



Services for disabled customers.

T-Mobile

## Our commitment to you.

We are committed to improving the services and products we offer to disabled customers and we value your comments.

If you have any suggestions on how we can improve this brochure or our products and services, do please contact us and tell us what you think.



Tell us  
what you  
think.

## Contacting us.

■ ■ You can contact us in a number of ways.

**Between 7am and 10pm, 365 days a year:**

- Dial 122 on your T-Mobile phone.
- Call us free on 08081 211 122.
- Textphone free on 08081 219 783.
- Use RNID Typetalk via BT Relay Assist service on 0870 240 9598 (text) and 0870 240 5152 (voice)
- Contact us at [www.t-mobile.co.uk](http://www.t-mobile.co.uk) using the 'contact us' email form.
- Fax us on 0845 412 4412.
- Text message us on 07956 569 838.

When you are using your phone abroad you can contact us on **+44 7953 966 122**, 24 hours a day, 365 days a year. Roaming rates will apply.

For more details please visit [www.t-mobile.co.uk/disabilities](http://www.t-mobile.co.uk/disabilities)

## Bills and literature in other formats.

If you have difficulty reading your bill, we can provide you with a choice of **braille** or **large print** versions on request.

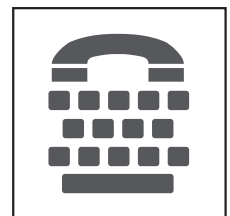
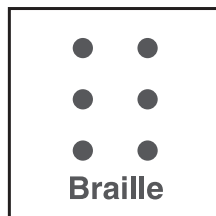
You can also get all our T-Mobile literature in a choice of formats on request - in **braille**, in **large print**, on **audio tape** and **electronic text format** (particularly useful for customers with sight difficulties who have their own computer and 'text to speech' software).

## Textphones.

If you have a hearing or speech difficulty, you can contact our customer services by textphone free on **08081 219 783**.

A customer services advisor is available to help you between 7am and 10pm, 365 days a year.

You can also report that your phone has been lost or stolen 24 hours a day, 365 days a year, by textphone, free on **08081 219 783**.



## Phones and accessories.

We offer a range of phones and accessories to best meet the needs of disabled customers.

Accessories such as induction loops transmit speech from a phone to the user's hearing aid. Phones with a vibrating alert, voice activated dialling and key pads with physical identification for the number 5 key, make communicating just a little bit easier.



We are happy to give advice on suitable phones and accessories.

Simply contact our customer services (see page 3)

## Other services.

### Third-party scheme

You can nominate a friend or family member to act as an authorised user to deal with your account. By setting a password for your account, they can access your details securely.

### Free directory enquiries

A free directory enquiries service (195) is available to blind and other disabled customers who find it difficult to use a phone book. For details of this service, please contact us on 122 (from your mobile phone), 08081 211 122 (voice), 08081 219 783 (textphone) or visit our website [www.t-mobile.co.uk/disabilities](http://www.t-mobile.co.uk/disabilities)

After registering, you will receive a unique personal identification number so that you can use this service.

### Operator-connected calls

An operator-connected call service is now available by calling our preferred partner on 118 500. (You will have to pay for this service. This is also available on the 195 directory enquiries service.) Calls are charged at 65p per minute (minimum call charge 65p).

## Stores.

Wherever possible, we provide level and/or ramped access for wheelchair users in our own T-Mobile stores.

For hearing aid wearers, all our stores have a hearing induction loop fitted at one of our counters. We also offer a portable induction loop system to help discussions away from the counter.





For a better world for you.



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Information correct as at  
17th September 2004.

This brochure is also available on request in a choice of alternative formats (eg braille, large print, audio or electronic formats). For more details visit [www.t-mobile.co.uk/disabilities](http://www.t-mobile.co.uk/disabilities)