

MyFaves.

	MyFaves 25		MyFaves 35		MyFaves 45	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental for contract length 18 months	£25	£21.28	£35	£29.79	£45	£38.29
Maximum number of MyFaves contacts MyFaves gives you unlimited calls, texts and MMS in the UK to every contact	5		5		5	
Inclusive allowance						
Inclusive minutes (each month) are for calls to UK local and national numbers, calls to any UK mobile network at any time of the day	25		100		200	
Maximum number of users	1		1		1	
Inclusive text messages (each month) are for texts to any UK mobile network at any time of the day	50		200		400	
Rollover	No		No		No	
Call charges (per minute) for voice, fax and data calls						
Calls to other T-Mobile UK customers	30p	25.5p	30p	25.5p	30p	25.5p
Local and national calls	30p	25.5p	30p	25.5p	30p	25.5p
Calls to other UK mobile operators' customers	30p	25.5p	30p	25.5p	30p	25.5p
Voicemail retrieval	12p	10.2p	12p	10.2p	12p	10.2p
Text message charges (per message)						
To other T-Mobile UK customers ^{1,2}	12p	10.2p	12p	10.2p	12p	10.2p
To other UK mobile operators' customers ^{1,2}	12p	10.2p	12p	10.2p	12p	10.2p
To non-UK mobile operators' customers ²	20p	17p	20p	17p	20p	17p

All numbers prefixed by (inc VAT)	Call charges range from	to
0800/0500	Free	10p
0808	Free	10p
All other 08 ³	Free	£2.50

Prices correct as at 1st November 2007.

- 1 Applies to messages sent from your mobile phone or via the T-Mobile website; www.t-mobile.co.uk
- 2 You will be charged for messages sent to non GSM networks.
- 3 Please call customer services on 150 for further information about changes for specific numbers starting with 08.

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simply closer

Points to note.

- Calls to MyFaves contacts do not come out of your inclusive allowance. After you first set up your contacts, you can change each contact once in each following calendar month.
- A fair use policy applies so if, in the reasonable opinion of T-Mobile, your use of calls to your MyFaves contacts is excessive, we may ask you to reduce your usage. If you fail to reduce your usage, we reserve the right to ask you to move to another more appropriate price plan and/or charge you for your excessive use at your MyFaves price plan rate.
- **Inclusive minute allowance** (shown on your bill as 'allowances') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls. Your inclusive minute allowance excludes calls to the T-Mobile WAP service, calls made whilst abroad, calls to numbers prefixed with 08 and calls to the Isle of Man, Jersey and Guernsey.
- Text allowances include text messages sent to any UK mobile operators' customers, including access to RNID Typetalk™ via BT RelayAssist, but excludes all other text message options and text messages sent whilst abroad.
- **If your inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- Additional charges may apply when using you T-Mobile phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount used** by calling T-Mobile account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry. In the current billing period, if there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- **Per second charging** applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call. However, for pay monthly customers, if the call exceeds two hours in length and crosses over into different parts of the day (for example, from 'daytime' to 'evening') the remainder of the call will be charged at the new rate. The call is billed at the rate applicable at the start of the call.
- On the bill, for pay monthly customers the **charge for each call** is rounded to the nearest tenth of a penny. The total of each of the sub-categories of 'call charges' and 'other usage charges' will be rounded to the nearest penny on the bill, then added together before VAT is added to this final figure. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- **A call ends when:**
 - a) you end the call on your device;
 - b) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period);or
 - c) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call.
- T-Mobile reserves the **right to vary or withdraw** any individual service with 30 days notice.
- When you join a T-Mobile pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first month's charge and inclusive minutes will be proportionate to the number of days from your date of joining to the end date of your bill. All monthly charges and inclusive minutes and texts allowances will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.

The legal stuff

- You'll have to promise to stay with us for 18 months and pass our credit check. You'll need a MyFaves handset. MyFaves is for your personal use only. Already a T-Mobile customer? You will have to ask us whether you can move to a MyFaves plan and you may also have to buy a MyFaves handset.
- You can set up your MyFaves contacts using your mobile phone or by logging on to My T-Mobile. Once your contact is successfully loaded into the MyFaves screen on your mobile you'll get unlimited calls, text and MMS in the UK to that contact. You can have up to 5 MyFaves contacts. Each MyFaves contact can be the number of a customer of a UK mobile network or a UK local or national number starting with 01, 02 or 03. This doesn't cover Jersey, Guernsey and the Isle of Man. Your inclusive minutes and texts are from the UK to those types of numbers too, at any time. Calls to MyFaves contacts do not come out of your inclusive allowance. After you first set up your contacts, you can change each contact once in every following calendar month.
- A fair use policy applies so if, in the reasonable opinion of T-Mobile, your use of calls to your MyFaves contacts is excessive, we may ask you to reduce your usage. If you fail to reduce your usage, we reserve the right to ask you to move to another more appropriate price plan and/or to charge you for your excessive use at your MyFaves price plan rate.



LOW CHLORINE
P A P E R



SUSTAINABLE
F O R E S T S

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Information correct as at
1st November 2007.