

What it costs

# Solo.

For all customers who joined, or moved to a SOLO price plan from 1st July 2009

|                                | Solo 10         |         | Solo 15         |         | Solo 20         |         | Solo 25         |         | Solo 30         |         | Solo 35         |         |
|--------------------------------|-----------------|---------|-----------------|---------|-----------------|---------|-----------------|---------|-----------------|---------|-----------------|---------|
|                                | Inc VAT         | Exc VAT | Inc VAT         | Exc VAT | Inc VAT         | Exc VAT | Inc VAT         | Exc VAT | Inc VAT         | Exc VAT | Inc VAT         | Exc VAT |
| Contract length <sup>1,2</sup> | 1 month rolling |         | 1 month rolling |         | 1 month rolling |         | 1 month rolling |         | 1 month rolling |         | 1 month rolling |         |
| Monthly line rental            | £10             | £8.51   | £15             | £12.76  | £20             | £17.02  | £25             | £21.28  | £30             | £25.53  | £35             | £29.79  |

## Inclusive allowance<sup>2</sup>

|   |     |     |     |     |      |      |
|---|-----|-----|-----|-----|------|------|
| Inclusive minutes (each month) to call customers of UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 150 | 350 | 600 | 800 | 1400 | 1800 |
| Maximum number of users   | 1   | 1   | 1   | 1   | 1    | 1    |
| Inclusive texts (each month) to text customers of UK mobile networks at any time  | 300 | 150 | 200 | 300 | 500  | 500  |
| Rollover  | No  | No  | No  | No  | No   | No   |

## Call charges (per minute)

|  |     |       |     |       |     |       |     |       |     |       |     |       |
|--|-----|-------|-----|-------|-----|-------|-----|-------|-----|-------|-----|-------|
| Calls to other T-Mobile UK customers   | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p |
| Calls to UK mobile operators' customers  | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p | 30p | 25.5p |
| Checking voicemail in the UK   | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p |

## Text message charges (per message)

|  |     |       |     |       |     |       |     |       |     |       |     |       |
|--|-----|-------|-----|-------|-----|-------|-----|-------|-----|-------|-----|-------|
| To other T-Mobile UK customers <sup>3,4</sup>          | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p |
| To other UK mobile operators' customers <sup>3,4</sup> | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p | 12p | 10.2p |
| To non-UK mobile operators' customers <sup>3,4</sup>   | 20p | 17p   | 20p | 17p   | 20p | 17p   | 20p | 17p   | 20p | 17p   | 20p | 17p   |

**Calls to Customer Services on connection to a customer service agent will be charged at 25p inc VAT, 21.2p exc VAT (per call)**

## All numbers prefixed by (inc VAT)<sup>5</sup>

|   |  |
|---|--|
| 0843, 0844, 0845, 0870, 0871, 0872 <sup>6</sup> | 40p per minute                           |
| 0808, 0800 <sup>6</sup>                         | Call charges from Free to 40p per minute |
| 0500 <sup>6</sup>                               | 10p per minute                           |
| 070 <sup>6</sup>                                | From 25p per minute to 75p per minute    |

Prices correct as at 1st July 2009. The prices here show VAT at 17.5%. When you get your bill you'll see the new VAT rate of 15% applied, so you get a VAT saving.

## The legal stuff you need to know:

- 1 Please see terms and conditions.
- 2 Solo inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Calls to 150 are also not covered by your allowance. The 150 service is free if you only use the automatic self service options but you'll be charged a total of 25p if you select the option to speak to an advisor. You'll need to set up payment by direct debit. If you're already a T-Mobile pay monthly customer, you'll need to be outside your minimum contract term. If you're not already a T-Mobile pay monthly customer, we'll need to run some standard credit checks. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this. If you decide to upgrade or cancel your contract you'll need to give 30 days notice to us by phone. We'll issue you a final bill at the end of the 30 days to cover the notice period and any services used.
- 3 Applies to messages sent from your mobile from the UK or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 4 You will be charged for messages sent to non GSM networks.
- 5 Please go to [www.t-mobile.co.uk/08-09](http://www.t-mobile.co.uk/08-09) for further information about charges for specific numbers starting with 070, 08 and 09. All numbers prefixed by 0500, 070, 08 or 09 are not included in your allowance.
- 6 All chargeable calls will be subject to a one minute minimum charge unless otherwise stated.



# Points to note.

- Your **inclusive minutes and texts allowance** (shown on your bill as 'allowance') is the amount you have to spend on selected T-Mobile service each month. Your inclusive minutes and texts allowance exclude 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.
- **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 your 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 months 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.

