

Orange Post Pay Offers _FAQs

Q1: Where can I subscribe to the new Post Pay Abundance Offer?

A: You can subscribe to this offer at any Orange shop.

Q2: I already have my mobile phone, can I subscribe to the offer only?

A: You will be able to subscribe to the new offer without purchasing a mobile phone

Q3: I am already on the Post Pay comfort offer @ Rs 499. Will I benefit from the new offer?

A: If you are already on comfort offer @ Rs 499, you will automatically be migrated to offer Abundance 499 at the same price.

Q4: I am already an Orange customer (prepaid, postpaid). How do I do to subscribe to the new Post Pay Abundance offer?

A: You just need to subscribe to any Abundance offer at any Orange shop. You will need to bring your ID and any utility bill (CWA, CEB, Mauritius Telecom). You will then be billed as per the Post Pay chosen plan.

Q5: Can I keep my existing postpaid number when subscribing to the new Post Pay Package?

A: Yes you will be able to keep your Orange Post Pay

Q6: Can I keep my existing prepay number when subscribing to an iPhone 3G?

A: No! If you subscribe to the Postpay Abundance offer, you will have a Post Pay number.

Q7: How can I check my balance?

You can check your balance via SMS by sending conso to 8444. You will then receive an SMS .

Q8: I am a BlackBerry customer. Can I have both post pay package and data package at the same time?

A: Yes you can. However, you will need to wait until the 1st of the following month for both packages to take effect.

Q9: I am a prepaid customer and wish to subscribe to the new abundance offer. How do I ensure that I don't miss any calls?

A: Temporarily, you can do a Call Forwarding to your new postpaid number through the following steps:

Go to your Phone settings ⇒ Call Divert/Forward ⇒ Voice Call ⇒ All Voice Calls ⇒ Activate ⇒ To other number (input your new postpaid number)

Note: You will be billed for that, hence ensure that all your contacts are informed of your new postpaid number by, for instance, sending an SMS to all your contacts (through "Send one to many" options)

Q10: I am a prepaid customer. How can I migrate my contacts to the new Postpay number?

A: Copy all your contacts to your prepaid SIM card. Insert your prepaid SIM your phone, import your contact and then swap to your postpaid SIM.



Q11: Can I terminate my contract before 24 months?

The duration of the contract for Abundance offers is 24 months.. If contract is terminated before 24 months, a penalty fee may be charged by Orange. If you benefited any subsidy on a device (mobile phone) the penalty fee will be equivalent to the value of the phone.

Q12: What happened after 24 months?

After 24 months the customer is free to terminate his contract and move on any other package. If no termination request has been received, contract will be renewed automatically (tacit renewal)

