

What it costs

# U-Fix Lite plans 15, 20, 25.

	U-Fix Lite 15		U-Fix Lite 20		U-Fix Lite 25	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental for contract length <sup>1</sup> 1 month rolling	£15	£12.77	£20	£17.02	£25	£21.28
<b>Inclusive allowance</b>						
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	175		250		400	
Maximum number of users	1		1		1	
Inclusive texts (each month) to text customers of UK mobile networks at any time	450		600		900	
Rollover	No		No		No	
<b>Call charges (per minute)</b>						
Calls to other T-Mobile UK customers	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
Calls to other UK mobile operators' customers	30p	25.5p	30p	25.5p	30p	25.5p
Checking voicemail in the UK	12p	10.2p	12p	10.2p	12p	10.2p
<b>Text message charges (per message)</b>						
To other T-Mobile UK customers <sup>2,3</sup>	10p	8.5p	10p	8.5p	10p	8.5p
To other UK mobile operators' customers <sup>2,3</sup>	10p	8.5p	10p	8.5p	10p	8.5p
To non-UK mobile operators' customers <sup>2,3</sup>	20p	17p	20p	17p	20p	17p
<b>All numbers prefixed by (inc VAT)</b>					<b>Call charges range from to</b>	
0800/0500					Free	10p
0808					Free	10p
All other 08 <sup>4</sup>					Free	£2.50

Prices correct as at 1st July 2008.

**The legal stuff you need to know:**

- 1 If you make a call or send a text which isn't included in your plan, you will need to top up first like a pay as you go customer. When you spend that top up we will treat you like a pay as you go customer but your U-Fix Lite price plan charges will apply. Some services will be added to your bill rather than taken from your top-up. We will tell you if that is going to happen. U-Fix Lite 15/20/25 plans include calls from the UK to customers of UK mobile networks and to local and national numbers starting with 01, 02 or 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Inclusive texts are to customers of UK mobile networks. You'll need to set up payment by direct debit and we'll need to run some standard credit checks. If you're already a T-Mobile pay monthly customer, you'll need to be outside your minimum contract term. 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. Itemised billing is not available for U-Fix customers.
- 2 Applies to messages sent from your mobile phone from the UK or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 3 You will be charged for messages sent to non GSM networks.
- 4 Please call customer services on 107 for further information about charges for specific numbers starting with 08.



# 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 (your call can only continue if you have topped up).
- 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.
- All web'n'walk session charges will be rounded to the nearest half kb.
- 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.



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