

# You Fix SIM Only £15.50, £20.50, £26

	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental for contract length 30 Days	£15.50	£12.92	£20.50	£17.08	£26	£21.67
<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>For calls and texts or for any services outside of your allowance, you will need to top-up first.</b>						
<b>Call charges (per minute)</b>						
Calls to other T-Mobile UK customers	25p	20.8p	25p	20.8p	25p	20.8p
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	20.8p	25p	20.8p	25p	20.8p
Calls to other UK mobile operators' customers	25p	20.8p	25p	20.8p	25p	20.8p
Checking voicemail in the UK	20p	16.6p	20p	16.6p	20p	16.6p
<b>Text message charges (per message)</b>						
To other T-Mobile UK customers	12p	10p	12p	10p	12p	10p
To other UK mobile operators' customers	12p	10p	12p	10p	12p	10p
To non-UK mobile operators' customers <sup>1</sup>	12p	10p	12p	10p	12p	10p

Prices correct as at 9th November 2011. The prices shown above include VAT at 20%.

The legal stuff you need to know:

1 You will be charged for messages sent to non GSM networks.

With You Fix you get a Flexible Booster you can change each month to suit your needs, you can also use your pay as you go credit to buy boosters for any other extra services you want to use.

Please go to the "help & Support" section of our website, t-mobile.co.uk, for details around "non-standard" service charging for Pay As You Go. 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.



# Points to note.

- Your **inclusive minutes allowance** (shown on your bill as 'inclusive time' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls (but excludes calls to the T-Mobile WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance.
- **Fair Use Policy:** To ensure the provision of a quality service to all our customers and to ensure that the behaviour of some does not disadvantage the majority of our customers, we may request customers who make excessive use of inclusive calls to reduce their usage of these calls. If usage continues to be excessive, T-Mobile may move these users to another plan from a selected range, and they may lose the right to move back to that original plan. T-Mobile currently considers 'excessive' use to be more than 3000 minutes of inclusive calls per month. We reserve the right to vary this policy, but we will notify you if we do.
- **If your inclusive minute allowance runs out during a call,** we will charge you for the remainder of that call.
- If a pay monthly plan has **rollover**, unused inclusive minutes from one monthly billing period are 'rolled over' for use during the next monthly billing period, up to the amount of inclusive minutes in your monthly allowance. Unused inclusive minutes are not refundable. Any inclusive minutes we may allow you are limited to the specific circumstances in which it was given. You cannot add it to any allowances you may already have from previous promotions.
- If you **move between any of these pay monthly plans with rollover**, you can carry forward any unused allowance from your previous plan to your next plan.
- 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 minutes 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 minutes 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, 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, 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 minimum charge per call of 2p unless otherwise stated.
- **Free voicemail retrieval** applies to the retrieval of messages when using the T-Mobile service in the UK.
- 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 time 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.
- T-Mobile reserves the **right to vary or withdraw** any individual or additional service with 30 days notice.
- 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.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
FORESTS

MC36019432

700000029

Information correct as at

November 2011.

ANY30