

## TextLink Service and Equipment Application

- By registering with T-Mobile you will be bound by the conditions attached to this form.
- Connection is subject to status. You must be 18 or over.
- Please be aware that any information you provide which is subsequently found to be inaccurate will entitle T-Mobile to withdraw services.

**Are you an existing T-Mobile customer?** Yes  No  **If yes, please enter your existing mobile No.** 0

**Do you want to transfer an existing mobile number from another network?** Yes  No  **Current mobile number** 0  **Port Authorisation Code\***

**Personal details:** All Private, Self employed/Sole trader and Partnerships (under 50 employees) customers to complete. Self employed/Sole trader provide details of business owner. Partnerships (under 50 employees) provide details of a partner.

Title (eg Mr/Mrs/Ms):  First Name:  Middle Initial:  Surname:  Date of birth:  Day  Month  Year

Current address:

Town:  Postcode:  email:

Residential status: Owner  Renting  Living with parents  Other  How long have you been living at your current address? Years  Months

Previous address if you have lived at this address for less than 3 years:

Town:  Postcode:

Home tel (inc area code):  Daytime tel (inc area code):

How long have you had your current Bank/Building Society account? Years  Months  Tick if you have a credit card:  Time in current employment: Years  Months

Occupational status: Office based  Non office based  Retired  Armed forces  Student  House person  Unemployed  Other

**Instruction to your Bank/Building Society to pay your monthly bill by Direct Debit:**

Name(s) of account holder(s):

Bank/Building Society account number:

Branch sort code:

Originator Identification Number **9 4 1 2 8 4**

Instructions to your Bank or Building Society  
Please pay T-Mobile Direct Debits from the account detailed in this instruction subject to the safeguard assured by Direct Debit Guarantee. I understand that this instruction may remain with T-Mobile and if so details will be passed electronically to my Bank/Building Society.

Signature(s):  Date:  Day  Month  Year

**Purchase Details:** T-Mobile Price Plan: Text Time 250  Text Time 500  Text Time 1000

User Name:

**Choose your phone and accessory:** Nokia 6230i  Nokia 6820 adaptor   
TextLink 9100  Nokia 6230i adaptor

Please refer to TextLink Service leaflet for details of all charges.

**Credit / Debit card details for payment of mobile phone and accessories:**

Card no:

Expiry date:  Issue date:  Issue number:

Please debit my account based on phone and accessory choice:

Signature(s):

Before signing this form, the customer should read the conditions provided. By signing, the customer accepts that they can be taken to have read and understood the conditions before they signed.  
Until I object, you may use information about me to tell me of products and services offered by you and other third parties that might be of interest.

Signature of customer or authorised signatory:  Print Name:  Date:  Day  Month  Year

**Please provide your preferred contact details so we may contact you if we have any queries regarding your application and to arrange delivery.**

Contact Name(s):

Contact Textphone:

Contact Telephone:

Email Address:

Contact Address:

**Please keep a copy of this form for your records.**

## How we use personal information.

In order that we can supply you with telephone services, T-Mobile may share some of the information we hold about you with other members of the Deutsche Telecom Group (our parent company) and other companies which we have a business relationship. If we have to send your details to countries without proper data protection laws, we remain responsible for keeping this information secure. We will only share them if permitted by law.

Until you object, we will use information you give us to provide you with information about goods and services offered by us and other organisations with which we have a business relationship. We or they may contact you by email, telephone or other on-line or interactive media. If you would prefer not to receive such information, simply let us know at any time. If you have a T-Mobile phone we hold your account information. As you use your mobile phone, some records are kept for statistical purposes. This data helps us understand and serve our customers better and improve our telephone network. Data relating to the routing, timing or duration of communication may be kept for up to a year. To ensure security for you and our staff and to help maintain service quality, some calls to Customer Services are monitored. Your personal details are not held indefinitely, but are destroyed after a period of time. Some information will be held after you have closed your account with us.

### **Credit and Fraud Checks**

If you apply for credit, we will register and check your details with credit reference agencies to help us make credit decisions about you. You must be able to disclose information about anyone else with whom you have a financial link. Your details may be linked to records relating to one or more of those people. We will also check your details with a fraud prevention agency. If you give us false information which leads us to suspect fraud we will record this.

We and other organisations may use and search these records to:

- Make decisions about credit, and credit related services, for you and members of your household;
- Make decisions on motor, household, credit, life and other insurance proposals and claims, for you and members of your household;
- Trace debtors, recover debt, prevent fraud and to manage your accounts or insurance policies; and
- Check your identity to prevent money laundering, in the event that you do not provide other satisfactory identification.

These agencies will also use the records for statistical analysis about credit, insurance and fraud.

### **Changes to our privacy policy**

If we decide to change our privacy policy we will publish the changes on our website so you are always aware of the way we collect, use and disclose information.

### **Access to your Information**

If you want, you can always access your personal information. Just make a written request clearly identifying yourself and the information you require. We'll charge you £10 to cover the cost of supplying the information. If we hold any inaccurate information about you we will correct it.

### **Our address is:**

T-Mobile, Hatfield Business Park, Hertfordshire, AL10 9BW.