

What it costs

# SIM only Fixed £15, £20, £25 30 day plans<sup>1</sup>

	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental <b>30 days</b>	£15.32	£12.77	£20.42	£17.02	£25.54	£21.28
<b>Inclusive allowance</b>						
Inclusive minutes (each month) to call customers of 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	350		600		900	
Maximum number of users	1		1		1	
Inclusive texts (each month) to text customers of UK mobile networks at any time	300		500		500	
Rollover	No		No		No	
<b>Call charges (per minute)</b>						
Calls to other T-Mobile UK customers	30p	25p	30p	25p	30p	25p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	30p	25p	30p	25p	30p	25p
Calls to UK mobile operators' customers	30p	25p	30p	25p	30p	25p
Checking voicemail in the UK	12p	10p	12p	10p	12p	10p
Call to customer service on 150 from your T-Mobile phone (per call)	25p	20.8p	25p	20.8p	25p	20.8p
<b>Text message charges (per message)</b>						
To other T-Mobile UK customers <sup>2,3</sup>	12p	10p	12p	10p	12p	10p
To other UK mobile operators' customers <sup>2,3</sup>	12p	10p	12p	10p	12p	10p
To non-UK mobile operators' customers <sup>2,3</sup>	20p	16.7p	20p	16.7p	20p	16.7p

Prices correct as at 4th January 2011. The monthly line rental shown above includes VAT at 20%.

## The legal stuff you need to know:

- 1 To join our SIM only Fixed 30 day plan you'll have to pass our standard credit check. Your monthly payment is for your inclusive minutes and texts from the UK to the customers of UK mobile networks and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Calls to customer services on 150 from your T-Mobile phone cost 25p if you speak to an advisor. If you decide to upgrade or cancel your contract you'll need to give 30 days notice to us by phone. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this. We'll need to run some standard credit checks and some services may not be available to you if your credit score falls below a certain level.
- 2 Applies to messages sent from your mobile from the UK or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 3 You will be charged for messages sent to non GSM networks.

\*Please go to the "help & Support" section of our website, [t-mobile.co.uk](http://t-mobile.co.uk), for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

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# Points to note.

- Flexible boosters are available with your plan as an additional service. For further information and the legal stuff, please see "non standard what it costs". "Non standard what it costs" also includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.
- **If your inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- 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.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount used** by calling T-Mobile account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry, in the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- **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.
- On the bill, for pay monthly customers a call within the allowance will be rounded up to the nearest second. Customers who top up and use that top up to make calls, those calls will be rounded up to the nearest penny and VAT will be charged on each individual call. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- **A call ends when:**
  - a) you end the call on your device;
  - 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.
- T-Mobile reserves the **right to vary or withdraw** any individual service with 30 days notice.
- When you join a T-Mobile pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge and inclusive minutes will be proportionate to the number of days from your date of joining to the end date of your bill. All monthly charges and inclusive minutes and texts allowances will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.



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Information correct as at  
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