

U-Fix Talk.

		U-Fix £15 Talk		U-Fix £20 Talk		U-Fix £25 Talk	
		Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental for contract length	12 months	£15	£12.77	£20	£17.02	£25	£21.28
Inclusive minutes (each month) Local, national and calls to any UK mobile operators' customers at any time			50		75		150
Inclusive text messages (each month) to any UK mobile operators' customers			25		50		75
Rollover			No		No		No

Call charges (per minute) for voice, fax and data calls

Local and national calls	25p	21.27p	25p	21.27p	25p	21.27p
Calls to other T-Mobile UK customers	25p	21.27p	25p	21.27p	25p	21.27p
Calls to other UK mobile operators' customers	25p	21.27p	25p	21.27p	25p	21.27p
Voicemail message retrieval	12p	10.21p	12p	10.21p	12p	10.21p

Text message charges (per message)

To other T-Mobile UK customers ^{1,2}	12p	10.21p	12p	10.21p	12p	10.21p
To other UK mobile operators' customers ^{1,2}	12p	10.21p	12p	10.21p	12p	10.21p
To non-UK mobile operators' customers ^{1,2}	20p	17p	20p	17p	20p	17p
Picture Messaging	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 'My 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 charges for specific numbers starting with 08.

T . . . **Mobile** . . .
simply closer

Points to note.

- You'll need to promise to stay with us for 12 months. 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 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.
- Call Me Back is only available to new and existing U-Fix customers. You can use call me back up to 5 times a calendar month when you are in the UK to send a free SMS to a customer of a UK mobile network or to a local or national number starting with 01, 02 or 03. This doesn't cover Jersey, Guernsey and the Isle of Man.
- **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 minute allowance runs out during a call**, we will charge you for the remainder of that call.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the T-Mobile account enquiry service (dial 150). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer**. Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **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 into a different part of the day (for example, from 'daytime' to 'evening'), the remainder of the call will be charged at the new rate.
- **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.
- 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.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. Diverted calls are not included in any inclusive minutes you may have.
- Additional charges may apply whilst using your T-Mobile phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on www.t-mobile.co.uk/whatitcosts or our 'Non standard charges' leaflet.
- T-Mobile reserves the **right to vary or withdraw** any individual or additional service with 30 days notice.
- 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.
- For U-Fix customers all calls made whilst roaming will be billed per second after the first minute.
- For U-Fix customers all GPRS session charges will be rounded to the nearest half kb.
- For U-Fix customers any business registered customers on these price plans will not be eligible for any business discounts.
- Certain charges will appear on your bill rather than being deducted from your top up credit. These services are; text allowances, MMS bundles, Caller Tunes subscription charge, £3 charge for processing payments where you do not pay by direct debit and T-Mobile Browsing Bundles.
- You can use your inclusive minutes and texts at any time to all UK mobiles and numbers starting with 01, 02 & 03. This doesn't cover Jersey, Guernsey and the Isle of Man.



LOW CHLORINE
P A P E R



SUSTAINABLE
F O R E S T S