

What it costs

You Fix £15.50,
£20.50, £26.

For a customer joining from 1 August 2011.

Life's for Sharing



Mobile

What it costs

You Fix £15.50, £20.50, £26

Monthly line rental for contract length	12 months	Inc VAT £15.50	Exc VAT £12.92	Inc VAT £20.50	Exc VAT £17.08	Inc VAT £26.00	Exc VAT £21.67
Inclusive allowance							
Inclusive minutes (each month) to call 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		75		100		300	
Maximum number of users		1		1		1	
Inclusive texts (each month) to text customers of UK mobile networks at any time		75		100		300	
Rollover		No		No		No	

For any usage outside of your monthly allowance, or if you want to do more than just talk and text, then all you need to do is top-up under our standard Pay As You Go tariff structure to use any of the services below.

Calls, texts and services outside of allowance

For more calls and texts or for any services outside of your allowance, you will need to top-up first before using any of the services listed below.

Call charges for a one minute direct dial call at any time	
Calls to other T-Mobile customers in the UK	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	25p
Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK	25p
Checking voicemail in the UK	20p
Text Messaging per message sent	
Text Messaging (per message sent to other T-Mobile customers in the UK)	12p
Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK)	12p
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	12p
Text Messaging (per message sent to a non-UK mobile customer)	20p

Non standard call charges

Call charges for a one minute direct dial call at any time	
Special Access Numbers¹	Inc VAT
07755 22 0000 to 9999	3p
07755 33 0000 to 9999	5p
07755 44 0000 to 9999	6p
07755 55 0000 to 9999	8p
07755 20 0000 to 9999	10p
07755 30 0000 to 9999	15p
All other calls to 07744 xx xxxx, 07755 xx xxxx and calls to access numbers operated by other service providers	12p
New Special Access Numbers⁴	Inc VAT
A range of 6 digit shortcodes in the form 29ppxx	
The pp digits indicate the price (inc VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example:	
29 03 00 to 99	3p
29 25 00 to 99	25p

- 1 No minimum charge applies to Special Access numbers or New Special Access Numbers. For New Special Access Numbers, you'll be charged the pence per minute rate (inc VAT) indicated by the second two digits of the shortcode that you dial, whether included in the examples above or not;

Non standard call charges continued...

Call charges for a one minute direct dial call		
Picture Messaging (per message sent to a UK mobile customer)		30p
Mobile Email from T-Mobile via Text Messaging (per sent/received message)		10p
Access to the T-Mobile WAP and email service	(using CSD, per minute) ¹	10p
	(using GPRS, per kB) ²	0.73p/kB
Notification of email (per message sent to you) (optional service)		10p
Calls to T-Mobile customer service advisor (150) per call		Free
Calls to Disability Services team (122)		Free
International operator assistance (155)	per minute ³	£1.50
UK and international directory enquiries (118xxx) ⁴	(Group 1) ⁵	60p
	(Group 2) ⁶	65p
	(Group 3) ⁶	75p
	(Group 4) ⁸	£1.00
	(Group 5) ⁸	£1.50
	(Group 6) ⁸	£2.50
Blind and disabled directory enquiries (195) ⁸		Free
Access to RNID Typetalk™ via BT RelayAssist		15p
Emergency calls (999, 112)		Free
T-Mobile information services		35p
Third party information services		Charges vary as published by third party
Speaking clock (123)		40p
Flat rate services (per call)		75p
Higher flat rate services (per call)		£1.50
Personal number services		30p
Higher personal number services		75p
Pagers flat rate (per call)		75p
Pagers other		30p
Premium services		75p
Premium plus services		£1.50
Higher premium services		£2.50
Voicemail greetings	per minute ³	30p
Multimedia services	per minute ³	10p
Higher multimedia services	per minute ³	10p
Group Call		Same as calls to other T-Mobile UK customers

1 CSD refers to Circuit Switched Data.

2 For all data sent/received, GPRS refers to General Packet Radio Service.

3 Subject to a minimum charge per call of £1.50.

4 See www.t-mobile.co.uk/118 for all current Directory Enquiry numbers.

5 Subject to a 1 minute minimum call charge.

6 Call connect through this service will be charged at 65p per minute.

8 Subject to a minimum charge per call of 75p.

*Please go to the "help & Support" section of our website, 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.

Call Return

If you use Call Return you will be charged to return the call as per your price plan.

Using your Voicemail service whilst roaming will be charged as per the normal Roaming Voicemail service. Call Return will be charged as though you were in the UK. Access to and charging for the Voicemail service will continue whilst you use Call Return.

Boosters

Details

Cost

Talk

5 Day Booster ^{1,2,3}	200 mins to other T-Mobile customers	£5
30 Day Booster ^{1,2,4}	200 mins to other T-Mobile customers	£10

Text

5 Day Booster ^{1,2,5}	300 texts	£5
30 Day Booster ^{1,2,3}	300 texts	£10

Internet on your phone

£1 a day Booster ^{1,2,7}	0.73p per KB	£1
5 day Booster ^{1,2,8}		£2.50
30 day Booster ^{1,2,9}		£5
6 months ^{1,2,9,10}		£20

Travel abroad

Euro 5 travel booster ^{1,2,10}	£7.50 worth of roaming credit in a selection of European countries	£5
Euro 10 travel booster ^{1,2,10}	£15 worth of roaming credit in a selection of European countries	£10
Euro 20 travel booster ^{1,2,10}	£30 worth of roaming credit in a selection of European countries	£20
Euro 30 travel booster ^{1,2,10}	£45 worth of roaming credit in a selection of European countries	£30

Calling abroad from UK

International Text (30 days) ^{1,2,11}	50 texts to over 50 countries	£5
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- 1 You'll need to have enough top-up credit on your phone as the cost of the booster comes out of your credit.
- 2 If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we will remove this pass from you and/or disconnect your SIM card from our network without giving you any advance warning.
- 3 If you are a pay as you go customer who doesn't have internet on your phone included in your plan or added to your account as a booster, a day pass costs up to £1 a day. We'll automatically charge 0.73p per KB each day (midnight to midnight) when you use internet on your phone until you hit £1 a day and then we won't charge you any more. You'll need a compatible phone and internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem or use internet on your phone for peer to peer file sharing, instant messaging or making internet phone calls. This plan comes with a fair use policy of 500MB a calendar month (40MB a day for customers who joined before 1 Feb 2011). We'll monitor how much you send and receive each calendar month so that we can protect our network for all our 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 internet on your phone.
- 4 Pay as you go customer? If you have a compatible phone, you can text WEB to 441 or call 879 free from your T-Mobile phone to buy our 5 day pass giving you 5 days internet browsing on your phone. We'll send you a text to let you know when your pass is ready to use. We'll start counting your 5 days the next day and you can use your pass until midnight five days later. We'll let you know when your pass has run out. You can have up to £1 a boosters on your account at one time and each booster will start as soon as a previous one runs out. Once your pass has run out you'll then be charged up to £1 a day to browse the internet. See the legal stuff and fair use policy at www.t-mobile.co.uk/fup. You'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem or use internet on your phone for peer to peer file sharing, instant messaging or making internet phone calls. This plan comes with a fair use policy of 500MB a calendar month (40MB a day for customers who joined before 1 Feb 2011). We'll monitor how much you send and receive each calendar month so that we can protect our network for all our 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 internet on your phone.
- 5 If you're a pay as you go customer you can get either 30 days or 6 months of internet in the UK. Text either 'MONTHWEB' or '6MONTHWEB' free to '441' to buy. You'll need to have enough top-up credit on your account as the cost of the Booster comes out of your credit. We'll send you a text to let you know that's worked and your Booster will start from then. We'll also let you know by a text when your 30 days or 6 months of email and internet is up. At the end of your Booster you can either buy another Booster or you'll be charged up to £1 a day to go online. Remember that your Booster has been paid for up front and that you won't be entitled to a refund if you stop using it before it expires. This booster comes with a fair use policy of 500MB a calendar month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our 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 internet on your phone. Remember that if you want to use internet outside the UK then additional charges will apply. Also you can't use your phone as a modem, for peer to peer file sharing, or for making internet phone calls.
- 6 Use your travel credit for calls and texts to the UK or to countries in our six travel calling zones (excluding non geographic and premium rate numbers) whilst you're travelling in Europe. We'll send you a text to let you know when it has worked. Your booster then lasts for 20 days, so if you don't use it you lose it. When you're in: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (excluding the Canary Islands and Balearics) and Sweden, calls you make will cost 36.6p per minute, calls you receive will cost 11.5p per minute and each text costs 10p. See t-mobile.co.uk/travel for more details.
- 7 We'll send you a text to let you know when it has worked. You'll have 30 days from the day you buy the Booster to use your Booster texts. We'll let you know when these 30 days are up. Your International Text Booster can be used for sending texts from the UK to overseas mobile networks in our rest of the world zone: Australia, Austria, Bangladesh, Belgium, 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, Korea, Latvia, Lithuania, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovakia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Turkey and USA.

Customise your price plan (UK only)

Text and MMS Alert Services ¹		from 5p to £4
Games ² :		from free to £15
Music ³ :		from free to £20
Video ³ :		from free to £4.99
Books ³ :		from free to £25
TV ³ :		from 20p to £5
GPS Services ³ :		from £5.99
Wallpapers ³ :		from free to £2.50
Caller Tunes ³ :		£1 per month £1.50 per download
Third party information services		Charges vary as published by third party
T-Mobile ringtones and icons ^{3,4}	Monophonic	£1.50
	Polyphonic	£2.50
	Realtones	£3.00

- 1 Text allowances have a 90 day expiry period and include text messages sent to any UK mobile operators' customers in the UK, including text messages sent via Group Text, but excludes all other text message options and text messages sent whilst abroad.
- 2 There is no rollover of allowances after the 90 day period has expired.
- 3 Subscription valid for 30 days. Text messages sent requesting this service cost 20p in addition to the service subscription charge.
- 4 The call duration is approximately 1 minute other than advanced ringtones (polyphonic) which has an approximate call duration of 2 minutes.
The full list of ringtones and icons and the ordering process can be found at www.t-mobile.co.uk/ringtonesandicons
- 5 Charges of 0.73p per kB apply until £1 per day (midnight to midnight) is spent. If you have already spent £1 and you browse for a continuous period from before midnight to after midnight, all of that period will be charged at the new day's rate of 0.73p per kB.
- 6 The individual price you pay will be shown on the portal where you buy the service at the time you pay.

International call charges

Charges from UK to abroad

Call charges are in pence for a one minute direct-dial voice, fax or data call originating within the UK. Calls are charged by the minute, not by the second, and will be rounded up to the nearest minute.

	Any time Standard charges
Calls made to zones	Inc VAT
Europe	£1.00
Ireland, Channel Islands and Isle of Man	70p
USA and Canada	90p
Australia and New Zealand	£1.00
Rest of World ³	£1.80
Satellite	£5.00
Across to the T-Mobile WAP and email service (using CSD, per minute)	10p
(using GPRS, per kB)	0.73p

Charges whilst abroad

- For all customers making a call in Zones 1 and 2, there is a minimum call charge of 30 seconds, after which calls are billed per second. However, there is no minimum call charge for receiving a call in those Zones and calls are just billed per second. Calls made in Zones 3, 4, 5 and 6 are charged by the minute, not by the second, and will be rounded up to the nearest minute.

Prices for calls and other services whilst travelling abroad.

- Call charges are in pence for a one minute direct-dial voice, fax or data call. These charges also apply to any calls made to T-Mobile UK Customer Services (150/+44 7953 966150) whilst travelling.
- Call made or received while you are outside the European Union are not subjected to UK VAT.
- To use Web'n'walk, Mobile Broadband and Instant Email whilst in the EU¹ you will need to buy one of our Boosters listed below. If you are in the any other part of the world it will cost £7.50 a MB².
- For BlackBerry you will be charged £1.50 per MB in our Euro Travel Zone and £7.50 per MB in the rest of the world. Or you can add a World Email Booster for £15 a month. If you don't buy this booster you will never be charged more than £4 a day with an overall maximum charge of £48 per month.
- Multimedia Messaging usage whilst abroad is charged at 20p inc VAT.
- You can't make Video Calls whilst abroad.
- If you use Mobile Broadband, Web'n'walk or Instant Email in our Aeronautical zone you will be charged £10 a MB.

Travel Boosters

World Email Boosters

BlackBerry [®] Daily Roaming Cap ² (Maximum daily charge)	(Max £48 inc VAT per month)	£4	£3.40
World Email Booster ²	BlackBerry [®] Email for 30 days	£15	£12.76

Euro Internet Boosters³

3MB	£1
20MB	£5
50MB	£10

- The EU countries included in our Euro Internet or Euro Broadband Boosters are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark (excluding Greenland), Estonia, Finland, France (including Monaco, French Guyana, Guadeloupe, Martinique and Reunion), Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal (including the Azores and Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (including the Balearic Islands and the Canary Islands), Sweden, Switzerland and The Vatican.
- If you've got an Instant Email or Business Email on BlackBerry plan or Booster, you can buy a Booster to let you check your email when travelling abroad in many countries world-wide. Simply text BBROAM to 879 to buy the Booster, call us on 150 or go to My T-Mobile. Or you can contact your dedicated T-Mobile contact if you're a business customer. The Booster will cost you £15 a month and will be added to your monthly bill if you're a pay monthly customer and taken from your credit if you're a pay as you go customer. We'll let you know when the option has been added to your account. If you're a pay monthly customer your Booster will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. If you don't want the Booster any more simply call us on 150. There's a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may request you lower your data usage. If you don't buy a Booster you'll be charged £1.50 per MB for countries in our Euro Travel Zone and £7.50 per MB for countries in our six travel calling zones up to a maximum of £4 a day (midnight to midnight UK time), with an overall maximum charge of £48 a month. See t-mobile.co.uk/travel for more details. Our Euro Travel Zone countries are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.
- To use internet on your phone in any of our Euro Travel Zone countries you'll need to buy one of our Euro Internet Boosters. A Euro Internet 3MB Booster for £1 lasts for exactly 24 hours from when you buy it or until you use the 3MB, whichever comes first. Or buy a Euro Internet 20MB Booster for £5; it lasts 7 days from when you buy it, or until you reach 20MB, whichever comes first. Our Euro Internet 50MB Booster for £10 lasts for 30 days from when you buy it or until you reach 50MB, whichever comes first. If you're a pay monthly customer the cost of the Booster will be added to your monthly bill, if you're a pay-per-day customer you'll need to have enough top-up credit on your account to be able to buy. Remember we count the all time periods based on UK time. Once your Booster runs out, you'll have to buy another one to be able to continue surfing the internet on your phone in our Euro Travel Zone. Remember you can't use your phone as a modem or use internet on your phone for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls.

International call charges continued...

	Anytime	
	Calls made	Calls received
Calls made or received in zones	Inc VAT	Inc VAT
Zone 2a, Europe (EEA ⁴) – Vatable	36p	11p
Zone 2b, Europe (EEA ⁴) – No VAT	30p	9p
Zone 3, Europe (non-EEA ⁵) – Other Europe	£1.00	£1.00
Zone 1a, Ireland	36p	11p
Zone 1b, Channel Islands and Isle of Man	30p	9p
Zone 4, USA and Canada	£1.20	£1.20
Zone 5, Australia and New Zealand	£1.20	£1.20
Zone 6, Rest of World ⁷	£1.50	£1.50
Zone 7, Rest of World Exceptional	£2.50	£2.50
Calls to (from all zones)		
Satellite numbers	£1.80	£1.80
Premium numbers ¹⁰	£2.00	n/a
Text message charges (per message)		
	Texts made	Texts received
To other T-Mobile UK customers in zones 1a and 2a ⁸	10p	n/a
To other UK mobile operators' customers in zones 1a and 2a ⁸	10p	n/a
To non-UK mobile operators' customers in zones 1a and 2a ⁹	10p	n/a
To other T-Mobile UK customers in zones 1b and 2b ⁸	9p	n/a
To other UK mobile operators' customers in zones 1b and 2b ⁸	9p	n/a
To non-UK mobile operators' customers in zones 1b and 2b ⁸	9p	n/a
To other T-Mobile UK customers in zones 3, 4, 5 and 6 ⁹	40p	n/a
To other UK mobile operators' customers in zones 3, 4, 5 and 6 ⁸	40p	n/a
To non-UK mobile operators' customers in zones 3, 4, 5 and 6 ⁹	50p	n/a

4 The Europe EEA zone 2a countries included are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Lithuania, Liechtenstein, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (inc Balearics), Sweden.

5 The Europe EEA zone 2b countries included are: Canary Islands (Spain), French Guyana, Gibraltar, Guadelope, Guernsey, Jersey, Iceland, Liechtenstein, Martinique, Norway, Reunion, San Marino, St Barthelemy and St Martin (French West Indies territories), Vatican City.

6 Europe non-EEA countries included are Andorra, Faroe Islands, Switzerland.

7 The following countries are in zone 7 and not zone 6, and are charged at £2.50 per minute to send & receive call: Bahamas, Cuba, Kuwait, Mongolia, Uzbekistan, Tajikistan, Turkmenistan, Laos, Maldives, Republic Of Palau, Tunisia, Benin, Chad, Cape Verde, Congo (Republic of the), Djibouti, Falkland Islands. Bahamas, Cuba, Kuwait, Mongolia, Uzbekistan, Tajikistan, Turkmenistan, Laos, Maldives, Republic Of Palau, Tunisia, Benin, Chad, Cape Verde, Congo (Republic of the), Djibouti, Falkland Islands. All calls from Antarctic Australian Territory, Comoros and Mayotte, Micronesia, Niue, Kiribati, Palau, Papua New Guinea, Solomon Islands, St Helena, Telespazio Satellite, Tokelau, Tuvalu, Vanuatu, Wallis and Futuna are currently barred. Other destinations may be barred, please refer to Customer Services for details.

8 Any undelivered text messages will be charged at 9p.

9 Any undelivered text messages will be charged at 10p.

10 Premium numbers are determined by our partner networks overseas and vary according to the country visited.

Points to note.

- We can place a charge on your account **if a bank reverses a debit or credit card payment to your account**. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.
- **Any text message sent to you**, which doesn't get through because you are out of credit will be lost.
- **To make or receive a chargeable call or receive a voicemail message**, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1pence credit available.
- T-Mobile information services rate applies when using **short code dialling** from your mobile phone (unless otherwise stated).
- **Calls are charged by the minute** (unless otherwise stated) and rounded up to the nearest penny.
- If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning.
- **Administration charges:**
 - Unlocking mobile phone for use on another compatible network (subject to being connected for at least 3 months): £15.00.
 - Replacement SIM card: £10.00.
 - Reconnect your phone to the T-Mobile network: £10.00.
- All **prices include VAT** at the current rate of 20% (includes those calls made or received whilst abroad).
- **Charging for calls will commence when:**
 - A call has been answered
 - Connected to a customer services advisor
 - Indicated within the Roaming automated service
- **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.
- All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- 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.
- While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.

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Information correct as at

August 2011.

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