

What it costs

# Flex plans.

For all new customers and customers who change price plan after 15 August 2007

	Flex 20		Flex 25		Flex 30		Flex 35		Flex 50		Flex 75	
	Inc VAT	Exc VAT	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 <b>18 months</b>	£20	£17.02	£25	£21.28	£30	£25.53	£35	£29.79	£50	£42.55	£75	£63.83
Inclusive monthly allowance to spend on calls and texts to 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 and picture messages to customers of UK mobile networks.	£34		£60		£90		£180		£255		£390	
Maximum number of users	1		1		1		1		1		1	
Rollover	No		No		No		No		No		No	

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

Calls to other T-Mobile UK customers	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p
Local and national calls	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p
Calls to other UK mobile operators' customers	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p
Checking voicemail in the UK	12p	10.2p	12p	10.2p	12p	10.2p	12p	10.2p	12p	10.2p	12p	10.2p

## Text message charges (per message)

To other T-Mobile UK customers <sup>1,2</sup>	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p
To other UK mobile operators' customers <sup>1,2</sup>	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p
To non-UK mobile operators' customers <sup>1,2</sup>	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p	20p	17p

## All numbers prefixed by (inc VAT)<sup>3</sup>

0843, 0844, 0845, 0870, 0871, 0872 <sup>4</sup>	40p per minute
0808, 0800 <sup>4</sup>	Call charges from Free to 40p per minute
0500 <sup>4</sup>	10p per minute
070 <sup>4</sup>	From 25p per minute to 75p per minute

Prices correct as at 1st May 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.

## The legal stuff you need to know:

- 1 Applies to messages sent from your mobile phone or via the T-Mobile website; [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 2 You will be charged for messages sent to non GSM networks.
- 3 Please go to [www.t-mobile.co.uk/08-09](http://www.t-mobile.co.uk/08-09) for further information about charges for specific numbers starting with 070, 08 and 09. All numbers prefixed by 0500, 070, 08 or 09 are not included in your allowance.
- 4 All chargeable calls will be subject to a one minute minimum charge unless otherwise stated.

Life's for Sharing

T-Mobile

# 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 for voice calls (excluding calls to the T-Mobile WAP service and calls made whilst abroad), text and picture messages to the customers of other UK mobile networks. Numbers prefixed with 08 are not included in your allowance.
- **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 month's 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. This applies to minutes within your allowance and also minutes outside your allowance.
- 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](http://www.t-mobile.co.uk/whatitcosts) or 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.

