

The Direct Debit Guarantee

- This Guarantee is offered by all banks and building societies that accept instructions to pay Direct Debits.
- If there are any changes to the amount, date or frequency of your Direct Debit T-Mobile will notify you 10 working days in advance of your account being debited or as otherwise agreed. If you request T-Mobile to collect a payment, confirmation of the amount and date will be given to you at the time of the request.
- If an error is made in the payment of your Direct Debit by T-Mobile or your bank or building society you are entitled to a full and immediate refund of the amount paid from your bank or building society
 - If you receive a refund you are not entitled to, you must pay it back when T-Mobile asks you to.
- You can cancel a Direct Debit at any time by simply contacting your bank or building society. Written confirmation may be required. Please also notify us.



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An easier way to pay your bill

Fill in this prepaid Direct Debit form, detach at the dotted line, fold together and return to T-Mobile, PO Box 322, Units 5-7 Shield Road, Ashford Industrial Estate ASHFORD TW15 9BA and your bill will be paid automatically each month. Please retain the Direct Debit Guarantee for your records.

Direct Debit is the easy, hassle free way to pay your T-Mobile phone bill. You will still receive your bill each month, so you can keep an eye on costs. The balance will be deducted from your bank or building society account around 14 days later. This gives you plenty of time to raise a query if you have one. Your Direct Debit payment will start as soon as we have processed your application. Therefore please check your next bill to ensure that the Direct Debit collection has been set up. If it hasn't you will have to pay that bill in some other way. Remember that you can cancel a Direct Debit Instruction at any time, and that we will always keep you informed of any price changes so there are no hidden surprises.

Your T-Mobile details Your T-Mobile phone number _____	Your T-Mobile account number See your bill, if you have received one, if not leave blank _____
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Instruction to your Bank/Building Society to pay by Direct Debit

Please fill in the whole form and return to
T-Mobile, PO Box 322, Units 5-7 Shield Road,
Ashford Industrial Estate, ASHFORD TW15 9BA

Originators identification number

9	4	1	2	8	4
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Name and full postal address of your Bank/Building Society

Postcode

Reference Number
(to be completed by T-Mobile)

For T-Mobile official use only
(This is not part of the Instruction to your Bank or Building Society)

Name(s) of account holder(s)

Bank/Building Society account number

Branch sort code

Instruction to your Bank/Building Society
Please pay T-Mobile Direct Debits from the account detailed in this Instruction subject to the safeguards assured by the Direct Debit Guarantee. I understand that this Instruction may remain with T-Mobile and if so details will be passed electronically to my Bank/Building Society.

Signature(s) -----

Date -----

Banks/Building Societies may not accept Direct Debit Instructions from some types of account.

Everything Everywhere Limited trading as T-Mobile.

1 Complete the Direct Debit form.

2 Detach completed Direct Debit form, fold in half, seal and post – no stamp needed. It's as simple as that!

T-Mobile

Dear Customer

The T-Mobile Direct Debit scheme is the easy, hassle free way to pay your T-Mobile phone bill. All you have to do is fill in the form and post it to T-Mobile, PO Box 322, Units 5-7 Shield Road, Ashford Industrial Estate, ASHFORD TW15 9BA.

We do all the work, you save time and money – by completing the Direct Debit Instruction overleaf, your bank/building society will make your monthly payments for you automatically, saving you the cost of stamps and the wasted time filling in cheques.

You keep control – you will still receive a monthly statement but for your information only. If your monthly payment needs amending we will let you know in advance. And remember, you are free to cancel at any time.

We strongly recommend that you take the easy way to pay and join the Direct Debit scheme today.

Business Reply
Licence Number
RLXT-BJGT-KZSE



T-Mobile
PO Box 322
Units 5-7 Shield Road
Ashford Industrial Estate
ASHFORD
TW15 9BA