

What it costs

Flex plans.

For all new customers who join price plan after 1st April 2009

	Flex 40		Flex 50		Flex 60		Flex 75		Flex 100	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental for contract length 18 months	£40	£34.04	£50	£42.55	£60	£51.06	£75	£63.83	£100	£85.11
Inclusive monthly allowance to spend on calls and texts to UK mobile networks, numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man), checking voicemail in the UK, calls to selected 08 and 0500 numbers, calls and texts to selected International destinations from the UK at any time and picture messages to customers of UK mobile networks. ¹		£225		£325		£425		£575		£775
Maximum number of users		1		1		1		1		1
Rollover		No		No		No		No		No

Call charges (per minute) for voice, fax and data calls whilst using your allowance and once its been used up.

Calls to other T-Mobile UK customers	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p
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	17p	20p	17p	20p	17p	20p	17p	20p	17p
Calls to other UK mobile operators' customers from the UK at anytime	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p
Calls to landlines in selected countries from the UK ¹	40p	34p	40p	34p	40p	34p	40p	34p	40p	34p
Calls to customers of mobile networks in selected countries from the UK ¹	100p	85p	100p	85p	100p	85p	100p	85p	100p	85p
Calls to numbers starting with 0800, 0808, 0845, 0844, 0843, 0842, 0870 and 0500 from the UK ¹	40p	34p	40p	34p	40p	34p	40p	34p	40p	34p
Checking voicemail in the UK	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p

Text message charges (per message)

To other T-Mobile UK customers ^{2,3}	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p
To other UK mobile operators' customers ^{2,3}	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p
To customers of mobile networks in selected countries from the UK ^{2,3}	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p

All numbers prefixed by (inc VAT)

0871 ⁴										20p per minute
All other 08 ⁴					Call charges from	Free				to £2.50

Prices correct as at 1st April 2009. 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.

Please see overleaf for footnotes.



The legal stuff you need to know:

- 1 You'll have to promise to stay with us for 18 months and pass our standard credit check. All Flex inclusive minutes and texts are from the UK only. Three types of calls are included: UK calls, international calls and calls to 08 numbers. There is always a one minute minimum call charge for all these types of calls and we may ask you to pay a deposit before you can make any international calls. Flex inclusive UK minutes and texts are to all UK mobiles and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and the Isle of Man) and to check voicemail at any time. Picture messages are for messages to any UK mobile. UK calls cost 20p per minute, a text message costs 10p and a picture message costs 20p, both whilst you are using your allowance and once it's been used up. This plan comes with a fair use policy for calls to 08 and 0500 numbers and for included international calls. So that we can provide these inclusive services for our Flex customers, you may only use up to half of your inclusive allowance for any calls to 08 or 0500 numbers and only up to half for any international calls. We'll monitor your use each month and if you use more than that, we may restrict how you can use your plan, what you pay and/or move you to a more appropriate plan, depending on how often you go over your amount and by how much. Flex inclusive international calling minutes are to the customers of overseas mobile networks and overseas landline numbers to a selection of countries, excluding calls to non geographic and premium rate numbers. Inclusive international text messages are to the customers of particular overseas mobile networks in those countries, see t-mobile.co.uk/textingabroad for details. Inclusive international picture messages are to the customers of particular overseas mobile networks in 10 of the 50 countries marked* below only, see t-mobile.co.uk/picturetextingabroad for details. These international calls to mobiles cost £1 a minute and calls to landlines cost 40p per minute (apart from calls to the USA and Canada, which cost 40p per minute to both mobiles and landlines) and texts and picture messages cost 20p each, both whilst you are using your allowance and once it's been used up. The current list of international countries that are included is: Australia, Austria*, Bangladesh, Belgium, Bulgaria, Canada, Channel Islands, China, Croatia, Cyprus, Czech Republic*, Denmark, Estonia, Finland, France, Germany*, Ghana, Greece*, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy*, Jamaica, Japan, Latvia, Lithuania, Luxembourg, Malaysia, Netherlands*, New Zealand, Norway, Pakistan, Poland*, Portugal*, Romania, Russia, Singapore, Slovakia*, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland*, Taiwan, Thailand, Trinidad & Tobago, Turkey, USA. Flex inclusive 08 number calls are to numbers starting with 0800, 0808, 0845, 0844, 0843, 0842 and 0870, except those which are free to call (see t-mobile.co.uk/08-09 for more info). Calls to numbers starting with 0500 are included too. All these calls cost 40p per minute, both whilst you are using your allowance and once it's been used up. Remember that you won't be able to get any discounts on the charges to call or text inclusive international countries. If you add an international calling booster offering a bundle of international minutes to one of the countries included here, the minutes from your booster will be used first. If you join Flex before 30 June 2009 you'll get web'n'walk included in your plan at no extra cost. You may lose your web'n'walk if you move, renew or upgrade your plan. You'll need a compatible phone and internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick or G1) or making internet phone calls. This plan comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our web'n'walk customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much.
- 2 Applies to messages sent from your mobile phone or via the T-Mobile website; www.t-mobile.co.uk
- 3 You will be charged for messages sent to non GSM networks
- 4 Please go to www.t-mobile.co.uk/08-09 or call customer services on 150 for further information about charges for specific numbers starting with 08 and 09.

Points to note.

- Your inclusive allowance (shown on your bill as 'allowance') is the amount that you have to spend on selected T-Mobile services each month. You can use your allowance as described overleaf.
- If your inclusive 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 allowance 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 months charge and inclusive 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 allowance 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 in our 'Non standard charges' leaflet.
- 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.
- You may be asked to pay a deposit before you can make any call, including an inclusive call, from the UK to an international number. So, if you do not pay any deposit that we ask for, you won't be able to make inclusive international calls as described above. You will therefore only be able to use your inclusive allowance to make the other calls and texts described above.



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Information correct as at
1st April 2009.
FLEXTR40