

What it costs

Pay as you go Talk and Text.

(no longer available in store after 1st June 2009)

Life's for Sharing

.....T.....Mobile.....

Pay as you go Talk and Text

	Charges when less than 2 minutes of 'qualifying calls' have been made in a day ¹	Charges when 2 minutes of 'qualifying calls' have been made in a day ¹
Call charges for a one minute direct dial call at any time		
Calls to other T-Mobile UK customers	20p	10p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	20p	10p
Calls to other UK mobile operators' customers	20p	10p
Checking voicemail in the UK	10p	10p
Text Messaging (per message sent to other T-Mobile UK customers) ⁷	10p	10p
Text Messaging in the UK (per message sent to other UK mobile operators' customers) ^{5,6,7}	10p	10p
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ²	10p	10p
Text Messaging (per message sent to a non-UK mobile customer) ^{5,6,7}	20p	20p
All numbers prefixed by (inc VAT)		
0870, 0871, 0844, 0845 ^{2,3}		40p per minute
0800/0500 ²	Call charges from	Free to 40p
0808 ²	Call charges from	Free to 40p
All other 08 ^{2,4}	Call charges from	Free to £2.50

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

- 1 A day is counted as midnight to midnight. If you start a call before midnight and it continues past midnight into the next day, you will be charged as if the call was taking place during one day only. Qualifying calls are calls to other T-Mobile customers, calls to numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time, calls to other UK mobile operators' customers and checking voicemail in the UK. There is always a one minute minimum call charge.
- 2 All numbers prefixed by 08 or 09 are not included in your allowance.
- 3 Certain numbers starting with these prefixes are charged at more than this. All chargeable calls will be subject to a 40p minimum charge unless otherwise stated.
- 4 Please call go to www.t-mobile.co.uk/08-09 for specific and detailed up-to-date information about these charges.
- 5 Includes messages sent from the T-Mobile website; www.t-mobile.co.uk
- 6 You will be charged per text message sent to non GSM networks.
- 7 We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged.

Call Return

If you use Call Return you will be charged to return the call as per your price plan.

Using your Voicemail service whilst roaming will be charged as per the normal Roaming Voicemail service. Call Return will be charged as though you were in the UK. Access to and charging for the Voicemail service will continue whilst you use Call Return.

Non standard call charges

Call charges for a one minute direct dial call	
Picture Messaging (per message sent to a UK mobile customer)	20p
Mobile Email from T-Mobile via Text Messaging (per sent/received message) ⁷	10p
Access to the T-Mobile WAP and email service (using CSD, per minute) ⁸	10p
(using GPRS, per kB) ⁹	0.73p/kB
Notification of email (per message sent to you) (optional service)	10p
Calls to T-Mobile customer service advisor (150) per call	25p
Calls to Disability Services team (122)	Free
International operator assistance (155) per minute ¹⁰	£1.50
UK and international directory enquiries (118xxx) ¹¹ (Group 1) ¹²	60p
(Group 2) ¹²	65p
(Group 3) ¹²	75p
(Group 4) ¹²	£1.00
(Group 5) ¹²	£1.50
(Group 6) ¹²	£2.50
Blind and disabled directory enquiries (195) ¹³	Free
Access to RNID Typetalk™ via BT RelayAssist	15p
Emergency calls (999, 112)	Free
T-Mobile information services	35p
Third party information services	Charges vary as published by third party
Speaking clock (123)	40p
Flat rate services (per call)	75p
Higher flat rate services (per call)	£1.50
Personal number services	30p
Higher personal number services	75p
Pagers flat rate (per call)	75p
Pagers other	30p
Premium services	75p
Premium plus services	£1.50
Higher premium services	£2.50
Voicemail greetings per minute ¹⁰	30p
Multimedia services per minute ¹⁴	10p
Higher multimedia services per minute ¹⁰	10p
Group Call	Same as calls to other T-Mobile UK customers
Special Access numbers ¹⁵	
07755 22 0000 to 9999	3p
07755 33 0000 to 9999	5p
07755 44 0000 to 9999	6p
07755 55 0000 to 9999	8p
07755 20 0000 to 9999	10p
07755 30 0000 to 9999	15p
All other calls to 07744 xx xxxx, 07755 xx xxxx	12p

7 We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged.

8 CSD refers to Circuit Switched Data.

9 For all data sent/received, GPRS refers to General Packet Radio Service.

10 Subject to a minimum charge per call of £1.50.

11 See www.t-mobile.co.uk/118 for all current Directory Enquiry numbers.

12 Subject to a 1 minute minimum call charge.

13 Call connect through this service will be charged at 65p per minute.

14 Subject to a minimum charge per call of 75p.

15 No minimum charge applies to Special Access numbers. Applicable from 1st June 2007.

Call Return

If you use Call Return you will be charged to return the call as per your price plan.

Using your Voicemail service whilst roaming will be charged as per the normal Roaming Voicemail service. Call Return will be charged as though you were in the UK. Access to and charging for the Voicemail service will continue whilst you use Call Return.

Customise your price plan (UK only)

Text allowance (90 days) ^{16,17}	200 text messages	£12.00
	500 text messages	£25.00
	1000 text messages	£30.00
Text Play	per message sent	15p
Text Chat	per message sent	10p
	per message received	5p
Group Text ¹⁸	per message sent to each UK mobile operators' customers	10p
	per message sent to each non-UK mobile operators' customers	20p
Match and Chat	per message sent	10p
T-Mobile information services	per message sent	20p
Football Services	your team Scores ¹⁹	per message received
	your team News ¹⁹	per message received
	your team Plus ¹⁹	per message received
	your team Gossip ¹⁹	per message received
	Single Shot	per message sent
	Celticfc.txt ²⁰	per message received
	Score service subscription ²¹	£4.00
	News service subscription ²¹	£2.50
Formula1 Services	F1 News	per message sent
	F1 Results	per message sent
	F1 Tables	per message sent
	F1 News subscription ¹⁹	per message received
	F1 Results subscription ¹⁹	per message received
	F1 Tables subscription ¹⁹	per message received
Third party information services		Charges vary as published by third party
T-Mobile ringtones and icons ²¹	Monophonic	£1.50
	Polyphonic	£2.50
	Realtones	£3.00
Java games (per game downloaded)	Bronze	£1.00
	Silver	£2.00
	Gold	£3.00
	Platinum	Charges vary between £3 and £10
Caller Tunes ²³	Monthly service subscription	£1.00
	per download	£1.50
What's on	per message received	35p
What's nearby	per message received	35p
Streetmap ²⁴	per message sent	10p
Text Email	per message sent	10p
Web and Walk	per kB sent/received	0.73p
(This charge applies up to a daily maximum of £1 (inc VAT) running from midnight to midnight. ^{25, 26, 27} Charges not applicable to connection via CSD).		

16 Text allowances have a 90 day expiry period and include text messages sent to any UK mobile operators' customers in the UK, including text messages sent via Group Text, but excludes all other text message options and text messages sent whilst abroad.

17 There is no rollover of allowances after the 90 day period has expired.

18 You will be charged for each message sent to each individual within the group (e.g. if you send a message to five individuals, you will be charged for five messages).

19 Requests for all these services will be charged 20p per message sent.

20 Requests for all these services will be charged 10p per message sent.

21 Subscription valid for 30 days. Text messages sent requesting this service cost 20p in addition to the service subscription charge.

22 The call duration is approximately 1 minute other than advanced ringtones (polyphonic) which has an approximate call duration of 2 minutes.

The full list of ringtones and icons and the ordering process can be found at www.t-mobile.co.uk/ringtonesandicons

23 Request for this service will be charged at 10p per minute.

24 Please note once this service has been requested, standard WAP browsing charges will apply as per the customers price plan.

25 Subject to coverage. To ensure a high quality of service for all our customers a fair use policy of 40MB (of data both sent and received in the UK) per day applies. We monitor use on a monthly basis. If, in our reasonable opinion, you regularly exceed 40MB per day, we may tell you to reduce your future use. If you again regularly exceed 40 MB per day, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you exceed 40 MB per day for a third time, we may tell you that we are going to apply further network protection controls, resulting in a permanently reduced network speed. We do not permit use of this service to provide modem access for a computer or for peer to peer file sharing, internet phone calls or instant messaging.

26 Charges of 0.73p per kB apply until £1 per day (midnight to midnight) is spent. If you have already spent £1 and you browse for a continuous period from before midnight to after midnight, all of that period will be charged at the new day's rate of 0.73p per kB.

27 The web 'n' walk day pass does not include calls made whilst roaming. Standard charges apply, see international call charges for more details.

International call charges

Charges from UK to abroad

Call charges are in pence for a one minute direct-dial voice, fax or data call originating within the UK. All calls will be subject to a 1 minute minimum charge.

	Any time Standard charges
Calls made to zones	Inc VAT
Europe ²⁸	£1.00
Ireland, Channel Islands and Isle of Man	70p
USA and Canada	90p
Australia and New Zealand	£1.00
Rest of World ³¹	£1.80
Satellite	£5.00
Across to the T-Mobile WAP and email service (using CSD, per minute)	10p
(using GPRS, per kB)	0.73p

Charges whilst abroad

- For all customers making a call in Zones 1 and 2, there is a minimum call charge of 30 seconds, after which calls are billed per second. However, there is no minimum call charge for receiving a call in those Zones and calls are just billed per second. Calls made or received in Zones 3, 4, 5 and 6 are subject to a minimum call charge of 60 seconds, after which calls are billed per second.
- GPRS/3G data usage whilst abroad in the EU³² is charged at £1.50 a MB and £7.50 if you are in the any other part of the world.
- Multimedia messages usage whilst abroad is charged at 20p inc VAT.
- You can't make Video Calls whilst abroad.

	Calls made	Anytime Calls received
Calls made or received in zones	Inc VAT	Inc VAT
Zone 2, Europe (EEA ²⁹)	43p	19p
Zone 3, Europe (non-EEA ²⁹)	55p	55p
Zone 1, Ireland, Channel Islands and Isle of Man	43p	19p
Zone 4, USA and Canada	55p	55p
Zone 5, Australia and New Zealand	75p	70p
Zone 6, Rest of World ³¹	£1.40	£1.30
Calls to (from all zones)		
Satellite numbers	£1.80	£1.80
Premium numbers ³³	£2.00	n/a
Text message charges (per message)	Texts made	Texts received
To other T-Mobile UK customers in zones 1 and 2 ³⁵	11p	n/a
To other UK mobile operators' customers in zones 1 and 2 ³⁵	11p	n/a
To non-UK mobile operators' customers in zones 1 and 2 ³⁴	11p	n/a
To other T-Mobile UK customers in zones 3, 4, 5 and 6 ³⁴	40p	n/a
To other UK mobile operators' customers in zones 3, 4, 5 and 6 ³⁴	40p	n/a
To non-UK mobile operators' customers in zones 3, 4, 5 and 6 ³⁴	50p	n/a

28 Countries included are as follows: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican.

29 Europe EEA countries included are as follows: Austria, Azores, Belgium, Bulgaria, Canary Islands, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guinea, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Lithuania, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden & Vatican.

30 Europe non-EEA countries included are Andorra, Faroe Islands, Switzerland.

31 All calls from Antarctic Australian Territory, Comoros and Mayotte, Mirconesia, Niue, Kiribati, Palau, Papua New Guinea, Solomon Islands, St Helena, Telespazio Satellite, Tokelau, Tuvalu, Vanuatu, Wallis and Futuna are currently barred. Other destinations may be barred, please refer to Customer Services for details.

32 The EU countries included are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark (excluding Greenland), Estonia, Finland, France (including Monaco), Germany, Greece, Hungary, Isle of Man, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (including the Azores and Madeira), Romania, Slovakia, Slovenia, Spain (including the Balearic Islands and the Canary Islands), Sweden. If you use it in any other country, it'll cost £7.50 per MB.

33 Premium numbers are determined by our partner networks overseas and vary according to the country visited.

34 Any undelivered text messages will be charged at 30p.

35 Any undelivered text messages will be charged at 25p.

Voicemail charges whilst roaming

- If customers set a divert on their device to divert all calls to voicemail, or they do not switch their device on when they are roaming, they will only be charged if they retrieve the voicemail whilst roaming(see below).
- If customers set a divert on their device to divert to voicemail when: their line is busy; they do not answer the call, or the call is rejected – then the customer is charged for:
 1. Receiving a voicemail
 - The per minute incoming roaming rate for the incoming call; and, at the same time
 - The outgoing per minute roaming rate for making a call and
 2. Retrieving a voicemail
 - The per minute outgoing roaming rate for making a call.

Please note that where roaming charges are applicable for receiving voicemails, these charges may continue to apply until you are re-connected to the T-Mobile UK network. We therefore recommend that you turn on your phone as soon as permitted when you return to the UK. See 'charges whilst abroad' for details of all roaming call rates.

Points to note.

- Pay as you go Talk and Text customers can transfer to Mates Rates pay as you go and Text Appeal pay as you go, but cannot move back to Pay as you go Talk and Text.
 - Using promotional credit will cost you 20p per minute for those calls and won't count towards your first two minutes of calls.
 - You must make a **connection action** at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited.
- 'Connection actions' are:
- Making a chargeable outbound call
 - Sending a text message
 - Topping up your account
 - Making a payment for a value added service
 - Registering your details
 - Making/sending or receiving a Family Booster call, text or picture message
- We can place a charge on your account **if a bank reverses a debit or credit card payment to your account**. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.
 - **Any text message sent to you**, which doesn't get through because you are out of credit will be lost.
 - **To make or receive a chargeable call or receive a voicemail message**, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1pence credit available.
 - T-Mobile information services rate applies when using **short code dialling** from your mobile phone (unless otherwise stated).
 - **Calls are charged by the second** (unless otherwise stated) and rounded up to the nearest penny.
 - **Administration charges:**
 - Unlocking mobile phone for use on another compatible network (subject to being connected for at least 3 months): £15.00.
 - Replacement SIM card: £10.00.
 - Reconnect your phone to the T-Mobile network: £10.00.
 - All **prices include VAT** at the current rate of 17.5% (includes those calls made or received whilst abroad).
 - **Charging for calls will commence when:**
 - A call has been answered
 - Connected to a customer services advisor
 - Indicated within the Roaming automated service
 - **A call ends when:**
 - a) you end the call on your device; or
 - 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.
 - All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
 - 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.
 - While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.
 - GPRS usage for **U-Fix/Mix It** and pay as you go customers is billed per kilobyte and rounded up to the nearest kilobyte. A kilobyte (kB) is equivalent to 1024 bytes. A megabyte (MB) is equivalent to 1024 kB. All data sent and received, other than that added to control the flow of data over the network that is transferred is chargeable.
 - We'll be passing on the VAT saving by working out how much you've topped up and adding the VAT allowance onto your credit.



LOW CHLORINE
P A P E R



SUSTAINABLE
F O R E S T S

MC/25217/XXXX

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Information correct as at

1st July 2009.

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