

FamilyShare Plans.

Contract length ¹	FamilyShare Light		FamilyShare Standard		FamilyShare Plus		FamilyShare Max	
	18 months		18 months		18 months		18 months	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental (including two family members)	£55.00	£46.81	£80.00	£68.09	£100.00	£85.11	£150.00	£127.66
Monthly line rental for each additional member	£15.00	£12.77	£15.00	£12.77	£15.00	£12.77	£15.00	£12.77
Inclusive allowance								
Inclusive shared minutes (each month) are for calls to UK local and national numbers, calls to any UK mobile network and voicemail retrieval at any time of the day	500		1000		1500		2100	
Inclusive shared texts (each month) are for SMS calls. Texts to customers of any UK mobile network	300		400		500		600	
Maximum number of members	5		5		5		5	
Voice calls to other group members in the UK ²	unlimited		unlimited		unlimited		unlimited	
Rollover	No		No		No		No	
Call charges (per minute)								
Calls to other T-Mobile UK customers	20p	17p	20p	17p	20p	17p	20p	17p
Local and national calls	20p	17p	20p	17p	20p	17p	20p	17p
Calls to UK mobile operators' customers	20p	17p	20p	17p	20p	17p	20p	17p
Voicemail retrieval	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p
Text message charges (per message)								
To other T-Mobile UK customers	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p
To other UK mobile operators' customers ^{3,4}	10p	8.5p	10p	8.5p	10p	8.5p	10p	8.5p
To non-UK mobile operators' customers ^{3,4}	20p	17p	20p	17p	20p	17p	20p	17p

All numbers prefixed by (inc VAT)	Call charges range from	to
0800/0500	Free	10p
0808	Free	10p
All other 08 ⁵	Free	£2.50

Prices are correct as at 1st September 2007.

- 1 Please see terms 2 & 3 of the terms and conditions below.
- 2 Please see terms 4 & 5 of the terms and conditions below. These calls do not come out of your allowance.
- 3 Applies to messages sent from your mobile or via the T-Mobile website www.t-mobile.co.uk
- 4 You will be charged for messages sent to non GSM networks.
- 5 Please call customer services on 150 for further information about charges for specific numbers starting with 08.

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Points to note.

www.t-mobile.co.uk/whatitcosts

- Your inclusive shared minutes and texts allowance (shown on your bill as 'allowance') is the amount you have to spend on selected T-Mobile service each month. Inclusive shared minutes and texts are set out in term 5 of the terms and conditions below. Inclusive shared minutes exclude calls to the T-Mobile WAP service, calls made whilst abroad and calls to the Isle of Man, Jersey and Guernsey. Numbers prefixed with 08 are not included in the allowance.
- If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
- Additional charges may apply when using your T-Mobile phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- 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 minutes and texts 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. Calls diverted to other family members are included within allowance, calls diverted to all other mobile numbers are excluded from 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. The call is billed at the rate applicable at the start of the 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 minimum charge per call of 5p unless otherwise stated.
- T-Mobile reserves the right to withdraw any individual or additional service with 30 days notice.
- **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.

FamilyShare Terms and conditions

- 1 New and existing eligible customers. We'll check to see whether existing customers are eligible to move to FamilyShare.
- 2 An 18 month minimum term contract applies to FamilyShare price plans.
- 3 We'll credit check the proposed FamilyShare account holder, who can have up to 5 members (including him/herself) in the group. An 18 month minimum term contract also applies to charges for each additional member.
- 4 FamilyShare price plans provide unlimited calls within the UK to FamilyShare members.
- 5 Inclusive shared minutes are to local and national numbers, to retrieve voicemail in the UK and to call the customers of UK mobile networks from the UK. Inclusive shared text messages are for texts from the UK to local and national numbers and to the customers of UK mobile networks.
- 6 Not available to business registered customers and for personal use only.
- 7 Subject to coverage.
- 8 Each member can only belong to one FamilyShare group at any time.
- 9 Existing customers who wish to join a FamilyShare group must transfer ownership of their account (including any cancellation rights under the Distance Selling Regulations) to the FamilyShare account holder.
- 10 The FamilyShare account holder must give us of the name and T-Mobile telephone number of the member(s) that they wish to join to the group. We'll then contact each potential member by text message and ask them to phone us to confirm that they wish to transfer ownership of their account and join the FamilyShare group. Each potential member has 7 calendar days to respond.
- 11 The potential member must respond with the name and T-Mobile telephone number of the FamilyShare account holder of the group that they wish to join.
- 12 We'll then contact the FamilyShare account holder and ask them to confirm that they wish to take ownership. The FamilyShare account holder then has 7 calendar days to respond.
- 13 Once that confirmation is given, we'll complete the transfer of the account and send a final text message to the FamilyShare account holder and to the newly joined member.
- 14 The account holder alone will then receive and pay the bill for the FamilyShare monthly charges and charges for additional users.
- 15 Only the account holder can then add or remove members on the group account.
- 16 Not available to business registered customers and for personal use only. We reserve the right to treat those using FamilyShare for business purposes as making use of our network for an improper purpose.
- 17 If the account holder gives notice to cancel the service agreement for any member (including him/herself), the cancellation charge for that agreement is calculated based on the monthly charge for an additional user.



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Information correct as at
1st September 2007.