

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

1. **Service options:** The BlackBerry Internet Service (BIS) gives Users a push email service from their device. BIS is available in 3 options:
  - Email with BlackBerry (this is a data only tariff, voice is not available on this tariff). Connection is subject to status and a minimum connection period of 12, 18 or 24 months unless otherwise stated.
  - BlackBerry Internet Service voice add-on (you must have an applicable voice tariff for this option). Unless otherwise stated, applicable voice tariffs comprise all published Consumer and Business tariffs, but exclude Orange Value Promise (OVP). Customers on an eligible voice tariff can take BIS voice add-on when signing up to a voice tariff, or at any time after that. You are committed to taking the BIS voice add-on for the whole or remaining part of your voice Minimum Connection Period if you’re a pay monthly customer. Or, you can add a monthly rolling subscription if you’re a pay as you go customer.
  - BlackBerry Internet Service is also included in selected pay monthly talk plan, whether Business or Consumer. Connection is subject to status and a minimum connection period of 12, 18 or 24 months unless otherwise stated.
2. **Pricing:** BIS pricing for business is described at [www.orange.co.uk/business/bis](http://www.orange.co.uk/business/bis). Unless otherwise stated, BIS charges are additional to other charges (e.g. voice subscription charges, where relevant).
3. **Eligibility:** BlackBerry Internet Service is available to Business and Consumer customers. BIS is available on Line One only, for single users only. You must have a compatible BlackBerry device - for a current list of BlackBerry devices which are supported by this service visit [www.orange.co.uk/business/blackberry](http://www.orange.co.uk/business/blackberry).
4. **Resigning (or upgrading):** The following rules apply when resigning or upgrading to BIS (Email with BlackBerry option) during your minimum connection period:
  - If you’re a business customer and current contract with Orange is an OBSCA or OBSMA, then you can only re-sign or upgrade in accordance with the terms of that agreement;
  - If you’re a consumer customer, contract with Orange is not an OBSCA or OBSMA, you can resign or upgrade in the final 3 months of your current Minimum Connection Period contract but the remaining duration of your current Minimum Connection. Period will be added to your new Minimum Connection Period.
5. **Migration:** The following rules apply:
  - Email with BlackBerry option: you cannot move to another Service Plan or change to a different contract length during your Minimum Connection Period. If you disconnect during your Minimum Connection Period, then disconnection charges will apply.
6. **unlimited UK email data use:** Unlimited use does not include roaming services. If you joined before 4 of April 2011, you won't be charged for mobile email data use (but excluding WiFi) whilst in the UK (subject to fair use policy). Orange’s fair usage policy is currently 750MB if you are a business customer and otherwise, it is 500MB per month, but is subject to change by Orange. You are a business customer if you have signed a Business CIF, an OBSCA or an OBSMA with Orange. Where your use of the Services exceeds this fair use policy, Orange may ask you to reduce your use. If, you continue to breach the fair use policy, Orange may (a) Suspend your access to the Services, and/or (b) restrict your bandwidth and/or data consumption, and/or (c) require you to move to a Service Plan more appropriate to your use. If you joined after the 4 of April 2011, then use of the email service will come out of any inclusive internet allowance provided with your talkplan.
7. **Care:** BIS does not include Orange Care. Care may be purchased for the Email with Blackberry Service Plan subject to the Orange Care Terms and Conditions (see [www.orange.co.uk/businesscare](http://www.orange.co.uk/businesscare)).
8. **Direct Debit charge:** Charges for payments not made by direct debit will be applied as set out in the price guide.

9. **BIS licence terms:** Your use of BIS is subject to your acceptance of the terms and conditions of Research in Motion Limited (RIM), as may be amended from time to time. These terms are made available to you at the time of activation of BIS and include the right to use RIM's software to access the service. A copy of these terms and conditions are available upon request from Orange or at [www.blackberry.orange.co.uk](http://www.blackberry.orange.co.uk). By activating BIS you agree to comply with RIM's terms. BIS must be activated by the Customer from the device or by going to [www.blackberry.orange.co.uk](http://www.blackberry.orange.co.uk) (or such other website as Orange may notify from time to time).
10. **Roaming:** BIS may be available whilst roaming abroad. The device may synchronise with your email accounts automatically resulting in GPRS charges. Customers who do not wish to receive email whilst abroad can turn off the Blackberry internet service (see your user manual for details).
11. Certain optional GPRS Roaming bundles are subject to a minimum term. If you cancel any GPRS Roaming bundle prior to the conclusion of its minimum term, you will have to pay an early termination fee.
12. Access to BIS does not permit use of any other BlackBerry from Orange service, with the exception for business customers of the BlackBerry Enterprise Server Express service. Please see [www.orange.co.uk/business/besexpress](http://www.orange.co.uk/business/besexpress) for more details. If the Customer requires any other BlackBerry service (including use of a BES) then the Customer should contact their account manager or Retail Store for terms, conditions and pricing.