

While you're away Calling from abroad has never been easier with T-Mobile



Useful numbers

Emergency services

112 free of charge in most countries, but check before travelling.

Customer Services

+44 7953 966 150

Registered business customers

+44 7953 966 650

Customers with a disability

+44 7953 966 122

Travel charges apply.

Our great travel rates

Zone*	Euro Travel Booster Zone	1	2	3	4	5	6
Calling (per minute)							
Making a call (voicemail included) to UK		38p		55p		75p	£1.40
Receiving a call		19p		55p		70p	£1.30
Messaging (per message)							
Text to UK mobile networks		25p		40p			
Receiving text/ Picture messages		Free					
Sending a picture message to UK and abroad		20p					

A one minute minimum call charge applies. Pay monthly price plans are charged at 30 second increments after the first minute. Pay as you go and U-Fix is charged at per second after 1st minute. VAT is included where appropriate. No VAT is charged on usage outside the EU. Some international charges can take up to two months to appear on your bill. Pay Monthly customers: the monthly line rental shown above includes VAT at 17.5%. However, you'll be charged VAT at 15% instead (so your VAT inclusive monthly charge will be less) until 31 Dec 09 unless you are told otherwise. Pay as you go customers: whilst the VAT rate is 15% we'll be passing on the VAT saving by giving you extra VAT credit based on how much you top up. Every month we'll work out how much you've topped up and add the VAT credit onto your allowance the following month. Every top up from December 1st 2008 to December 31 2009 will count towards the VAT saving unless you are told otherwise. Pay as you go customers: We will try to deliver any text message for 72 hours. The message will then be deleted but you will have been charged.

Did you know?

It's FREE to receive texts and picture messages abroad

Euro Boosters

Euro Travel Booster Zone

		Cost	Allowance	Short code
Euro 5 Booster	Calls & texts	£5	£7.50	EURO5
Euro 10 Booster	Calls & texts	£10	£15	EURO10
Euro 20 Booster	Calls & texts	£20	£30	EURO20
Euro 30 Booster	Calls & texts	£30	£45	EURO30
Euro Broadband Day Booster	Internet & email	£10	50MB (repurchase option - for more MB)	
Euro Broadband 30 Day Booster	Internet & email	£40	200MB (repurchase option - for more MB)	

All our Travel Zones

World Email Booster (on BlackBerry)	BlackBerry email	£15	30 days Unlimited usage
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To add a Euro Booster to your pay monthly account text the short code to 879

To add a Euro Booster to your pay as you go account text the short code to 441

To add a Euro Broadband Booster to your account simply connect to your broadband service in Europe and open your web browser where you'll be prompted to add a Booster to your bill

To add a World Email Booster to your account call 150 from your BlackBerry

For all the legal stuff you need to know please visit www.t-mobile.co.uk/travel

Calling from abroad has never been easier with T-Mobile.

Our great travel rates - which are the same on pay as you go or pay monthly - means you can afford to stay in touch no matter where you are in the world.

We have divided the world into seven zones. Within each zone you will always pay one rate for incoming calls and one rate for outgoing calls.

For further information visit www.t-mobile.co.uk/travel

Our zones*

Euro Travel Booster Zone Ireland, Isle of Man, Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain & Sweden

Zone 1	Guernsey & Jersey
Zone 2	French Guinea, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion, San Marino
Zone 3	Andorra, Faroe Islands, Switzerland
Zone 4	Canada, USA
Zone 5	Australia & New Zealand
Zone 6	Rest of the World

Before you set off

Coverage

Check you can use the T-Mobile service in the country you're travelling to by visiting www.t-mobile.co.uk/travel or by calling **150** from your T-Mobile phone.

The right phone

Visit www.t-mobile.co.uk/travel to find out if your phone will work in the country you are going to. If you do not have the correct phone why not think about hiring one? Phone Hirefone on 0800 8498662 to hire the correct phone.

Switch on your phone.

There will be a slightly longer delay than usual and then the foreign network's name, code name or number should appear on the screen.

If no network appears on your screen you may need to set it manually:

- Find **Network selection** in your phone's **Settings** menu
- Choose **Manual**
- Your phone will show the networks available

When you get there

Share your best holiday moments with friends and family

At 20p an MMS why not show your friends back home what you're up to? You can send text messages via MMS.

Voicemail

If you want to retrieve your voicemail while abroad you'll need to use a voicemail PIN number. To set up a PIN number, call voicemail from your mobile before you leave, press **2**, then **1** and follow the instructions. You will be charged for any messages left/received. For full details of costs visit www.t-mobile.co.uk/travel

Travel options

To double check your phone is set up for travel, call Customer Services on **150** and select options 2, 5, 2. Our Customer Service advisors are available between 8am and 10pm weekdays, 8am and 8pm weekends.

Making calls from abroad back to the UK

Dial the full international number, including the country code (the UK is **+44**), and drop the **0** from the start of the area/mobile code.

For example, a UK number 020 8XXX XXXX becomes **+44 20 8XXX XXXX** (on most phones you get **+** by pressing ***** twice).

Making calls to the country you're in

Dial as if you were using a local mobile. You need the area/mobile code but not the country code.

Making calls to other countries

Dial the full international number, including **+** and the country code.

Receiving calls whilst you're abroad

When you're abroad, the person calling you pays the same as they would if you were in the UK, but you have to pay to receive the call, i.e. to have it forwarded to the country you're in. For full details of costs visit www.t-mobile.co.uk/travel

Credit

If you are on pay as you go or U-Fix, make sure you have topped-up before you leave the UK, as any calls you make will be deducted from this credit.

Charger

Don't forget to take your charger and any power adapter you may need.

Sending text and picture messages

You can send text and picture messages from over 100 countries worldwide in exactly the same way as you would at home.

It's a great way of keeping in touch and it's a lot quicker than sending a postcard! For details of charges visit www.t-mobile.co.uk/travel

What if your phone is lost or stolen?

If your phone is lost or stolen while you're abroad, call T-Mobile Customer Services on **+44 7953 966 150** immediately.

