

**Web 'n' walk Plus Daily.**

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

## Web 'n' walk Plus Daily<sup>1</sup>

### Charges for Data

Price per day	£4.00
Text Messaging (per message sent to other T-Mobile UK customers)	10p
Text Messaging in the UK (per message sent to other UK mobile operators' customers) <sup>2,3</sup>	10p

1 You'll need a compatible laptop. Mobile Broadband is subject to HSDPA service coverage and availability. The maximum network speed that you can get with this service is 2Mbps.

To ensure a high quality of service for all our customers, a fair use policy of 3GB (of data both sent and received in the UK) per month applies. We will measure your month's use by looking at your total day pass usage in a calendar month. If you exceed 3GB per month, we may tell you to reduce your future use. If you again exceed 3GB per month, 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 3GB per month for a third time, we may tell you that we are going to apply further network protection controls, resulting in a reduced network speed until you upgrade your price plan to include a larger data allowance. We do not permit use of this service for internet phone calls.

Each day lasts from midnight to midnight.

2 Includes messages sent from the T-Mobile website; [www.t-mobile.co.uk](http://www.t-mobile.co.uk)

3 You will be charged per text message sent to non GSM networks.

## Non standard call charges

	Call charges for a one minute direct dial call
Calls to other T-Mobile UK customers	15p
Local and national calls in the UK	15p
Calls to other UK mobile operators' customers	15p
Voicemail message retrieval	10p
Text Messaging (per message sent to a non-UK mobile customer) <sup>4,5</sup>	20p
Picture Messaging (per message sent to a UK mobile customer)	20p
Mobile Email from T-Mobile via Text Messaging (per sent/received message) <sup>6</sup>	10p
Access to the T-Mobile WAP and email service (using CSD, per minute) <sup>7</sup>	10p
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 <sup>8</sup> £1.50
UK and international directory enquiries (118xxx) <sup>9</sup>	(Group 1) <sup>10</sup> 60p
	(Group 2) <sup>10</sup> 65p
	(Group 3) <sup>10</sup> 75p
	(Group 4) <sup>10</sup> £1.00
	(Group 5) <sup>10</sup> £1.50
	(Group 6) <sup>10</sup> £2.50
Blind and disabled directory enquiries (195) <sup>11</sup>	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 <sup>8</sup> 30p
Multimedia services	per minute <sup>12</sup> 10p
Higher multimedia services	per minute <sup>8</sup> 10p
Group Call	Same as calls to other T-Mobile UK customers
<b>Special Access numbers</b> <sup>13</sup>	
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
<b>All numbers prefixed by (inc VAT)</b>	
	<b>Call charges range from to</b>
0800/0500	Free 40p
0808	Free 40p
All other 08 <sup>14</sup>	Free £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).

4 Includes messages sent from the T-Mobile website; www.t-mobile.co.uk

5 You will be charged per text message sent to non GSM networks.

6 Includes error, confirmation, notification messages and commands. We will try to deliver messages for up to 72 hours. You'll be charged once for the message we try to deliver to you.

7 CSD refers to Circuit Switched Data.

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

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

10 Subject to a 1 minute minimum call charge.

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

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

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

14 Please call customer services on 150 for further information about charges for specific numbers starting with 08.

## 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) <sup>15,16</sup>	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 <sup>17</sup>	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 <sup>18</sup>	per message received
	your team News <sup>18</sup>	per message received
	your team Plus <sup>18</sup>	per message received
	your team Gossip <sup>18</sup>	per message received
	Single Shot	per message sent
	Celticfc.txt <sup>19</sup>	per message received
	Score service subscription <sup>20</sup>	£4.00
	News service subscription <sup>20</sup>	£2.50
Formula1 Services	F1 News	per message sent
	F1 Results	per message sent
	F1 Tables	per message sent
	F1 News subscription <sup>18</sup>	per message received
	F1 Results subscription <sup>18</sup>	per message received
	F1 Tables subscription <sup>18</sup>	per message received
Third party information services		Charges vary as published by third party
T-Mobile ringtones and icons <sup>21</sup>	Monophonic	£1.50
	Polyphonic	£2.50
	Reallones	£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 <sup>22</sup>	Monthly service subscription	£1.00
	per download	£1.50
What's on	per message received	35p
What's nearby	per message received	35p
Streetmap <sup>23</sup>	per message sent	10p
Text Email	per message sent	10p

15 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.

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

17 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).

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

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

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

21 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](http://www.t-mobile.co.uk/ringtonesandicons)

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

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

## 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.

	Any time Standard charges
<b>Calls made to zones</b>	Inc VAT
Europe <sup>25</sup>	£1.00
Ireland, Channel Islands and Isle of Man	70p
USA and Canada	90p
Australia and New Zealand	£1.00
Rest of World <sup>26</sup>	£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

- Call charges are in pence for a one minute direct-dial voice, fax or data call with a minimum call charge of one minute, all calls are billed per second thereafter.
- Calls made or received while you are outside the European Union are not subject to UK VAT.
- These charges also apply to any calls made to T-Mobile UK Customer Services (150) whilst roaming.
- Multimedia messages sent whilst roaming will be charged at the same rate as those sent whilst in the UK.
- Video Calling whilst abroad is barred.

	Any time Standard charges	
	Calls made	Calls received
<b>Calls made or received in zones</b>	Inc VAT <sup>26</sup>	Inc VAT <sup>26</sup>
Europe <sup>24</sup>	55p	55p
Ireland, Channel Islands and Isle of Man	50p	50p
USA and Canada	55p	55p
Australia and New Zealand	75p	70p
Rest of World <sup>25</sup>	£1.40	£1.30
<b>Calls to (from all zones)</b>		
Satellite numbers	£1.80	£1.80
Premium numbers	£2.00	n/a
<b>Text message charges (per message)</b>		
To other T-Mobile UK customers <sup>27</sup>	40p	n/a
To other UK mobile operators' customers <sup>27</sup>	UK + 30p	n/a
To non-UK mobile operators' customers <sup>27</sup>	50p	n/a
Across to the T-Mobile WAP and email service (using CSD, per minute)	10p	n/a
(using GPRS, per kB)	0.73p	n/a

24 Territories are Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Lichtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland.

25 All calls to and from Ascension, Comoros and Mayotte, Cook Islands, Guinea Bissau, Italian premium rate, Nigeria, Niue, Pakistan, Papua New Guinea, Sao Tome And Principe, Solomon Islands, St Helena, Telespazio Satellite, Tokelau, Tuvalu, Vanuatu, Wallis and Futuna are currently barred.

26 Where applicable.

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

### 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.

- 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:

  - Using Web 'n' Walk Plus Daily
  - Making a chargeable outbound call
  - Sending a text message
  - Topping up your account
  - Making a payment for a value added service
  - Registering your details
- 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 **minimum charge** of 10p per call 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.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T S

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Part number to go here  
Information correct as at  
1st November 2007.