

# Flex 24 month plans.

	Flex 35		Flex 50		Flex 75	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental for contract length 24 months	£35	£29.79	£50	£42.55	£75	£63.83
Inclusive monthly allowance to spend on calls to UK local and national numbers, calls, texts and picture messages to customers of UK mobile networks, and voicemail retrieval in the UK		£180		£255		£390
Maximum number of users		1		1		1
Rollover		No		No		No

## Call charges (per minute) for voice, fax and data calls

Calls to other T-Mobile UK customers	20p	17p	20p	17p	20p	17p
Local and national calls	20p	17p	20p	17p	20p	17p
Calls to other UK mobile operators' customers	20p	17p	20p	17p	20p	17p
Voicemail message retrieval	10p	8.5p	10p	8.5p	10p	8.5p

## Text message charges (per message)

To other T-Mobile UK customers <sup>1,2</sup>	10p	8.5p	10p	8.5p	10p	8.5p
To other UK mobile operators' customers <sup>1,2</sup>	10p	8.5p	10p	8.5p	10p	8.5p
To non-UK mobile operators' customers <sup>1,2</sup>	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 <sup>3</sup>	Free	£2.50

Prices correct as at 1st September 2007.

- 1 Applies to messages sent from your mobile phone or via the T-Mobile website; [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 2 You will be charged for messages sent to non GSM networks.
- 3 Please call customer services on 150 for further information about charges for specific numbers starting with 08.

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# Points to note.

- Your **inclusive allowance** (shown on your bill as 'allowance') is the amount that you have to spend on selected T-Mobile services each month. You can use your allowance for voice calls (excluding calls to the T-Mobile WAP service and calls made whilst abroad), text and picture messages to the customers of other UK mobile networks and voicemail retrieval in the UK. Numbers prefixed with 08 are not included in your allowance.
- If your **inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- 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 allowance 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 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 for pay monthly customers, 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, 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.
- 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 allowance 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.

