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# the detail

full user guide **LG C1100**



# welcome

This guide provides you with all the information you need to use your phone, from making a call to texting a friend.

You can also find out more about the wide range of services offered by Orange to keep you in touch and informed whether you're at home, at work or abroad.

So that you can make your first call please take a few moments to register with Orange. See your **quick start** guide for more information.

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# with the C1100 you can...

- customise your profile settings to suit your surroundings
- download Java™ applications to personalise your phone
- access your favourite features quickly using the scroll key shortcuts
- keep up-to-date with the subjects that interest you most with Orange World
- slim and compact colour clam shell phone

the C1100 – brings sparkle to your life

1

get to know your phone

## get to know your phone

### soft keys

the function of these change according to what you are doing

### scroll keys

to move through the menu options and to access your phonebook, inbox and list of favourites

### call key

to answer a call or to make an outgoing call

### clear key

to delete a character when entering text

### menu key

from the main display, press this key to open your list of menus or use it to select a menu or function

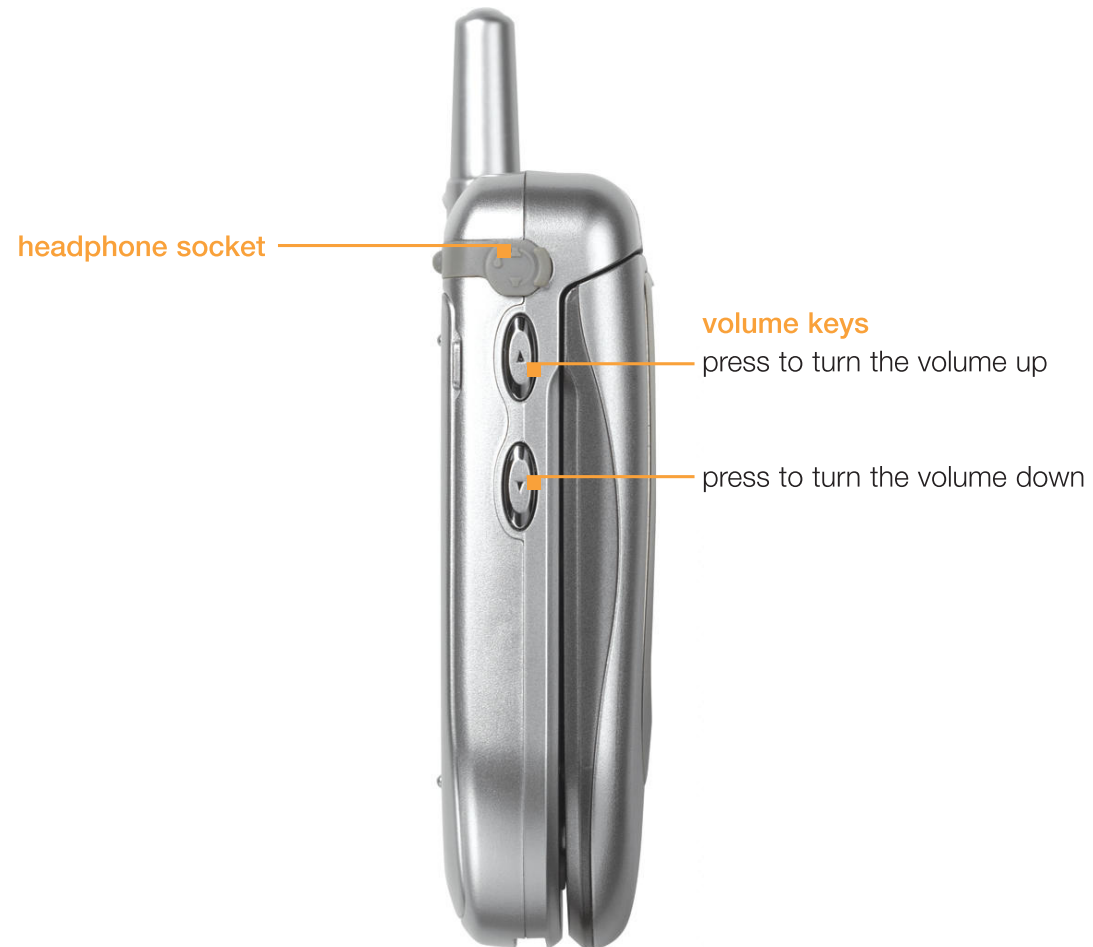
### end/power key

to end a call or, if your phone is ringing to busy a call and divert it to your Orange Answer Phone. Press and hold to switch your phone on.

### charger socket



get to know your phone



## get to know your phone

### switch your phone on

To **switch your phone** on press and hold



### make your way around the menus

To **enter the menus**, press Menu. Use the scroll keys to find your way around the menus. Each menu has its own set of submenus. Have a look at the menu map overleaf for a breakdown of the submenus.

### make your selection

The soft keys control how you choose a function. On your display you will see what feature the soft key controls, depending on what you are doing at the time. So, for example, from the main display the left soft key (Message) will take you to your New message screen and the right soft key (Orange) will open Orange World.

Use the scroll keys as shortcuts from the main display:



Opens your phonebook



Opens your phonebook



Opens your inbox



Opens your list of favourites

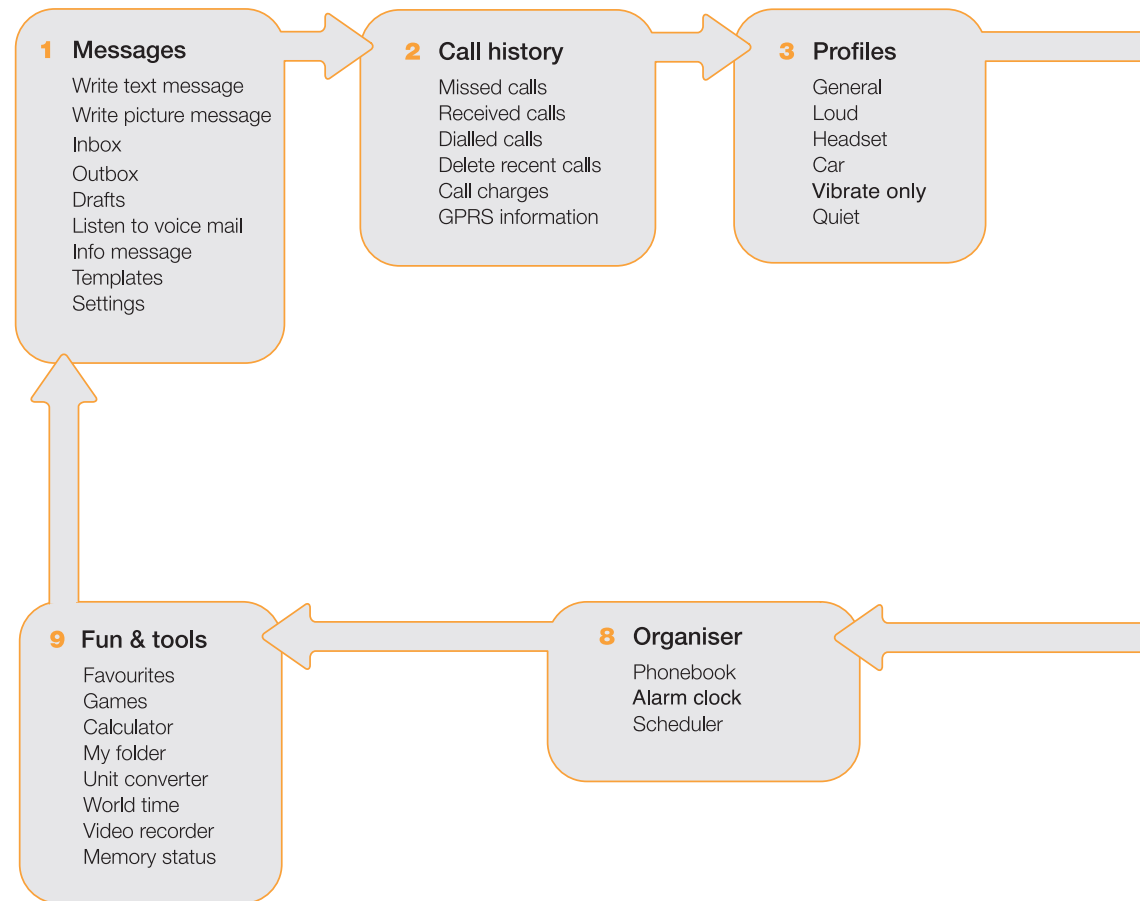
## get to know your phone

From inside the menus, press the left soft key to **Select** an option and the right soft key to go **Back** to the previous screen.

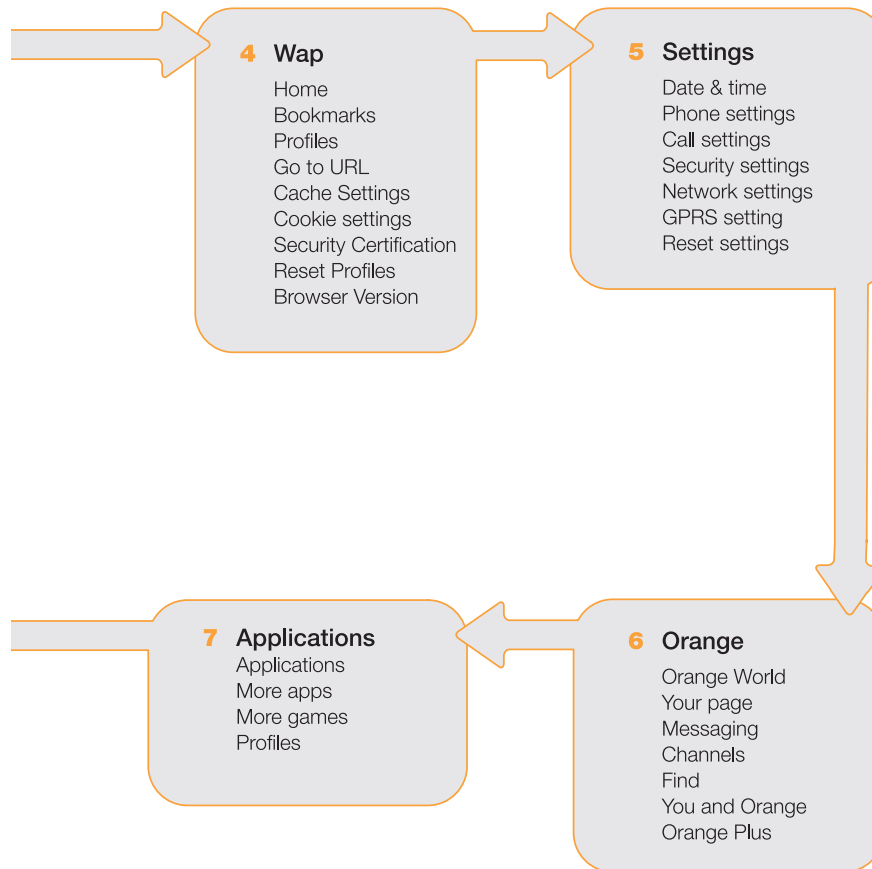
You can return to the main display at any time from any menu simply by pressing .

## get to know your phone

### explore the menus



## get to know your phone



## get to know your phone

### symbols on your display



Antenna

The more bars visible, the stronger the signal



Battery level

The more bars visible, the more battery power



GPRS is active



Roaming



Call in progress



Answer Phone message received



Line 1/2 indicator \*



Call divert

### How do I change my phone's ring tone?

- 1 Press Menu, scroll to Profiles and press Select.
- 2 Scroll to the active profile and press Select.
- 3 Scroll to Personalise and press Select.
- 4 Scroll to Ring tone and press Select.
- 5 Scroll through the ringtones and press Select when you reach one you want to use.



Alarm clock set



Text message received

If flashing, the memory is full



Headset connected



Silent

\* not available to pay as you go customers

2

make calls

## make calls

- 1 press and hold this button  
 to turn your phone on
- 2 dial the number you want to call, but don't forget to use the full area or international code
- 3 press  to make the call



make calls



**listen to calls at the  
right volume**

When you are on a call press  
the top button to increase the  
earpiece volume or the  
bottom button to decrease  
the volume

## make calls

### avoid accidental calls

It's a good idea to keep the phone closed when you're not using it to avoid pressing keys by mistake.

### choose whether you answer a call or not

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

If your phone is open, press End or  **to busy the call** to your Answer Phone.

If your phone is closed, press and hold the volume keys to **busy the call** to your Answer Phone.

To **end a call** press .

### 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  and  keys.
- 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

## make calls

connection.

- 1 Press Menu, scroll to Settings and press Select
- 2 Scroll to Call settings and press Select.
- 3 Scroll to Auto redial and press Select.
- 4 Scroll to On and press Select.

### 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 Select.
- 2 Scroll to Call settings and press Select.
- 3 Scroll to Call waiting and press Select.

- 4 Activate is highlighted. Press Select.

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 , or press Answer and select Hold & Answer.

To **end the current call and accept the new call** press Menu and select End & Answer.

To **reject the new call**, press  or Menu and select Multiparty/Reject.

To **switch between calls** press  or Options and select Swap.

## make calls

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, enter the new number you would like to call and press .
- 2 When the second call is connected, the first call will automatically be put on hold.
- 3 Press  to return to the first call, and put the second call on hold.
- 4 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.

To **mute your call:**

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

## make calls

### call back a missed number

To **call back a missed call straightaway**:

- 1 Call Missed will appear in your display. Press List. 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 history and press Select.
- 2 Missed calls is highlighted. Press Select.
- 3 Scroll to the number you want to call back and press .

### 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 SIM update when the service has been activated. Turn your phone off and back on again.

## make calls

To **start a conference call**:

- 1 Call someone in the usual way.
- 2 Make a second call by entering the new number then pressing . When this call connects the first call will be put on hold.
- 3 Press Options and select Multiparty/ Join call to connect the two calls.
- 4 Add extra people to the call by repeating steps 2 and 3.
- 5 Use the  and  keys to scroll through the list of callers in the conference call.
- 6 To have a private conversation with one of the callers, press Options and select Multiparty/ Private.
- 7 To disconnect someone from the conference call, press  while their number is highlighted.
- 8 To end the conference call, press Options and select Multiparty/ End all.

**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.

**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

## make calls

SIM 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**, press and hold the # key.

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

## make calls

### 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 451 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.

3

manage your contacts

## manage your contacts

### store the names and numbers of your friends, family and colleagues in your phonebook

To **open your phonebook** press .

This opens your phonebook at the first alphabetical entry.

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

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

- 1 Enter the phone number of the contact and press Save.
- 2 Select either SIM or Phone depending on where you want to save the contact. If you are saving the contact to your phone's internal memory, you will also have to select a category for

the number, for example Work number.

- 3 Enter the name of your contact and press OK. Your phone is preset to predictive text. See page 42 for details of how to use predictive text.
- 4 Press Save.
- 5 Press  and  to select a group for the contact. Press Save.
- 6 Scroll through the picture characters to select one to appear when your contact calls you. Press OK then Save twice.

### search for a name in your phonebook

The quickest way to find a name is to press  then the key which corresponds with the initial letter of the name you are looking for. If you press a key twice,

## manage your contacts

quickly, you will go to the names starting with the second letter on the key

### You can edit the contacts in your phonebook.

To **edit contact details**:

- 1 Press  to open your phonebook.
- 2 Scroll to the contact whose details you want to edit and press Options.
- 3 Edit the fields as necessary and press OK.
- 4 Press Save.

### delete a single contact from your phonebook

- 1 Press  to open your phonebook.
- 2 Scroll to the contact whose details you want to delete and press Options.
- 3 Scroll to Delete and press Select.
- 4 Press Yes to confirm you want to delete this entry.

### delete all your contacts from your phonebook

- 1 Press Menu, scroll to Organiser and press Select.
- 2 Phonebook is highlighted. Press Select.
- 3 Scroll to Delete all and press Select.
- 4 Choose to delete all entries from your SIM or Phone. Press Select.
- 5 Enter your four-digit security code which is preset to 0000. Press OK.

## manage your contacts

### It's a good idea to copy numbers from your SIM 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 SIM Card and move your contact details to your new phone.

#### To **copy numbers between your phone and your SIM**:

- 1 Press Menu, scroll to Organiser and press Select.
- 2 Phonebook is highlighted. Press Select.
- 3 Scroll to Copy all and press Select.
- 4 Choose to copy all contacts from SIM to Phone or Phone to SIM. Press Select.

- 5 Choose whether you want original numbers saved to these locations to be kept or deleted. Press Select.
- 6 Press Yes to copy the numbers.

### backup your SIM Card address book

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

Memory Mate is a new service which ensures that the details you have stored on your SIM 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 SIM

## manage your contacts

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 SIM Card to your new Orange SIM 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.

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

You can store up to 200 names and numbers on your SIM 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 SIM Card is that if you change phones, all of the contacts on your SIM Card will move to the new phone.

## manage your contacts

### Orange Directory Enquiries

Call Orange Directory Enquiries for one step access to any numbers you need. 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. Calls to Directory Enquiries are charged at 59 pence per call. If you choose to be connected via 118 000, calls are charged at 35 pence per minute once connected.

4

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 be highlighted 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 Select 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.

## manage your calls

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.

### 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.

## manage your calls

### 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.

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

- All voice calls
- If busy
- If no reply

## manage your calls

- If out of reach
- All data calls
- All fax calls

### To **activate a divert**:

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Call settings and press Select.
- 3 Call divert is highlighted. Press Select.
- 4 Select which type of calls you would like to divert.
- 5 Activate is highlighted. Press Select.
- 6 Choose to divert your calls to one of the following:
  - To voice mail centre
  - To other number
  - To favourite number
- 7 Enter the phone number you want to divert calls to. If you choose the voice

mail option, your Orange Answer Phone number will automatically appear. Press OK.

- 8 If you choose the “If no reply” option, choose how you would like your phone to ring before calls are diverted. This can be anything between five and 30 seconds. Press OK.

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

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Call settings and press Select.
- 3 Call divert is highlighted. Press Select.
- 4 Select one of the call divert options.
- 5 Scroll to View status and press Select.

## manage your calls

To **cancel your divers:**

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Call settings and press Select.
- 3 Call divert is highlighted. Press Select.
- 4 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 451 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 phonebook, while Call barring blocks certain types of call. Before you can use Fixed dialling, you must set up a Fixed dialling list.

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Security settings and press Select.
- 3 Scroll to Fixed dial number and press Select.
- 4 Scroll to Activate and press Select.
- 5 Enter your PIN2 code. This is preset to 1111. Press OK.

## manage your calls

### To **store Fixed dialling numbers**:

Once you have activated Fixed dialling numbers, follow the simple steps below to store them:

- 1 Enter the phone number of the contact whose details you want to add.
- 2 Press Save.
- 3 Enter your PIN2 code which is preset to 1111 and press OK.
- 4 Enter the name of your contact and press OK.
- 5 Press Save.

**Note:** Your fixed dial contacts list can be found in Security Settings under Fixed dial numbers.

### To **cancel a Fixed dialling number**:

- 1 Press Menu, scroll to Settings then

Security settings and press Select.

- 2 Select Fixed dial numbers and your phonebook will open.
- 3 Select a contact, then press Options and select Delete.
- 4 Enter your PIN2 code and press OK.

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 Select.
- 2 Scroll to Security settings and press Select.
- 3 Scroll to Call barring and press Select.
- 4 Choose to bar any of the following types of call:
  - All outgoing
  - Outgoing international
  - Outgoing international except home country

## manage your calls

### 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.

- All incoming
- Incoming when abroad

5 Activate is highlighted. Press Select.

6 Enter your password and press OK.

### 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 20 missed, dialled or received calls, to keep track of who you're talking to and when.

- 1 Press Menu, scroll to Call history and press Select.
- 2 Choose from:
  - Missed calls
  - Received calls
  - Dialled calls

## manage your 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 history and press Select.
- 2 Scroll to Call charges and press Select.
- 3 Call duration is highlighted. Press Select. Choose to review:
  - Last call
  - All calls
  - Received calls
  - Dialled calls
  - Reset all

**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.

5

text messaging

## text messaging

### 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 main display press Message.
- 2 A blank screen with a flashing cursor will be displayed. You can now write your text message.
- 3 Your phone is preset to predictive text. See over for details of how to use predictive text.
- 4 Press Options.
- 5 Send is highlighted. Press Select.
- 6 Enter the number of the person you want to send the message to. Press Options to get a recently used number or one from your phonebook.
- 7 Press 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.

- 1 While writing the message press and hold the \* key.
- 2 T9 On is highlighted. Press Select.

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.

text messaging

Press 0 to accept the word or press  repeatedly to view the alternative word options. When the right word appears press 0. A space will automatically be added and you can start to enter the next word.

switch to standard text input

- 1 While writing the message press and hold the \* key.
- 2 T9 Off is highlighted. Press Select.

To enter text using standard mode you have to press each key the right number of times to get the character you want. For example, to get an O you would press the 6 key three times. For an A you would press the 2 key once. Press 0 for a space. To delete a character, press **C**. Press Insert and select Symbol to use a symbol. Alternatively, press the \* key to activate the symbols menu.

When using standard text input, the keys contain the following letters or functions:

How do I know which symbols are available on which keys?

| key | symbols                 |
|-----|-------------------------|
| 1   | . , / ? ! - : ' " 1     |
| 2   | a b c 2 ä à á â ã å æ ç |
| 3   | d e f 3 ë è é ê         |
| 4   | g h i 4 ï î ï ğ         |
| 5   | j k l 5                 |
| 6   | m n o 6 ñ ö ò ó ô õ œ ø |
| 7   | p q r s 7 ß ş           |
| 8   | t u v 8 ü ù ú û         |
| 9   | w x y z 9               |
| 0   | space + 0               |

## text messaging

### brighten up your text message with a picture

You can send and receive picture messages from your phone to other compatible phones which use text picture messaging, even when you are abroad.

- 1 From the main display, press Message.
- 2 Press Insert, scroll to Picture and press Select.
- 3 Select a folder to get the picture from.
- 4 Scroll through the pictures and press View to get a more detailed look at any you like.
- 5 Press Select to insert a picture into your message.
- 6 Now you can write your message as normal and send it in the usual way as the picture is attached to the message.

**Note:** The cost of sending a text picture message is the same as three standard text messages.

### write messages faster using text templates

Text templates save you having to key in messages that you send frequently. Your LG C1100 comes with six text message templates preset to your phone. You can also add templates of your own.

To **write a text template:**

- 1 Press Menu then Select to open your Messages menu.
- 2 Scroll to templates and press Select.
- 3 Text message templates is highlighted. Press Select.

## text messaging

- 4 Press Options, scroll to Add new and press Select.
- 5 Enter a template message and press OK.

To **use a text template**:

- 1 From the main display press Message.
- 2 Press Insert, scroll to Text message template and press Select.
- 3 Scroll to the template you want to use and press Select.
- 4 Edit the message as appropriate adding any extra text you want to include.
- 5 Send the message as normal.

### send the same text message to a group of people

Group Text Messaging is a handy feature to use when you need to repeat the same message to more than one person.

- 1 When you have finished writing your text message press Options.
- 2 Send is highlighted. Press Select.
- 3 Enter the numbers of all the people you want to send the message to. You can send the message to up to six recipients.
- 4 Press 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.

## text messaging

### to read a text message

- 1 When you receive a text message, Message 1 is shown in the display. Press Select and your message inbox will open.
- 2 Scroll to the message you would like to read and press Options. The most recent message will appear at the top of the list.
- 3 View is highlighted. Press Select.
- 4 Press Options and choose from:
  - Reply  
Reply to the sender.
  - Forward  
Forward the message to someone else.
  - Return call  
Call back the message sender.
  - Delete  
Delete the message.
  - Extract  
Extract a picture, sound or text from the message. It will be saved in My folder or in your phonebook.
  - View information  
View information about the message.
  - Delete all  
Delete all your received messages.

**Note:** You will be able to receive photo messages from other mobile phones. You can read them and forward them in the same way as text messages.

## text messaging

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

While writing a text message, press

Options at any time and choose from:

- Send  
Send the message.
  - Save  
Save the message to your Drafts folder to send later.
  - Font  
Change the size or style of your text.
  - Colour  
Change the background or foreground colour of the message.
  - Alignment  
Change the alignment of your text.
- Add T9 dictionary  
Add a word to your predictive text dictionary.  
**Note:** This option is not available with standard text input.
  - T9 languages  
Change between standard and predictive text.
  - Exit  
Exit out of the message.



# Orange Multi Media services

## Orange Multi Media services

### one click to your new Orange World

Just one click on your new LG C1100 transports you to the latest games, ringtones and sports news from around the world.

Find your nearest cashpoint then pick out a bar to blow your wages in, or simply curl up on the sofa and read about your favourite celebrities. Or, if you're feeling lucky, why not enter one of our great competitions. Whatever your mood, you're bound to find something of interest in your Orange World, so take the leap and get exploring now!

To enter Orange World press Orange. Orange World will open. Scroll down the page and press Select when you come to a link you want to visit. Channels enables

Orange to suggest links that you'll enjoy, the suggestions we make are based on your phone and the day of the week. For example, on a Saturday we may suggest sport to give you quick access to football results.

Use Channels to personalise your phone by downloading new ring tones, wallpapers, or the latest games, including some of the biggest games around such as Fifa Football and Tiger Woods Golf. You can even send Purple Ronnie greeting cards to send a surprise message to your friends. You can also access services from other providers such as the BBC and RAC.

## Orange Multi Media services

### create your own Orange World

The great thing about using Orange World is that you can constantly update it to suit your interests. When you first enter Orange World, spend a minute or two completing the Orange World wizard, which will ask you about your interests in order to provide the most relevant services to you. To set up your Orange World wizard, click the link under Your Page. Once you have finished personalising, use the Your Page link to quickly go to services which are of interest to you.

You can add or delete links to Your Page using the simple options provided. A suggestion for a link that might be useful will also appear at the top of the Orange homepage each time that you begin browsing.

### find your way using Orange World

There's nothing more annoying than being lost or not having the right number to hand. You can now put these frustrations behind you with a dedicated Find feature which will show you where you are or take you to a list of sites, such as Time Out, to help you find the information you need to keep working or partying.

For example, use Orange World to find the nearest cash point to the pub you arranged to meet your friends in.

Once you're there, use the Find feature to find the local cinema, and grab a cab number to organise a lift there. It's simple, quick, and above all convenient. Try it now to see what you could be doing tonight.

## Orange Multi Media services

### share information with Orange World

Once you're familiar with Orange World, why not let a friend know what they're missing out on using the Mail and Messages menu? Click Your Orange Email to access an orange.net email account, which you can use on wap and the Internet. You can register for an orange.net email account at [www.orange.co.uk](http://www.orange.co.uk). You can also access a list of alternate email providers, such as Freeserve and Yahoo by clicking Other email services.

### read your emails

Your LG C1100 gives you direct access to your Orange Email as well as alerting you on receipt of new messages. Register at [www.orange-today.co.uk](http://www.orange-today.co.uk) from any PC with Internet access

### 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.

- Home  
This takes you to the Orange World homepage.
- Reload  
Reload the current page refreshing any information that may have changed.
- Bookmarks  
Allows you to create a shortcut to your favourite sites.
- Save as bookmark  
Saves the address of the wap site you are browsing as a bookmark so you can access it easily in the future.
- Go to URL  
Allows you to enter the address of a site that you wish to visit.

## Orange Multi Media services

- Clear 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 wap files. 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 in wap.
- 2 Scroll to Clear cache and press Select.
- 3 Press Yes to confirm you want to clear the cache.

### resetting wap

In the unlikely event that you lose your wap settings, simply re-enter them from the relevant table overleaf.

- 1 Press Menu, scroll to Wap and press Select.
- 2 Scroll to Profiles and press Select.
- 3 Scroll to Orange GPRS Wap or Orange Wap and press Select.
- 4 Scroll to Settings and press Select.
- 5 Enter the relevant information from the table on the following page.

## Orange Multi Media services

### 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 Press Options, scroll to Save as bookmark and press Select.
- 2 Enter a title for the bookmark and press OK.

To **go to a bookmark**:

- 1 Press Options, scroll to Bookmarks and press Select.
- 2 Scroll to the bookmark you want and press Options.
- 3 Connect is highlighted. Press Select.

### What are my GPRS wap settings?

| Option            | Setting                   |
|-------------------|---------------------------|
| Provider title    | Orange GPRS Wap           |
| Homepage          | http://orange.multimedia/ |
| Preferred connect | GPRS                      |
| GPRS parameters   | -                         |
| APN               | orangewap                 |
| Login             | -                         |
| Password          | -                         |
| IP Address        | 192.168.071.035           |
| Port Type         | Non Secure                |

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

## Orange Multi Media services

### What are my Orange wap settings?

| Option            | Setting                   |
|-------------------|---------------------------|
| Provider title    | Orange wap                |
| Homepage          | http://orange.multimedia/ |
| Preferred connect | GSM                       |
| GSM parameters    | -                         |
| Mode              | Digital                   |
| Login             | Orange                    |
| Password          | Multimedia                |
| IP Address        | 192.168.071.035           |
| Port type         | Non-Secured               |
| Dial-up number    | +447973100500             |

**Note:** Your username and password are case sensitive.

### set up text alerts for sports results, horoscopes, news and lottery numbers

Need a giggle at a quirky news story? Want to find out how your local football team are doing? Set up Orange text alerts to stay updated on the subjects that interest you.

To set up an Orange text alert simply call 277 free from your Orange phone:

You will receive a text, or multimedia, message every time there's an update on the subject you've chosen.

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

To cancel an alert dial 277 and follow the prompts.

## Orange Multi Media services

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

### access information direct from your phone's Orange Plus menu

- 1 Press Menu, scroll to Orange and press Select.
- 2 Scroll to Orange Plus and press Select.
- 3 Scroll to Information and press Select.  
Choose from:
  - Sport
  - Lifestyle
  - Finance
- 4 You will be offered a further list of options. Scroll to the one you want and press Select.
- 5 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.

- 6 Get info is highlighted. Press Select.

**Note:** You will be charged your normal Service Plan rate for each text message received.

## Orange Multi Media 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.

### access Orange Internet from your PC

With Orange Internet you can access all these features:

- Personal email address and 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.
- Personal diary and free alerts. Receive a text message on your Orange phone as a reminder of dates and events that are important to you.
- Send 30 free text messages when online every month to phones on any network.
- Receive information as a text message on your Orange phone on the latest news, weather, sport, directory, entertainment and lifestyle updates.

This is not available to some pay as you go customers.

## Orange Multi Media services

### register with Orange Internet

To register with Orange Internet just visit  
[www.orange.co.uk/register](http://www.orange.co.uk/register)

### 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

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 six preset options**:

- 1 Press Menu, scroll to Profiles and press Select. Choose from:
  - General
  - Loud
  - Headset
  - Car
  - Vibrate only
  - Quiet
- 2 Activate is highlighted. Press Select.

To **customise a profile**:

- 1 Press Menu, scroll to Profiles and press Select.
- 2 Scroll to the profile you want to customise and press Select.
- 3 Select Personalise and choose from:
  - Call alert type  
Select an alert type such as ring or vibrate.
  - Ring tone  
Select a ring tone.
  - Ring volume  
Adjust the volume of your ring tone.
  - Message alert type  
Select a message alert.
  - Message tone  
Select a message tone for incoming messages.
  - Keypad volume  
Adjust the keypad volume.

## personalise your phone

- Keypad tone  
Select a tone for keypad presses.
- Flip tone  
Set the flip tone.
- Effect sound volume  
Set the sound volume.
- Power on/off volume  
Set the volume of your power key.

### set a list of your favourite applications

You can set up a list of Favourites which you can shortcut to from your main display. There is space to store up to nine of your favourite applications. You can edit the list whenever you feel like a change.

#### To **add a Favourite**:

- 1 From the main display press ♥▶.
- 2 Select an empty space and press Add.
- 3 Scroll through your main menu options and press Select when you reach the one you want to select an application from.
- 3 Select an application and press Add.

#### To **use your Favourites list**:

- 1 From the main display press ♥▶.
- 2 Select one of the Favourites and press options.
- 3 Choose to:
  - Select  
Activate the registered Favourite.
  - Change  
Change the Favourite.

## personalise your phone

- Delete  
Delete the Favourite currently in use.
- Delete all  
Delete the whole list of Favourites.
- Information  
View the details of the Favourite.

## download applications

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

To **download a Java™ application**:

- 1 Open the wap site with the application you want to download.
- 2 Follow the on-screen prompts for downloading.

- 3 All downloading applications will be stored in your Applications menu.

To **open a downloaded application**:

- 1 Press Menu, scroll to Applications and press Select.
- 2 Applications is highlighted. Press Select.
- 3 Scroll to the application you want to open and press Select.

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 Select.
- 2 Date & Time is highlighted. Press Select.
- 3 Set date is highlighted. Press Select.
- 4 Enter the date using the keypad and press OK.
- 5 Scroll to Set time and press OK.
- 6 Enter the time using the keypad and press OK.

To **view a world time**:

- 1 Press Menu, scroll to Fun & Tools and press Select.
- 2 Scroll to World time and press Select.
- 3 Press  or  to see what the time is

in other countries around the world.

- 4 Select a city belonging to the same time zone as the country you want to view the time of.
- 5 Press Set to change your clock to another country's time.

**Note:** The world clock times will only be correct if your phone is set to the correct time.

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

- 1 Press Menu, scroll to Organiser and press Select.
- 2 Scroll to Alarm clock and press Select. Your first alarm will be highlighted. Press Select.

You can set up to 5 separate alarms. Use the scroll keys to enter alarm details:

## manage your time

- 1 Switch the alarm on and off.
- 2 Enter a time for the alarm to sound.
- 3 Set the repeat period. Choose from once, Mon-Fri, Mon-Sat, Everyday.
- 4 Select the alarm tone you want.
- 5 Enter a name for the alarm and press OK.

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

Your C1100 has a built-in calendar so you can keep track of important meetings you need to attend. You can save up to 20 appointments.

To **add an appointment**:

- 1 Press Menu, scroll to Organiser and press Select.
- 2 Scroll to Scheduler and press Select.

- 3 Your calendar will open. Scroll to the date you want to add an appointment to and press Options.
- 4 Add new is highlighted. Press Select.
- 5 Schedule is highlighted. Press Select.
- 6 Enter a subject and press OK.  
The subject can be up to 39 characters long.
- 7 Enter a time for the appointment and press OK. You can select to repeat the appointment, for example if you have a meeting every Friday. You can also add an alarm to sound to remind you to go to the appointment. This alarm is repeated five times. Press OK when you have entered all the relevant details.

## manage your time

To **check your calendar settings**:

- 1 Press Options while you are in your calendar.
- 2 Choose from:
  - Add new  
Add a new appointment.
  - View  
Shows the appointments for the selected day.
  - View all  
Shows details of all appointments.
  - Delete past  
Delete any appointments which have already taken place.
  - Delete all  
Delete all appointments.

## keep track of your time and finances

Your LG C1100 has built-in calculator and unit converter functions.

To **use the calculator**:

- 1 Press Menu, scroll to Fun & Tools and press Select.
- 2 Scroll to Calculator and press Select.  
Use the scroll keys to add, subtract, multiply and divide. Press \* to input a negative number or # to input a decimal point.
- 3 Press Result or Menu to see what the sum equals.
- 4 Press Reset to clear the screen and start a new sum.

## manage your time

### To **use the unit converter**:

- 1 Press Menu, scroll to Fun & Tools and press Select.
- 2 Scroll to Unit converter and press Select.
- 3 Press Unit repeatedly to choose what type of measurement you want to convert. Choose from:
  - Length
  - Area
  - Weight
  - Volume
- 4 Current is highlighted. Press ♥▶ to choose the measurement type you are converting from, for example cm if you are converting a length measurement.
- 5 Use the number keys to enter the amount you want to convert. Press # for a decimal point.

- 6 Scroll down to Convert and press ♥▶ to choose what type of measurement you want to convert your amount to. Your phone will automatically perform the conversion when this field is changed.

### using the voice recorder

You can use your LG C1100 to record, save and listen to voice memos. You can record up to 10 voice messages which can each be up to 20 seconds long.

### To **record a voice memo**:

- 1 Press Menu, scroll to Fun & Tools and press Select.
- 2 Scroll to Voice recorder and press Select.
- 3 Record is highlighted. Press Select.

## manage your time

- 4 Speak into your phone. As you record your memo, the time you have remaining will show on the display.
- 5 Press Save to save the recording.
- 6 Enter a name for the memo and press OK.

**Note:** You can also record voice memos by pressing and holding **C** from the main display. You will begin recording straightaway. Please obey all local laws. Do not use this feature illegally.

### To **listen to a recorded voice memo:**

- 1 Press Menu, scroll to Fun & Tools and press Select.
- 2 Scroll to Voice recorder and press Select.
- 3 Scroll to View list and press Select.
- 4 Scroll to the memo you want to listen to and press Options.
- 5 Playback is highlighted. Press Select.

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 LG C1100 is more fun than ever. You can also download new games to play from Orange using wap when you've completed the game we've already put on your phone.

To **play a game**:

- 1 Press Menu, scroll to Fun & Tools and press Select.
- 2 Scroll to Games and press Select.
- 3 Scroll to the game you want to play and press Select.
- 4 When the game has loaded you can start a new game, see the high scores, view the instructions, see the key controls or exit back to the main display.

### 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 using your wap connection**:

- 1 Open the Orange World homepage by pressing Orange. Scroll to All channels and press Select.
- 2 Open the Games option and you will see a list of games that you can play. Once you have chosen which game to play you can open the Instructions option to learn about the game.

**Note:** You will be charged the standard wap service charge while you are connected and playing games.

10

International services

## 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 MultiMedia 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

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.

### pay monthly check list before you travel

- 1 Call customer services on 159 from your Orange phone or 07973 100 159 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.

## International services

- 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.
- 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.

## International services

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.

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

Call the Information line on 452 from your Orange phone or 07973 100 452 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

### 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.
- 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.

## 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 select the partner network to use.

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Network settings and press Select. Choose from:
  - Automatic  
Your phone will automatically search for and select a network for you.
  - Manual  
Your phone will find a list of available networks for you to choose from.
  - Preferred  
You can set your own list of preferred networks to choose from.

For more information call Orange customer services on 150 or, if you are a pay as you go customer, on 451 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

## International services

### 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.

11

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 against loss, theft, accidental or malicious damage and handset 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 at up to £5 per month.

To get Pay monthly Orange Care please call 434 free from your Orange phone.

**Note:** Orange Care includes insurance and warranty which is subject to terms and conditions and exclusions as stated in chapter 12.

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.

## ensure your phone is secure

- 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.
- Never loan your phone to someone else.

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 agreed, Orange will despatch your replacement phone. Please see section 13.1 in the Orange Care terms and conditions for more information.

**Note:** Small Business customers opening an Orange account receive Orange Care

## ensure your phone is secure

free of charge for 12 months. Small Business customers will receive a 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 0870 607 5544 for more details.

### What if I enter the wrong PIN?

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

Call customer services on 07973 100 150 if you are a pay monthly customer or 07973 100 451 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 SIM Card and you may have to return your phone to Orange.

## ensure your phone is secure

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

If your phone's SIM 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 SIM Card PIN**:

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Security settings and press Select.
- 3 PIN code request is highlighted. Press Select.
- 4 Scroll to On and press Select.
- 5 Enter your four-digit PIN number and press OK.

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

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

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

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Security settings and press Select.
- 3 Scroll to Change codes and press Select.
- 4 PIN code is highlighted. Press Select.

## ensure your phone is secure

### security code protects your phone against unauthorised use

The security code can be set to activate when a different SIM Card is used in your phone, to prevent unauthorised use. The security code is preset to 0000.

- 1 Press Menu, scroll to Settings and press Select.
- 2 Scroll to Security settings and press Select.
- 3 Scroll to Phone lock and press Select.  
Choose from:
  - On  
Each time you switch your phone on you will need to enter the Phone lock code.
  - Automatic  
If a new SIM Card is used in your phone you will need to enter the Phone lock code.

### 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 |
|-----------------------|-------------|
| SIM Card PIN (PIN1)   | 1111        |
| Fixed dialling (PIN2) | 1111        |
| Call barring          | 1111        |
| Lock code             | 12345       |

12

reference

## 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

## reference

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, 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.

## reference

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.

### 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.
- 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.

## reference

### 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.
- 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.
- 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.

## reference

- 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

## reference

connection between the + and - terminals of the battery). Therefore, always 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 an 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.

## reference

### 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.

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 LG C1100 is 1.12w/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

## reference

access which will allow changes to be made. Please call customer services who will send you a form.

### **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 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

## reference

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 thereof) 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:

- 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:

- 4.1.1 normal wear and tear or deterioration, depreciation, rusting or oxidation, 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;

## reference

- 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.
- 4.2A 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;
- 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

## reference

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.

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.

## reference

- 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.

## **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

## reference

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

## reference

(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

### **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

## reference

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

## reference

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.

### 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.

## reference

- 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 phone.

They include (without limitation) batteries, chargers, car kits, headsets and carry cases.

##### Account

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

##### Bar

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

##### Charges

all charges for Services, as published in our

periodically updated Price Guide.

These include any reasonable administration charges.

##### Connection

the process of giving you access to a Service. 'Disconnection' and 'Re-connection' have a corresponding meanings.

##### Contract

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

##### Customer Literature

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

##### Deposit

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

## reference

Service.

### Line 1 and Line 2

Line 1 is the primary means by which you have access to the Services. Line 2 is a second line on the same phone with its own phone number.

### Minimum Term

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

### Monthly Billing Date

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

### Network

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

### Orange Additional Services

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

### Orange

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

### Phone

a mobile telephone (excluding Accessories, but including the charging unit and SIM which remains the property of Orange) which is approved by Orange for connection to its Network.

### Price Guide

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

### Price Plan

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

### Registration

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

### Roaming

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

### Services

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

### SIM

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

### Suspension

the temporary disconnection of Services. Suspend has a corresponding meaning.

### User

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

## 2 your Contract and the Minimum Term

### your Contract runs for at least 12 months

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

### what happens when the minimum term ends

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

## 3 provision of Services

### what we aim to provide in the UK

3.1 We will take all reasonable steps to make all Services available to you at all times.

## reference

The Services are only available within the range of the base stations that make up our Network. However, please note that:

- 3.1.1 the quality and availability of Services may sometimes be affected by factors outside our control - such as local physical obstructions, atmospheric conditions, other causes of radio interference, and faults in other telecommunication networks to which the Network is connected.
- 3.1.2 the quality of our Services may not be at its best inside buildings or below ground.

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

- 3.2 The Network and the Services may from time to time require upgrading, modification, maintenance or other

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

### **suspension of Services if you break your Contract**

- 3.3 We may suspend some or all of the Services you use, without giving you notice, if we have good reason to believe that you haven't complied with one or more of the terms of your Contract.
  - 3.3.1 If you don't pay your bill within the time stipulated in Condition 6.2, we reserve the right to place a Bar on all outgoing calls from your Phone (with the exception of calls to the emergency services). This Bar will remain in force until

you've paid everything you owe us. At our discretion, we may charge you for Re-connection and removal of the Bar.

- 3.3.2 We also reserve the right to Suspend Services if a complaint has been made against you. The complaint will be thoroughly investigated, and Services will remain suspended until we know the results of that investigation. Any complaint you make will similarly be thoroughly investigated.

### **suspension of Orange Additional Services**

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

### **monitoring the Services you use**

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

### **roaming Services outside the UK**

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

## **4 your rights to terminate this Contract**

### **terminating your Contract after the Minimum Term**

- 4.1 You may terminate your Contract to expire at anytime after the Minimum Term by giving us at least one month's written

## reference

notice. You are free to restore your Contract throughout this notice period, should you change your mind.

### **terminating your Contract during the Minimum Term**

4.2 You may terminate your Contract before the Minimum Term has expired if you pay us:

- 4.2.1 all Charges that are due, plus
- 4.2.2 a lump sum equivalent to the total of all the monthly Charges still remaining on your initial Minimum Term agreement (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 eleventh month of the Minimum Term.

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

4.3 You may also terminate your Contract if we vary its terms, resulting in an excessive increase in the Charges or changes that alter your rights under this Contract to your detriment.

In such cases you would need to give us at least 14 days' written notice prior to your Monthly Billing Date (and within one month of us telling you about the changes). However, this option does not apply if:

- 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
- 4.3.3 the variation relates solely to an Orange Additional Service, in which case you may cancel that Orange Additional Service in accordance with Condition 15.1.

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

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

believing that any information you have given us is false or misleading;

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

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

- 4.5 If we have good reason for believing that you have breached Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5, we reserve the right to disconnect you from Network Services without notice. In such circumstances, we may also give you written notice

## reference

that if you fail to correct this breach of Conditions within 7 days, we may terminate your Contract with immediate effect.

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

4.6 Orange reserves the right to terminate your Contract immediately if:

- 4.6.1 you have failed to correct a breach of Conditions 6.4.2, 6.4.3, 6.4.4 or 6.4.5 within 7 days of being given written notice to do so
- 4.6.2 you have breached conditions 6.4.1, 6.4.6 or 6.4.7 and have failed to correct that breach within 7 days of being given written notice to do so.

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

4.7 If, for reasons beyond our control, we are no longer able to provide Network Services, we will either:

- 4.7.1 make arrangements for you to be supplied with equivalent Services by another network at no extra cost to you; or
- 4.7.2 accept written notice from you that you wish to terminate your Contract. In such cases we will refund any pre-paid Charges that have not been used up.

### **termination and Line 2**

4.8 Termination of your Contract for any reason connected with Line 1 will result in automatic termination of Line 2.

## 5 after Termination

### what to do after Termination of your Contract

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

## 6 your responsibilities

### when your payments are due

- 6.1 Ordinarily we will invoice you monthly in advance for monthly charges which are non-refundable, and monthly in arrears for call and message charges but we reserve the right to amend the invoicing

period and submit interim invoices to you. The Connection charge will be included on your first invoice. Charges in respect of Services not supplied directly by us 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 billing statement.

- 6.1.1 You will be responsible for paying all Charges on your Account, whether or not they have been accrued by you personally. You will also be responsible for any extraordinary costs incurred in administering your Account, including collecting any payments. If your Service has been Disconnected, either at your request or ours, you will remain responsible for paying any outstanding Charges.

## reference

### **penalties for overdue payments**

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

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

- 6.4 Recognising that good management and security of the Services is important to all Orange customers, you agree that you will:
- 6.4.1 provide whatever proofs of your identity and address that we consider reasonably necessary from time to time.  
Whilst photocopy or fax copies are usually acceptable we do reserve the right to request the original document;
  - 6.4.2 keep confidential, and not disclose to any third party, your account password or any personal identification code, number or name issued by us permitting access to the Services;
  - 6.4.3 not use the Services for any improper, immoral, fraudulent or unlawful purposes or for the

## reference

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

## 7 multiple users

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

## reference

### 8 Line 2 - limitations on usage

#### **Suspension of Services**

- 8.1 If we Suspend Services on Line 1, Services on Line 2 will automatically be Suspended also.

#### **text messages**

- 8.2 It is not possible to send or receive text messages on Line 2.

#### **Talk Plan**

- 8.3 You may not have a higher Price Plan on Line 2 than you have on Line 1.

### 9 information supplied by you

#### **the details you give us must be correct**

- 9.1 By applying for Registration or for Orange Additional Services, you undertake to provide your correct name, address and

other factual information. You also confirm that:

- 9.1.1 the person stated to be authorised to sign for a company or firm is duly authorised.
- 9.1.2 any individual applying as a member of a company is of full contractual capacity and is able both to pay for the Services he or she has requested and to meet his or her other obligations under your Contract.

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

- 9.2 If we suspect, on reasonable grounds, that information has been supplied to us without the knowledge of the person named, or that an application is unauthorised or contains false particulars, we may delay Connection or Suspend

Services to your Phone while we investigate further. Following our investigation, we will Connect or reinstate the Services unless we have grounds to terminate.

You acknowledge that you will have no claim against us in respect of any delay or Disconnection caused as a result of the operation of this Condition.

### 10 credit assessments

#### **your application is subject to credit status**

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

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

### 11 deposits

#### **deposits are held for 12 months**

- 11.1 We may request a Deposit from you:
- a) before Connection
  - b) before making Orange Additional Services available to you, or
  - c) before reinstating the Services after Suspension.

Deposits will be held for 12 months from the date of receipt and then refunded. We do not

## reference

pay interest on Deposits. If you owe us money, we may set off Deposits against the amount due to us. If there is a balance left over in such cases, we will remit this to you either by cheque or by crediting your Account.

### 12 SIM Card

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

12.1 Any SIM Card we supply to you remains our property, but it is your responsibility to keep it safe.

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

to enhance or maintain the quality of the Services.

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

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

#### **your SIM Card and other networks**

12.3 The SIM Card supplied with your Phone enables the Phone to work on our Network only - with the exception of Phones which can access Roaming Services. However, after the Minimum Term we will lift this restriction at your request, provided all your payments of

Charges are up to date and you pay the current administration charge.

The software in the SIM Card and the Phone is either owned by or licensed to Orange which grants you a non-exclusive 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 directories, and our Network will allow the display of your Orange number on receiving handsets. If you prefer not to allow either of these options, please let us know in writing.

### **14 phones**

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

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

### **15 changes to your Contract**

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

- 15.1 When you Register you are asked to choose a Price Plan and to indicate which Orange Additional Services you require. You may switch between Price Plans and add to or cancel Additional Services by giving us not less than 10 days' notice before your Monthly Billing Date (subject to the terms of any promotional offers you have accepted).

## reference

We do, however, reserve the right to vary the terms of this Contract from time to time and to make changes to your Price Plan. We acknowledge that if we do increase the Charges, withdraw Orange Additional Services or introduce new mandatory Charges - or if your contractual rights are affected to your detriment - you may terminate your Contract in accordance with Condition 4.3. If you do not give notice within one month of our notifying you of any change(s), you will be taken to have accepted the change(s).

### **new services**

15.2 The terms of your Contract, including Charges current on the date when you take up the offer of any Orange Additional Service, will apply to it, subject to any special promotional offer made by us and accepted by you.

## **16 customer literature**

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

- 16.1 We update our Customer Literature from time to time. Information on various topics is mailed to Customers with their monthly billing statements and is available on request from us. You are asked to read your Customer Literature and to keep it until it is superseded. We regard you as having been given any information if it is either:
- a) included in a mailing addressed to you;
  - b) in a text message sent by us to your Phone.
  - c) communicated directly by any means.

**17 assignment of Contract and change of ownership of phone**

**your Contract is personal to you**

- 17.1 Your Contract is personal to you and you may not assign it. However, we may at our discretion allow you to:
- a) nominate a User other than yourself while you remain primarily liable to us under your Contract.
  - b) terminate your Contract on short notice if you have transferred title to your Phone to a new customer who has Connected the Phone to our Network.

We may assign our rights to your Contract only if such assignment is on terms which are at least as advantageous to you as those set out in your Contract.

**18 liability**

**circumstances in which neither of us accepts liability**

- 18.1 Except as provided in this Condition 18, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:
- a) not the fault of the other party;
  - b) indirect and/or not reasonably foreseeable.
  - c) loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it. Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

**maximum liability of Orange**

- 18.2 Subject to Condition 18.1, we limit our

## reference

legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:

- a) direct financial loss.
- b) direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

### **factors beyond our control**

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

### **your maximum liability**

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

## 19 general

### changes to your Contract

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

### disclosure of information to third parties

- 19.2 You agree to the disclosure to any telecommunications company, debt collection agency, credit reference agency, credit or fraud monitoring scheme, security agency or credit provider of:
- 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.

### delivering communications to you

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

## reference

any other way.

### **disputes between you and us**

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

### **Orange company details**

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

### **governing law**

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

## pay as you go terms and conditions

### **1 definitions**

The following words and expressions shall have the following meanings:

#### **Accessories**

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

#### **Charges**

the charges for pay as you go as published in our periodically updated list of charges (defined herein as 'Price Guide')

#### **Connection**

## reference

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.

### 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

## reference

the temporary discontinuance of Services.

### User

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

## 2 provision of services

2.1 We will use reasonable efforts to make the Services available to you at all times. The Services are available only within the range of base stations which form the Network. Quality and availability of the Services may be affected by factors outside our control such as local physical obstructions, atmospheric conditions and other causes of radio interference or faults in other telecommunication networks to which the Network is connected.

2.2 The Network and the Services may from time to time require upgrading, modification, maintenance and other

works (including but not limited to works required for security reasons), or may be affected by unforeseen events which may result in the partial or complete non availability of the Services.

We will use all reasonable efforts to provide back-up Services and to keep all such periods of non availability to a minimum but some interruption may be inevitable. You Register in the knowledge of this and accept our obligation to carry out works from time to time in the interests of all our customers.

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

2.4 We may Suspend the Services in whole or part at any time without notice if you

do not comply with any of these terms and conditions or if any money owed by you to us, whether in relation to Services or not, remains unpaid.

2.5 We shall investigate all complaints made whether by or against you and reserve the right to Suspend the Services if a complaint has been made against you pending the results of investigation of the complaint.

### **3 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.

## reference

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;
- 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.

## reference

### 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 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.

## reference

### 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.

### **13 liability**

13.1 Except as provided in this Condition 13, neither party shall be liable to the other, whether in contract or tort or otherwise, for any loss or damage which is:

13.1.1 not the fault of the other party;

13.1.2 indirect and/or not reasonably foreseeable.

13.1.3 loss of business, profits, savings, revenue, use or goodwill whether caused to the other party through any breach of your Contract or any matters arising under it.

Neither party excludes liability for negligent acts or omissions causing death or personal injury to any person.

13.2 Subject to Condition 13.1, we limit our legal liability up to a maximum of three thousand pounds per claim or a series of related claims for any loss or damage which is:

13.2.1 direct financial loss.

13.2.2 direct physical damage to or loss of property resulting from our breach of contract or negligence while providing Services.

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

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

## reference

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.

## 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](http://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

## reference

service being supported by the foreign network.

### **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 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-

## reference

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 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.

## reference

### Declaration of conformity

#### suppliers Details

LG Electronics  
LG Electronics Inc.  
LG Kang-nam Tower 679, Yoksam-dong,  
Kangnam-gu, Seoul, Korea

#### product details

Product Name  
GSM 900/ GSM 1800 Dual Band  
Terminal Equipment

Model Name  
C1100

Trade Name  
LG

#### applicable standards details

R&TTE Directive 1999/5/EC

- EN 301 489-7 : 2002
- EN 60950-1 : 2001
- EN 50360 : 2001
- 3GPP TS 51.010-1, V5.6.0 : 2003

Selection according to GCF-CC. V3.12.0  
including requirements of EN 301 511

#### supplementary information

The conformity to above standards is  
verified by 7layers AG GnbH with  
certificate No. (04-510077) and GSM test  
report (no.4\_LGE\_0204\_GSM\_1), EMC  
test report (no.4\_LGE-0204\_GSM\_EMCa),  
safety test report (no.S40045) and SAR  
test report (no.6620\_392a)

## reference

### declaration

I hereby declare under our sole responsibility that the product mentioned above to which this declaration relates complies with the above mentioned standards and Directives

LG Electronics Inc. Amsterdam office  
Veluwezoom 15, 1327 AE Almere,  
The Netherlands  
Tel: +31 -36-547-8940  
Email: seokim@lge.com

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Jin Seog, Kim/Director March 13, 2004  
Signature of representative

reference

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