for believing that any information you have given us is false or misleading
- 4.5.4 you become insolvent within the meaning of Section 123 of the Insolvency Act 1986, or bankrupt, or make any arrangement with creditors or go into liquidation or become subject to an administration order or a receiver is appointed over any of your assets or if we have good reason for believing that you are unable to pay the Charges
- 4.5.5 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.

**termination of your contract by Orange without written notice**

- 4.6 We reserve the right to terminate your contract immediately at any time in respect of any or all of the Devices owned by you, in whole or in part without notice to you if

## reference

- 4.6.1 we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4, or 6.4.5, 6.4.8, 6.4.9, 6.4.10, or 6.4.11 or
- 4.6.2 you haven't complied with one or more of the terms of your Contract and do not correct the breach within 7 days of being asked by us in writing to do so.

**termination and Line Two**

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

**5 effect of Termination of the Agreement**

- 5.1 When this Agreement is terminated, your Device will be Disconnected and you will no longer be able to use the Services.

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

- 5.2 Termination of your Contract is subject to you paying us any money you owe us and us paying you any

## reference

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, eg 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 invoice.

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.

6.1.2 You must make your payment when you receive your invoice and by one of the payment methods stated on your invoice subject to clause 6.3. However we may also submit an interim bill or require an immediate payment if we think you have exceeded a reasonable limit on your Account.

#### 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. This interest will be charged on a per annum basis calculated daily.

#### 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.
- 6.3.1 We reserve the right to charge an administration fee each month for payments not made by direct debit.
- 6.3.2 We may arrange for invoices to be issued by a third party on our behalf. Invoices issued by such third party shall be binding on you and payment of such invoices in full to the third party will be a valid discharge of your liability to pay such invoices under this Agreement.

## reference

#### 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 we consider reasonably necessary from time to time. While 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 or storing any data 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

## reference

- 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 Devices 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)
- 6.4.8 not send or upload anything that is copyright protected (unless you have permission) or which in any way breaches the intellectual property rights of any third party
- 6.4.9 not copy, modify, store, forward, publish or distribute the Services or their Content without our express permission

- 6.4.10 only use Content for your own personal use and not for any commercial purposes or distribute it commercially
- 6.4.11 not to re-sell, re-supply or otherwise distribute the Services or Devices without the prior written agreement of Orange
- 6.4.12 not to circumvent the Age Restricted Service mechanisms.

**7 multiple users**

- 7.1 Where there are one or more Users other than you under your Contract, you remain responsible :
- 7.1.1 for ensuring the Services are used in accordance with this Contract; and
- 7.1.2 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.

**electronic messages**

- 8.2 It is not possible to send electronic messages on Line Two. This shall include but not be limited to, text, video and multi media messages.

**Service Plan**

- 8.3 You may not have a higher Service 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:

## reference

- 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
- 9.1.3 You will also tell us if your details change.

**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 Device 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.

## reference

### 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. In considering your application we will search your record at the licensed credit reference agencies. They will add to your record details of our search and your application. We will use credit scoring or other automated decision making systems when assessing your application. 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 or to decide an appropriate credit limit on your Account. 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.

- 10.2 We will also check your details with a fraud prevention agency who will record details of any false or inaccurate information provided by you where we suspect fraud. We or other organisations may use and search these records to:
- 10.2.1 help make decisions about credit and credit related services, for you and members of your household
  - 10.2.2 help make decisions on motor, household, credit, life and other insurance claims, for you and members of your household
  - 10.2.3 trace debtors, recover debt, prevent fraud, and to manage your Accounts or insurance policies
  - 10.2.4 check your identity to prevent money laundering, unless you furnish us with other satisfactory proof of identity.
- 10.3 We may also disclose details of how you conduct your Account to such agencies. The information will be used by other credit grantors for making credit decisions

about you and the other members of your household, for fraud prevention, debt recovery, money laundering prevention, tracing debtors and Account management. For these purposes we or they may make further searches. Although these searches will be added to your record they will not be shared by others.

- 10.4 Please contact us if you would like details of these credit reference and fraud prevention agencies from whom we obtain and to whom we pass information about you. You have a legal right to this information.

### 11 deposits

#### deposits are held for 12 months

- 11.1 We may request a Deposit from you:
- a) before Connection
  - b) before making Orange Additional Services available to you, or
  - c) before reinstating the Services after Suspension, or
  - d) if you fail to pass any credit assessments which we reasonably consider to be necessary from time to time

## reference

- 11.2 Deposits will be held for 12 months from the date of receipt and then refunded upon request. 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 or credit 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.

## reference

**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 Device enables the Device to work on our Network only with the exception of Devices 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 Device is either owned by or licensed to Orange which grants you a non-exclusive licence 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 Orange and third party directories, and our Network will allow the display of your Orange number on receiving Devices. If you prefer not to allow either of these options, please let us know in writing. Your mobile phone number and the approximate location of your Device will always be sent if calling the emergency services.

**14 Devices****your Device is not a part of your Contract**

14.1 Your Device 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 Service Plan and to indicate which Orange Additional Services you require. You may switch to a higher Service Plan at any time. You may switch to a lower Service Plan as often as you like after 6 months following your Connection to the Network. In the event you do switch Service Plan and add to or cancel Orange Additional Services you must give us not less than 10 days' notice before your 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 Service 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).

15.2 In exceptional circumstances a government authority may require the reallocation or change of phone numbers in which case we may have to change your mobile phone number for the Services

**new services**

15.3 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 Communication. 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.

## reference

## reference

**16 Customer Communication****please read all the information we send you**

- 16.1 We update our Customer Communication 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 Communications and to keep those which are mailed to you until they are superseded. We regard you as having been given any information if it is:
- included in a mailing addressed to you
  - by voicemail, email text or other form of electronic message sent by us to your Device
  - communicated directly by any means.

**17 assignment of Contract and change of ownership of Device****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 (not to be unreasonably withheld) allow you to:
- nominate a User other than yourself while you remain primarily liable to us under your Contract
  - terminate your Contract on short notice if you have transferred title to your Device to a new customer who has Connected the Device to our Network.
- 17.2 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 nor otherwise, for any loss or damage which is:
- not the fault of the other party
  - indirect and/or not reasonably foreseeable
  - loss of business, profits, savings, revenue, use or goodwill, or for any loss or corruption of data 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:

- direct financial loss
- 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, terrorist act, 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.

## reference

## reference

**19 general****changes to your Contract**

19.1 Subject to Condition 15, 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:

- a) 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
- b) any disclosure as may be within our Data Protection Act registration

c) any disclosure required as a result of an order of any court of competent jurisdiction or by statutory authority.

**Your information**

19.3 Orange or its Group companies will use your information which you provide to us together with other information for administration, marketing, credit scoring, customer services, tracking your Device and web use preferences, and profiling your purchasing preferences. We will disclose your information to our service providers and agents to help us with these purposes. We will keep your information for a reasonable period after your contract with us has finished in case you decide to use our Services again and we may contact you about our Services during this time.

19.4 You consent to us sharing your information with other companies in the Orange Group and companies outside the Orange Group who are our business partners. They or we may contact you by mail,

telephone, electronic messaging services, fax or email to let you know about any goods, services or promotions which may be of interest to you. Please call customer services if you do not wish to receive such information from us, or if you do not wish to receive information from our business partners, but remember that this will preclude you from receiving any of our special offers or promotions or those of our business partners.

19.5 By registering your Device on the Network you consent to our transferring your information to countries which do not provide the same level of data protection as the UK if necessary for providing you services you require. If we do make such a transfer, we will put a contract in place to ensure your information is protected.

19.6 You have a right to ask for a copy of your information (for which we charge a small fee) and to correct any inaccuracies.

19.7 When you give us information about another person you confirm that they have appointed you to act for them, to consent to the processing of their personal data, and to

the transfer of their information abroad and to receive on their behalf any data protection notices.

19.8 For details of the Orange Group of Companies please visit our website.

**delivering communications to you**

19.9 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 voicemail, email text or other form of electronic 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**

19.10 You may request that disputes between you and us are referred to arbitration under our Code of Practice for

## reference



## reference

Consumer Affairs. We will supply a copy of our Code of Practice for Consumer Affairs to you on request.

**miscellaneous**

- 19.11 If either party delays or does not take action to enforce their rights under the contract this does not prevent either party from taking action later.
- 19.12 If any of the terms in this contract are not valid or legally enforceable the other terms will not be affected. We may replace any term that is not legally effective with a similar term that is.

**Orange company details**

- 19.13 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**

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

## pay as you go terms and conditions

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 pay as you go 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.

**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.

**pay as you go 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 which remains the property of Orange) 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 pay as you go Voucher, Register has a corresponding meaning.

## reference

**Roaming**

a service which allows you to use your Phone on other operator's networks, usually in foreign countries.

**Services**

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

**SIM**

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

## reference

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 pay as you go Vouchers

3.1 Free airtime given to the customer on initial registration of their new pay as you go 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 pay as you go 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 have not Registered a new pay as you go Voucher or you have not made chargeable calls from your phone or received incoming calls on your phone. For the avoidance of doubt calls shall include but not be limited to voice calls, data calls and text messaging. On disconnection your mobile telephone number will be reassigned. On reconnection you will be assigned a new mobile telephone number. Any remaining credit on your pay as you go Voucher will be reinstated if you reconnect. You can reconnect your phone without having credit on your pay as you go Voucher.

3.5 No cash credits will be given for unused pay as you go Vouchers. Credit or Debit card payments are subject to our policy on acceptance in force from time to time.

## 4 our rights to terminate your service

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 clause 2.4, 2.5, 5 and 6 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; or

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;

## reference

- 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 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 pay as you go 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

## reference

## reference

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 pay as you go 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 pay as you go 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 six months since you last Registered a pay as you go 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.

## reference

**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.

## reference

- 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 only 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.

## reference

### downloadable games terms and conditions

#### 1 eligibility

- 1.1 Each downloadable mobile phone game from Orange Games ("the Game") is open to any UK resident age 16 years or over who has phone of a type which is both listed on the orange.co.uk/games website and registered on the Orange network in the United Kingdom ("the Phone").
- 1.2 Only one player can be registered for the Game per phone.
- 1.3 By downloading the Game the player agrees to be bound by these Terms and Conditions
- 1.4 You can only download the Game in the United Kingdom, the Game may be downloaded in some foreign countries, however this is dependent on this service being supported by the foreign network.

## reference

### 2 cost

- 2.1 The cost of downloading each Game in its basic form is currently charged at £1.50. For certain games, additional levels or stages may be available for download and these will be charged at 50p per level or stage, any downloading of the Game outside the UK will be subject to additional charges.
- 2.2 The charges for submitting your high score are based on messages sent from the player's phone, which are currently charged at 10p per message whilst in the UK. This charge will apply even if you have SMS remaining in a monthly or other bundle. Any submission of high score whilst outside the UK will be subject to additional charges at the foreign network rates. Similar charges may apply in respect of certain actions such as unlocking an individual character or feature.

- 2.3 Orange reserves the right to change these costs, and will publish any changes on [www.orange.co.uk/games](http://www.orange.co.uk/games) Any continued use of the Game after such publication means that you will be deemed to have accepted such changes. You will only be charged for complete downloads. If your download should not be completed you will not be charged.

### 3 the prizes

Certain Games may have prizes for those with highest scores, or who win tournaments. Details of any such prizes will be displayed at [www.orange.co.uk/games](http://www.orange.co.uk/games) Orange's decisions regarding prize winners shall be final and no correspondence will be entered into by Orange. Details of winners will be made available by Orange on written request. You must not enter into any unlawful, inaccurate, vulgar or inappropriate detail at the point of registration for the prizes.

### 4 conditions attaching to Prizes

Prizes are not transferable. All prize descriptions not illustrative and not definitive. Further details available on written request submitted to Orange with a stamped self-addressed envelope.

Orange reserves the right to offer an alternative prize of equal or greater value at any time. The prizes may themselves be subject to other terms and conditions, depending upon their nature. No cash alternative is available in whole or part.

### 5 general

- 5.1 Under no circumstances will Orange or any of the other parties involved in the provision of the Game, be liable for any losses, damages, costs or expenses arising from or in any way connected with any errors, defects, interruptions, malfunctions or delays in the provision of the Game. We agree to rectify any such problems in the Game which are

## reference

notified to us as soon as we reasonably can. If you do notice a fault or error in the Game, please notify Orange customer services.

- 5.2 Orange accepts no liability for the temporary non-availability of its network, loss, late receipt or non-readability of any transmission or other communications.
- 5.3 Orange reserves the right to amend these Terms and Conditions from time to time. Any alteration or addition to these Terms shall take effect immediately once posted on [www.orange.co.uk/games](http://www.orange.co.uk/games). Any continued use of the Game after such publication means that you will be deemed to have accepted such changes.
- 5.4 We reserve the right to cease provision of the Game at any time.
- 5.5 Only one Game may be stored on your phone at any time, in addition to the Game already stored on your phone at the time it is registered to the Orange network.
- 5.6 The downloading of the Game is subject to availability and may be affected by the volume of users from time to time or by network congestion. Orange's Standard

## reference

Network Terms and Condition continue to apply in parallel with these Terms and Conditions.

- 5.7 You must only use the Game for your own personal use, and not for any commercial purpose.
- 5.8 You agree only to access, download and use the Game in accordance with Orange's security measures relating to its network and billing, and the source code of the Game, and will not attempt to circumvent such security measures.

All trademarks and trade names are the properties of their respective owners. All rights are reserved by the respective owners.

## Orange Value Promise Terms and Conditions

### 1 Definitions

#### Competitor tariff

A popular published, currently available, monthly paid contract digital tariff available in the UK from O2 (UK) Limited (formerly British Telecommunications Mobile Communications Ltd), Vodafone Retail Ltd & T-Mobile (formerly One 2 One). For the avoidance of doubt this excludes O2 (Online) Limited tariffs and other tariffs which are only offered online by the above companies.

#### OVP

Orange Value Promise

#### Service Plan

The scale of charges for using a mobile phone

#### Additional Services

Optional services which cost extra whether they are supplied in conjunction with competitor tariffs or outside competitor tariffs

## reference

### 2 Scope

- 2.1 OVP applies to Competitors' tariffs for voice, answerphone, standard WAP and standard person to person text messaging on other UK digital networks. It includes standard data calls at 9.6 kb per second. OVP excludes High Speed Data at 28.8 kb per second and GPRS calls.
- 2.2 Services will provide generally the same functionality of the Competitor's product but specifications may differ. Competitor's own branded e-commerce and Additional Services are not offered with OVP.
- 2.3 For a list of current OVP tariffs please visit [www.orange.co.uk/cgi-bin/ovp/costs.pl](http://www.orange.co.uk/cgi-bin/ovp/costs.pl)
- 2.4 Once our Competitors close an OVP equivalent tariff for new connections, we may at our choice withdraw the OVP Plan for new connections and close the Service Plan to customers switching Service Plan.
- 2.5 We reserve the right to discontinue a currently available or a 'closed' OVP Plan and move existing customers to the nearest equivalent currently available Service Plan. We will write to the account holder to notify such changes.
- 2.6 OVP Plans are not available on Orange Line Two.
- 2.7 OVP does not apply to pay as you go, pay up front or shared tariffs.
- 2.8 OVP does not offer discounted rates or schemes for calls between nominated or frequently called numbers.
- 2.9 OVP does not apply to Competitor's promotional tariffs but we reserve the right to offer a competitor's promotional tariff and may, from time to time, offer our own promotional variants of OVP Plans.
- 2.10 We reserve the right not to offer any Competitor tariff containing elements of services or functions that the Orange Network does not currently offer or to omit those elements of services or functions.

## reference

### 3 Charges

- 3.1 We will make reasonable endeavours to ensure that OVP Plan charges are the equivalent of the Competitor tariff published charges.
- 3.2 In the event that a Competitor makes any changes to a Competitor tariff, subject to the provisions of these terms and conditions we will make reasonable endeavours to implement any published changes to existing OVP Plans as soon as is reasonably practical.
- 3.3 If you are connecting to Orange on an OVP Plan you will be charged the equivalent of the Competitor's standard connection charge.
- 3.4 We reserve the right to apply Competitor's charges for changing OVP Service Plan.
- 3.5 Subject to point 3.4 above, you may switch between Orange Value Promise Service Plans, Orange Talk Plans or other Orange Service Plans
- 3.6 You may switch between OVP Plans or to an Orange Talk Plan by giving us at least 5 days notice before your Monthly Billing Date.

- 3.7 OVP Plans will replicate the charging structure & minimum call charges of the Competitor's tariff including, but not limited to, service charges for itemised billing, non-direct debit payment, access charges for short message service, charges for calls to Customer Service and charges for calls made to freephone numbers (including, but not limited to, those prefixed 050 & 080).
- 3.8 International direct dialled and Roaming calls will be charged at standard Orange rates.

### 4 Charges for Mobile to Mobile calls

- 4.1 OVP Plan charges, for calls entirely on the Orange Network, will be the equivalent of the Competitor's tariff charges for calls made entirely on their network, subject to point 2.8 above. These are known as 'On Net calls'.

- 4.2 OVP Plan charges, for calls made to phones on the Competitor's network, will be the equivalent of the Competitor tariff charges for calls made from their Network to phones on the Orange Network, subject to point 2.8 above. These are known as 'Mobile to Mobile Off Net calls'. For example, if 'Y tariff', on 'network X', charges 25p per minute to call another mobile phone on its network and charges 50p per minute to call a mobile phone on any other network, the OVP equivalent Plan will charge 25p per minute to call another Orange phone and 50p per minute to call a mobile phone on 'network X' or any other mobile network.

### 5 Other Benefits

- 5.1 OVP offers rollover on minutes and text messages on all OVP Plans with an inclusive bundle where the competitor tariff offers rollover on minutes or text messages. Rollover on minutes or text messages is not available on Service Plans with an inclusive value bundle. Unused inclusive minutes and/or text

messages from one month may be rolled over for use in the next. If the rolled over minutes and/or text messages are not used in that month they will be lost. We reserve the right to offer rollover as a promotion on certain OVP plans where rollover is not offered by the competition.

- 5.2 The Orange Network Performance Promise applies to OVP Plans, subject to its terms and conditions.

### 6 Insurance Products & Orange Care

- 6.1 Competitors' insurance products are not offered under OVP.
- 6.2 Orange Care is not included in any OVP Plan, but you may purchase it separately. If you do not purchase Orange Care then you will only get the benefit of the manufacturer's warranty on a new phone.



## reference

## 7 Promotional Offers

- 7.1 Subject to clause 2.9 we reserve the right to replicate or to offer our own promotional variants of selected promotional offers made available by Competitors in whole or in part.
- 7.2 These promotional offers will only be available for new connections and will not be applied where an account has been upgraded or migrated.
- 7.3 Such promotional offers will not be available in conjunction with other promotions which we are offering at the time, unless expressly stated otherwise in the terms and conditions of the offer.
- 7.4 We reserve the right to vary the promotional offers that we offer and to limit the OVP tariffs to which they apply.
- 7.5 Where we have chosen to replicate a promotional offer we will use reasonable endeavours to do so as soon as is reasonably practicable.

## 8 Final Points

- 8.1 We reserve the right to move each phone on an OVP Plan to a separate account and to bill you separately for each such phone.
- 8.2 Service is subject to the Orange Terms & Conditions for the supply of Network Services, a copy of which can be found at the back of your Orange phone user guide.
- 8.3 We reserve the right to vary these terms & conditions at any time. Please call Orange Customer Services to confirm.

## reference

## Declaration of conformity

**For the following product:** GSM900/GSM1800/WCDMA Triband Digital Portable Cellular Telephone SGH-Z107  
**Manufactured at:** Samsung Electronics CO., Ltd, 94-1 Imsoo-Dong, Gumi City, Kyung-Buk, Korea, 730-350  
**to which this declaration relates, is in conformity with the following standards and/or other normative documents.**

**Safety:** EN 60950-1:2001  
**EMC:** EN 301 489-01 v1.3.1 (2001-09)  
 EN 301 489-07 v1.1.1 (2000-09)  
 EN 301 489-24 v1.2.1 (2002-11)  
**SAR:** EN 50360:2001  
 EN 50361:2001  
**Network:** EN 301 511 v7.0.1 (2000-12)  
 EN 301 908-2 v1.1.1 (2002-01)

We hereby declare that [all essential radio test suites have been carried out and that] the above named product is in conformity to all essential requirements of Directive 1999/5/EC.

The conformity assessment procedure referred to in Article 10 and detailed in Annex[\* \*] of Directive 1999/5/EC has been followed with the involvement of the following Notified Body(ies):

BABT, Claremont House,  
 34 Molesey Road,  
 Walton-on-Thames,  
 KT12 4RQ, UK  
 Identification mark: 0168

**CE 0168**

## contact Orange

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. The three-digit numbers can be called from any phone by adding the prefix 07973 100.

### pay monthly customers

Customer Services	150†
Billing Enquiries	150†
International Calling Helpline	150†
Orange Multi Media	177* or 277*
Registration	980
Orange Care	150
Lost or Stolen	07973 100 250†

### pay as you go customers

To Top-up your Talk Time	450†
Customer Services (Enquiries)	450*†
Information Line	452
Talk Time balance	453
Orange Multi Media	177* or 277*
Lost or Stolen	07973 100 450†
Registration	0800 079 0006

### Orange Business Solutions customers

businesses with 1-49 employees	345
businesses with 50+ employees	158

### all Orange customers

Operator Services	100†
Orange Accessories Line	0500 178 178
Directory Enquiries	118 000*
International Directory Enquiries	118 880*
Emergency Services	999 or 112

\* Chargeable services available with your Orange phone.

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

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

## further information

[www.orange.co.uk](http://www.orange.co.uk)

[www.orange.co.uk/business](http://www.orange.co.uk/business)

If you would like to receive a free booklet containing useful information on any Orange product or service call Orange Customer services on **07973 973 150** or, if you are a pay as you go customer, **450** from your Orange phone. The following booklets are available:

- Services and Charges
- Orange Care
- Orange Value Promise
- Terms and Conditions
- How to use Answer Phone and manage your calls
- How to get fun, news and information on your phone
- How to send messages, photos and more
- How to use your phone abroad and call internationally

Visit the Orange website to find out more about Orange products and services, buy accessories from the Orange shop and if you are a pay as you go customer register with Orange online.

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