

What it costs

# Business pay monthly 18 month plan<sup>1</sup>

	Exc. VAT	Exc. VAT	Exc. VAT	Exc. VAT	Exc. VAT	Exc. VAT	Exc. VAT
Monthly line rental for contract length <sup>1</sup>	£20	£25	£30	£35	£40	£45	£50

## Inclusive allowance

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	500	750	1000	2000	2000	2000	2000
Maximum number of users	50	50	50	50	50	50	50
Inclusive texts (each month) to text customers of UK mobile networks at any time	250	250	250	500	500	500	500
Inclusive internet on your phone	No	100MB	100MB	250MB	500MB	1GB	3GB
Rollover	No	No	No	No	No	No	No

Calls to other T-Mobile UK customers	30p	30p	30p	30p	30p	30p	30p
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	30p	30p	30p	30p	30p	30p

## Text message charges (per message)

To other T-Mobile UK customers <sup>2</sup>	10p	10p	10p	10p	10p	10p	10p
To other UK mobile operators' customers <sup>2</sup>	10p	10p	10p	10p	10p	10p	10p
To non-UK mobile operators' customers <sup>2</sup>	20p	20p	20p	20p	20p	20p	20p

## All numbers prefixed by (exc VAT)<sup>3</sup>

0845, 0870							10.33p per minute
0808, 0800, 0500			Call charges from	Free	to		6.17p per minute
All other 08							20p per minute
070			From	25p per minute	to		75p per minute

Prices correct as at August 2011.

## The legal stuff you need to know:

<sup>1</sup> All prices exclude VAT. You'll have to pass our standard credit check and register as a business customer and you may have to pay a deposit. You'll have to promise to stay with us for a minimum term of 18 months. 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. You can have up to 50 plans in total on your account. You'll also get internet on your phone. You'll get 100MB of internet a month if you choose a plan costing £25 or £30 a month. You'll get 250MB a month if you choose the £35 a month plan. If you use more than the MB included in those plans and don't have an internet booster, we'll automatically charge you 50p for each MB you use, up to a total of £1 each day (midnight to midnight) and then we won't charge you any more. \*This plan comes with a fair use policy of 1GB per 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, depending on how often you go over your amount and by how much. You'll get 500MB a month if you choose the £40 a month plan. You'll get 1GB a month if you choose the £45 a month plan. You'll get 3GB a month if you choose the £50 a month plan. \*The £40 a month plan comes with a fair use policy of 500MB per calendar month. The £45 a month plan comes with a fair use policy of 1GB per calendar month. The £50 a month plan comes with a fair use policy of 3GB per 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 your data, depending on how often you go over your amount and by how much. You'll need a compatible phone and internet coverage, check it at [t-mobile.co.uk/streetcheck](http://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 (tethering) or use internet on your phone for peer to peer file sharing, or making internet phone calls. You can get a flexible booster included as part of your plan. You can get the internet booster if you have the £25, £30 or £40 a month plan, but the internet booster's fair use amount of 500MB a month replaces your existing monthly data allowance, it does not get added on top. As you already have lots of data with the £40, £45 and £50 a month plan you can't get the internet booster with those plans. You can choose one flexible booster at a time from our current range and it applies from when you make your choice. If you choose a BlackBerry phone and want to use it for emails then you'll need an Unlimited BIS and internet booster. You can change your flexible booster once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice.



We'll send you a text when your new booster is ready to use. A fair use policy applies to internet on your phone and other legal stuff applies to each booster, check it all out at [www.t-mobile.co.uk/businessboosters](http://www.t-mobile.co.uk/businessboosters). If you buy an always on phone, that means that you understand and agree that your phone is "always on" for using the internet in the UK. You can switch this off by going to settings -> general settings -> Network and then making sure data is switched off. However, we've set up your phone so that it is not always connected to the internet if you travel outside the UK. If you change this set up and then use your phone outside the UK, you also understand and agree that you'll be charged our usual roaming charges, see [www.t-mobile.co.uk](http://www.t-mobile.co.uk).

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

3 For details of charges for specific numbers starting with 070, 08 (including 0870), 05 and 09 go to our website at <http://www.t-mobile.co.uk/business/help-advice/our-brochures/>. All calls to these numbers are subject to a 1 minute call charge unless otherwise stated on our website. Calls to these numbers are not included in your monthly allowance.

[www.t-mobile.co.uk/whatitcosts](http://www.t-mobile.co.uk/whatitcosts)

## Points to note.

- **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 business 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 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.
- When you join a T-Mobile business 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.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
FORESTS

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40000017

BUS18PM20

BUS18PM25

BUS18PM30

BUS18PM35

BUS18PM45

Information correct as at August 2011.