

What it costs.

Non standard charges for pay monthly plans and Mix It/U-Fix plans.

The charges set out in this brochure apply to all
T-Mobile pay monthly and Mix It/U-Fix plans
(unless otherwise stated).

T · · Mobile ·
simply closer

Customise your price plan (UK only)

		Inc VAT	Exc VAT
Call charges for a one minute direct dial call (unless otherwise stated)		Free	Free
Calls to T-Mobile UK customer service advisor (150)		Free	Free
Calls to Disability Services team (122)		Free	Free
Calls to a TextLink user, using 18002 prefix		Same as local and national calls to other T-Mobile UK customers or other UK mobile operators' customers ¹	
International operator assistance (155)	per minute ²	£1.50	£1.28
UK and international directory enquiries (118xxx) ³	(Group 1) ⁴	60p	51p
	(Group 2) ⁴	65p	55.3p
	(Group 3) ⁴	75p	63.8p
	(Group 4) ⁴	£1.00	85p
	(Group 5) ⁴	£1.50	£1.28
	(Group 6) ⁴	£2.50	£2.13
Emergency calls (999, 112)		Free	Free
Blind and disabled directory enquiries (195) ⁵		Free	Free
Access to RNID Typetalk™ via BT RelayAssist		10p	8.51p
Text Messaging to local and national numbers (unless otherwise stated)		10p	8.51p
Text Messaging via the T-Mobile UK website		10p	8.51p
T-Mobile information services (eg. ClubCall lines)		35p	29.8p
Third party information services		Charges vary as published by third party	
Speaking clock (123)		10p	8.5p
Flat rate services (per call)		75p	63.8p
Higher flat rate services (per call)		£1.50	£1.28
Personal number services		Same as calls to other UK mobile operators' customers	
Higher personal number services		75p	63.8p
Pagers flat rate (per call)		75p	63.8p
Pagers other		Same as calls to other UK mobile operators' customers	
Premium rate services		75p	63.8p
Premium plus services		£1.50	£1.28
Higher premium rate services		£2.50	£2.13
Voicemail greetings	per minute ²	30p	25p
Mobile Mix		£1.50	£1.28
Multimedia services	per minute ⁶	10p	8.5p
Video Calling to T-Mobile UK customers	per minute	15p	12.8p
Video Calling to all other UK networks and international	per minute	50p	42.55p
Higher multimedia services	per minute ²	10p	8.5p
Group Call		Same as calls to other T-Mobile UK customers	
WAP calls and Mobile Email via the T-Mobile WAP service (using CSD, per minute) ⁷		10p	8.5p
(using GPRS, per MB sent/received) ⁸		£7.50	£6.38
Web'n'walk ⁹ (This charge applies up to a daily maximum of £1 (inc VAT) running from midnight to midnight. ^{10,11} Charges not applicable to connection via CSD).	(per KB sent/received)	73p	62p

These calls will not be included in any inclusive minute allowance you may have (unless otherwise stated). Calls to access numbers operated by other service providers (e.g. calling card services) are charged at 12p per minute. All charges are exclusive of amounts in respect of VAT (shown in the Exc VAT column). You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

- 1 Refer to relevant price plan for call charges.
- 2 Subject to a minimum charge per call of £1.50.
- 3 See www.t-mobile.co.uk/118 for all current Directory Enquiry numbers.
- 4 Subject to a 1 minute minimum call charge.
- 5 Call connect through this service will be charged at 65p per minute.
- 6 Subject to a minimum charge per call of 75p.
- 7 CSD refers to Circuit Switched Data.
- 8 GPRS refers to General Packet Radio Service.
- 9 Applicable to all U-Fix customers and existing Pay Monthly customers who opt in.
- 10 Subject to coverage. To ensure a high quality of service for all our customers a fair use policy applies. T-Mobile defines fair use as total UK data (both sent and received) of up to 40MB per day. T-Mobile may contact customers who exceed 40MB of data and ask them to reduce their usage. If data usage is not reduced, notice may be given, after which network protection controls may be applied. Not to be used for other activities (including but not limited to): modem access for computers, internet based video/audio streaming services, peer to peer file sharing, internet based video downloads, internet phone calls and instant messaging. If such use is detected, notice may be given after which network protection controls may be applied. The application of network protection controls will result in a reduced speed of transmission.
- 11 If you have already spent £1 and you browse for a continuous period from before midnight to after midnight, all of that period will be charged at the new day's rate of 0.73p per KB.

Annual and quarterly line rental

Customers can pay quarterly (equivalent to three times the monthly rental) up front, or annually up front (equivalent to twelve times the monthly rental less a 5% discount). This service is available to:

- Your monthly line rental for your price plan.
- Your monthly rental for any allowance.
- Group 1 price plans only.

If you commit to a SMS, MMS or t-zone allowance for a minimum of 12 months, you qualify for a 10% discount on the monthly recurring charge each month.

Call Return

Using your Voicemail service is free using T-Mobile within the UK. If you use Call Return you will be charged to return the call as per your price plan.

Using your Voicemail service whilst roaming will be charged as per the normal Roaming Voicemail service. Call Return will be charged as though you were in the UK. Access to and charging for the Voicemail service will continue whilst you use Call Return.

Group Voice Messaging

Using your Voicemail service to record a Group Voice Message or administer lists is free using T-Mobile within the UK.

Group Voice Messages sent to T-Mobile UK customers will be charged as a voice call as per your price plan for the length of the message recorded for each intended recipient.

Messages sent to other operators' customers or to T-Mobile UK customers using an international prefix or where T-Mobile UK customers have non-activated Voicemail will be charged as a voice call as per your price plan for the length of the call including repetition of message and introduction, for each intended recipient.

Using your Voicemail service to record a Group Voice Message or administer lists whilst roaming will be charged as per the normal Roaming Voicemail service. Group Voice Messages sent will be charged as though you were in the UK.

Customise your price plan (UK only)

		Inc VAT	Exc VAT	
Text allowance ¹²	50 text messages	£3.50	£2.98	
	100 text messages	£6.00	£5.11	
	200 text messages	£10.00	£8.51	
	500 text messages	£20.00	£17.02	
	1000 text messages	£30.00	£25.53	
Interactive text allowance ¹³	25 text messages	£2.00	£1.70	
Picture Messaging allowance ¹⁴	15 picture messages	£2.50	£2.13	
	23 picture messages	£3.50	£2.99	
	38 picture messages	£5.50	£4.68	
	75 picture messages	£10.50	£8.94	
WAP CSD allowance ¹⁵	30 minutes	£2.50	£2.13	
GPRS allowance internet bundles	1MB ¹⁶	£2.00	£1.70	
	6MB ¹⁶	£5.00	£4.25	
	12MB ¹⁶	£10.00	£8.51	
	20MB ¹⁶	£15.00	£12.77	
	55MB ¹⁷	£25.00	£21.28	
	110MB ¹⁷	£40.00	£34.04	
	256MB ¹⁸	£55.00	£46.81	
	512MB ¹⁸	£70.00	£59.57	
		1024MB ¹⁸	£90.00	£76.59
	Web'n'walk allowance¹⁹			
Web'n'walk ²⁰		£7.50	£6.38	
Web'n'walk Plus ²¹		£12.50	£10.64	
Web'n'walk Plus upgrade ^{21,22}		£5.00	£4.25	
Web'n'walk Max ²³		£22.50	£19.15	
Video Calling bundle to all UK networks and international	10 minutes	£2.50	£2.13	
HotSpot T-Mobile Access in the UK	10 minutes	75p	63.8p	
HotSpot Unlimited Subscription ²⁴	per month	£10.00	£8.51	
Group Text	per message sent to each UK mobile operators' customers	10p	8.5p	
	per message sent to any non-UK mobile operators' customers	20p	17p	
Football Services	your team Scores ²⁵	per message received	20p	
	your team News ²⁵	per message received	20p	
	your team Plus ²⁵	per message received	20p	
	your team Gossip ²⁵	per message received	20p	
	Single Shot	per message sent	20p	
	Celticfc.txt ²⁶	per message received	20p	
	Score service subscription ²⁷	£4.00	£3.40	
	News service subscription ²⁷	£2.50	£2.13	
Formula1 Services	F1 News	per message sent	20p	
	F1 Results	per message sent	20p	
	F1 Tables	per message sent	20p	
	F1 News subscription ²⁵	per message received	20p	
	F1 Results subscription ²⁵	per message received	20p	
	F1 Tables subscription ²⁵	per message received	20p	
Match & Chat	per message sent	10p	8.5p	
Picture Messaging	per message sent	20p	17p	
Text Play	per message sent	15p	12.8p	
Text Chat	per message sent	10p	8.5p	
	per message received	5p	4.3p	
Information Services	per message sent	20p	17p	
Third party information services		Charges vary as published by third party		
T-Mobile ringtones and icons ²⁸	Monophonic	99p	84.26p	
	Polyphonic	£2.50	£2.13	
	Realtones	£3.00	£2.55	
Java games (per game downloaded)	Bronze	£1.00	85p	
	Silver	£2.00	£1.70	
	Gold	£3.00	£2.55	
	Platinum	Charges vary between £3 and £10		
Caller Tunes ²⁹	Monthly service subscription	£1.00	85p	
	per download	£1.50	£1.28	
What's on	per message received	35p	29.79p	
What's nearby	per message received	35p	29.79p	
Streetmap ³⁰	per message sent	10p	8.51p	
Text Email	per message sent	10p	8.51p	

- 12 Text allowances include text messages sent to any UK mobile operators' customers, including text messages sent via Group Text, access to RNID Tynetalk™ via BT RelayAssist, but excludes all other text message options and text messages sent whilst abroad.
- 13 Interactive text allowances apply to Text Chat, Text Play, Match & Chat, Information Service text messages and text messages sent to subscribe/unsubscribe to the Football Services (your team: Scores, News, Plus, Gossip and Single Shot). Not available to new subscribers as of the 12th November 2003.
- 14 Customers who subscribed to Picture Messaging between 1st June 2002 and 31st October 2002 and who continued to be subscribed to the service will be charged £20 for an allowance of 300 picture messages.
- 15 Not available on Free Time 750 price plan.
- 16 Run on rate is £3.00 per MB. GPRS allowance is UK only (inc. VAT).
- 17 Run on rate is £1.00 per MB. GPRS allowance is UK only (inc. VAT).
- 18 Run on rate is 75p per MB. GPRS allowance is UK only (inc. VAT).
- 19 Subject to connection to a pay monthly voice plan or U-Fix monthly voice plan.
- 20 Provides unlimited browsing on mobile phones in the UK. Compatible mobile phone required. Not applicable to connection via CSD. Subject to coverage. To ensure a high quality of service for all our customers a fair use policy applies. T-Mobile defines fair use as total UK data (both sent and received) of up to 1GB per month. T-Mobile may contact customers who exceed 1GB of data and ask them to reduce their usage. If data usage is not reduced, notice may be given, after which network protection controls may be applied. Not to be used for other activities (including but not limited to): modem access for computers, internet based video/audio streaming services, peer to peer file sharing, internet based video downloads, internet phone calls and instant messaging. If such use is detected, notice may be given after which network protection controls may be applied. The application of network protection controls will result in a reduced speed of transmission.
- 21 Compatible laptop and mobile phone required. Not applicable to connection via CSD. Subject to coverage. To ensure a high quality of service for all our customers a fair use policy applies. T-Mobile defines fair use as total UK data (both sent and received) of up to 3GB per month. T-Mobile may contact customers who exceed 3GB of data and ask them to reduce their usage. If data is usage is not reduced following a request from T-Mobile and/or use of internet phone calling is detected, notice may be given, after which network protection controls may be applied which will result in a reduced speed of transmission.
- 22 Available only to customers with an existing Relax + web'n'walk, Flex + web'n'walk or U-Fix + web'n'walk plan.
- 23 Compatible laptop and mobile phone required. Not applicable to connection via CSD. Subject to coverage. To ensure a high quality of service for all our customers a fair use policy applies. T-Mobile defines fair use as total UK data (both sent and received) of up to 10GB per month. T-Mobile may contact customers who exceed 10GB of data and ask them to reduce their usage. If data is usage is not reduced, notice may be given, after which network protection controls may be applied which will result in a reduced speed of transmission.
- 24 Subscription includes unlimited T-Mobile Hotspot usage in the UK and up to 300 minutes usage on BT Openzone owned and operated Hotspots in the UK. Customers who make excessive use of the service may be asked to reduce their use. If usage continues to be excessive, T-Mobile may move these customers to another plan. T-Mobile currently considers "excessive" use to be 30GB or more of data per month (sent and received). Hotspot usage whilst roaming is charged at separate zonal rates (see 'Hotspot charges whilst roaming' for details). The HotSpot subscription is not available to customers on U-Fix or Mix-It tariffs.
- 25 Requests for all these services will be charged 20p per message sent.
- 26 Requests for all these services will be charged 10p per message sent.
- 27 Subscription valid for 30 days. Text messages sent requesting this service cost 20p in addition to the service subscription charge.
- 28 The call duration is approximately 1 minute other than advanced ringtones (polyphonic) which has an approximate call duration of 2 minutes. The full list of ringtones and icons and the ordering process can be found at www.t-mobile.co.uk/ringtonesandicons
- 29 Request for this service will be charged at 10p per minute.
- 30 Please note once this service has been requested, standard WAP browsing charges will apply as per the customers price plan.

- Multiple allowances can be purchased, eg you can purchase a 50 text allowance and a 100 text allowance, giving you a total text allowance of 150 per month. If you purchased your allowance prior to June 2002 you can only have one allowance per month. For Mix It/U-Fix customers multiple bundles of the same value cannot be purchased.
- The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge and allowance will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill.
- Only text allowances purchased after 1st June 2002 on Anytime 200, Anytime 400 and Anytime 60 will have rollover.
- Customers must keep an allowance for a minimum of one month. The monthly charge will continue until the customer requests a customer service agent to cancel the allowance, which will be effected at the customer's next bill date.
- Messages sent whilst abroad are not included in any of the allowance groups listed.

Service options

		Inc VAT	Exc VAT
SideKick II service pack ³¹	per month ³²		Free
International option (per month)		£2.50	£2.13
Call restriction ³³	set-up	£3.53	£3.00
	per month	59p	50p
Fax Messaging ³⁴	per month	£1.50	£1.28
Call transfer	per month	£2.50	£2.13
Insurance on phones per month (no VAT applicable)		-	£3.99
Voicemail Extra	per month	£1.50	£1.28
Priority Line		£2.50	£2.13
Fax and Data Plus	set-up charge	£35.00	£29.79
0800 type numbers for mobiles (eg. 0800, 0808)	set-up charge	£58.75	£50.00
	per month	£8.81	£7.50
Instant Email	per month ³⁵	£10.00	£8.51
Charges (per minute) for calls received on 0800 type numbers for mobiles			
Daytime ³⁶ (Monday–Friday 8am–6pm)		17p	14.5p
Evening/weekend ³⁷ (all other times)		10p	8.5p
Additional divert charge ³⁷		5p	4.3p

31 Service pack includes Instant Messaging software and a 10MB allowance for 'always on' internet connection and automatic software upgrades.

32 Charge applicable in addition to your standard T-Mobile price plan monthly recurring charge.

33 Available only to business registered customers.

34 Fax Messaging service also requires Voicemail Extra. Retrieval of faxes on the Fax Messaging service is charged as per diverted calls.

Fax Messaging retrieval is not included in any free time you may have.

35 First 3MB of WAP GPRS is inclusive, thereafter a run on rate of £1.00 per MB. Instant Email is subject to the Fair Use Policy. See 'Points to note' for details.

36 Weekend/evening rates apply all day on official public holidays in England and Wales – not applicable on Mix It/U-Fix price plans where weekday rates apply.

37 Calls diverted from the 0800 type numbers for mobiles service to standard UK local or national fixed line numbers are charged at an additional 5p per minute.

Calls diverted to mobile numbers or other fixed line numbers will incur an additional divert charge at the appropriate call divert rate.

Administration and other charges

	Inc VAT	Exc VAT
Replacement SIM card	£10.00	£8.51
Memorable numbers		Prices available on request
Changing your phone number	£35.00	£29.79
Bill re-issue	£2.50	£2.12
Allocated Billing per month	£3.00	£2.55
Itemised Billing ³⁸ per month	£1.50	£1.27
E-statement re-issue ³⁹	£2.50	£2.12
Unsuspend or reconnection	£23.50	£20.00
Unlock mobile phone for use on another compatible network ⁴⁰	£15.00	£12.77
Repeated satisfaction guarantee claims	£23.50	£20.00

38 Excluding registered disabled and business customers. For all T-Mobile customers connected before the 8th November 2005 (and whose price plan does not include free itemised billing) itemised billing will be charged at £1.00 inc VAT.

39 Available to business registered customers, invoice receivers only.

40 You can request this at any time after you have been with us for one month, provided you have paid all your outstanding bills.

Cancellation of your contract

Should you choose to cancel your T-Mobile contract, a cancellation charge may be payable. For consumers who agree to a 12 month minimum term contract, or for business registered customers, by adding together all outstanding monthly (or other periodic) price plan charges for the remainder of the minimum term. We'll then reduce the amount by 4%. (Note: 4% reduction in the cancellation charge does not apply to business registered customers eligible for Value or Loyalty Discounts.)

For consumers and business customers who have agreed to a minimum term contract of longer than 12 months, a supplementary fixed fee applies. This additional charge will be calculated by adding together all outstanding monthly (or other periodic) price plan charges from the end of the initial 12 month period, to the end of the minimum term. We'll then reduce this by 4%.

If you have connected to Everyone 100 or Everyone 200 as a consumer on or before 30th June 2004, and you are eligible for extra inclusive minutes by having agreed to a minimum term contract of longer than 12 months, an extra cancellation charge applies. This supplementary fixed fee will be calculated by adding together the number of months from the date the agreement (or SIM card) commenced, to the date you cancel the agreement (or the SIM card), and multiplying that figure by £7.40 for Everyone 100 customers; or £14.80 for Everyone 200 customers. We'll then reduce this figure by 4%.

If you have connected to Free Time 750 as a consumer before 30th June 2004, and you are eligible for extra inclusive texts by having agreed to a minimum term contract of longer than 12 months, an extra cancellation charge applies. This supplementary fixed fee will be calculated by adding together the number of months from the date the agreement (or SIM card) commenced, to the date you cancel the agreement (or the SIM card), and multiplying that figure by £3.50. We'll then reduce this figure by 4%.

If you have connected to Free Time 750 as a consumer on or after the 1st July 2004, and you have agreed to a minimum term contract of longer than 12 months or you have connected to Free Time Max, an extra cancellation charge applies. This supplementary fixed fee will be calculated by adding together all outstanding monthly (or other periodic) price plan charges from the end of the initial 12 months period, to the end of the minimum term. We'll then reduce this by 4%.

For consumers who have received an additional discount on equipment purchased directly from T-Mobile on or before 30th June 2004 and have agreed to a minimum term contract of longer than 12 months, a supplementary fixed fee applies where you cancel your agreement with us within that minimum term. Where you cancel within the first 12 months of your minimum term this supplementary charge will be £72 for consumers who are subject to an 18 month minimum term contract, and £144 for consumers who are subject to a 24 month minimum term contract. Where you cancel after the first 12 months, but before the end of your minimum term, this supplementary charge will be calculated by adding together the number of months from the date you cancel the agreement (or the SIM card) to the end of your minimum term, and multiplying that figure by £12. We'll then reduce this figure by 4%.

For consumers who have received an additional discount on equipment purchased directly from T-Mobile after the 1st July 2004 and have agreed to a minimum term contract of longer than 12 months, a supplementary fixed fee applies. This additional charge will be calculated by adding together all outstanding monthly (or other periodic) price plan charges from the end of the initial 12 months period, to the end of the minimum term. We'll then reduce this by 4%.

(Note: 4% reduction in the cancellation charge does not apply to business registered customers eligible for Value or Loyalty Discounts.)

Payment related services and charges

Bill payment other than by direct debit or BACS ⁴¹	£3.00
Payment failure – cheques, credit cards and direct debit	£23.50

41 Consumer plans only. Business customers receive this service for free. The cost of the telecommunications services remains the same, irrespective of the payment method used.

T-Mobile's preferred methods of processing payments are by direct debit and BACS. For a separate payment handling charge T-Mobile can also process your payments by phone, online, at any high street bank, by post, at post office or at pay point outlet.

International call charges

Charges from UK to abroad

Call charges are in pence for a one-minute direct-dial voice, fax or data call originating within the UK with per second billing.

	Any time			
	International option		Standard charges	
Calls made to zones	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Europe ⁴²	20p	17.02p	70p	59.57p
Ireland, Channel Islands and Isle of Man	15p	12.77p	50p	42.55p
USA and Canada	10p	8.51p	70p	59.57p
Australia and New Zealand	30p	25.53p	70p	59.57p
Rest of World ⁴³	80p	68.08p	£1.30	£1.11
Satellite	£5.00	£4.26	£5.00	£4.26

Charges whilst abroad

- Call charges are in pence for a one minute direct-dial voice, fax or data call. These charges also apply to any calls made to T-Mobile UK Customer Services (150) whilst roaming.
- For pay monthly customers the minimum call charge of one minute and all calls are rounded up to the nearest 30 seconds. For Mix It!/U-Fix customers all calls made whilst roaming will be billed per second after the first minute.
- Calls made or received while you are outside the European Union are not subject to UK VAT.
- GPRS/3G data usage whilst abroad is charged at £7.50 per MB inc VAT in the EU, and £7.50 per MB for the rest of the world.
- Multimedia Messaging usage whilst abroad is charged at 20p inc VAT.
- Video Calling whilst abroad is barred.

	Anytime		
	Calls made	Call received Standard charges	Calls received International option
Calls made or received in zones	Inc VAT ⁴⁴	Inc VAT ⁴⁴	Inc VAT ⁴⁴
Europe ⁴²	55p	55p	20p
Ireland, Channel Islands and Isle of Man	50p	50p	15p
USA and Canada	55p	55p	50p
Australia and New Zealand	75p	70p	30p
Rest of World ⁴³	£1.40	£1.30	£1.00
Calls to (from all zones)			
Satellite numbers	£1.80	£1.80	£1.80
Premium numbers ⁴⁵	n/a	n/a	n/a
Text message charges (per message)			
To other T-Mobile UK customers ⁴⁶	40p	n/a	n/a
To other UK mobile operators' customers ⁴⁶	40p	n/a	n/a
To non-UK mobile operators' customers ⁴⁶	50p	n/a	n/a

42 Countries are Andorra, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Lichtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovak Republic, Spain, Sweden, Switzerland.

43 All calls to and from Ascension, Comoros and Mayotte, Cook Islands, Guinea Bissau, Italian premium rate, Nigeria, Niue, Pakistan, Papua New Guinea, Sao Tome And Principe, Solomon Islands, St Helena, Telespazio Satellite, Tokelau, Tuvalu, Vanuatu, Wallis and Futuna are currently barred.

44 Where applicable.

45 Premium numbers are determined by our partner networks overseas and vary according to the country visited.

46 Any undelivered text messages will be charged at 30p.

Voicemail charges whilst roaming

- If customers set a divert on their device to divert all calls to voicemail, or they do not switch their device on when they are roaming, they will only be charged if they retrieve the voicemail whilst roaming(see below).
- If customers set a divert on their device to divert to voicemail when: their line is busy; they do not answer the call, or the call is rejected – then the customer is charged for;
 1. Receiving a voicemail
 - The per minute incoming roaming rate for the incoming call; and, at the same time
 - The outgoing per minute roaming rate for making a call and
 2. Retrieving a voicemail
 - The per minute outgoing roaming rate for making a call.

Please note that where roaming charges are applicable for receiving voicemails, these charges may continue to apply until you are re-connected to the T-Mobile UK network. We therefore recommend that you turn on your phone as soon as permitted when you return to the UK.

See 'charges whilst abroad' for details of all roaming call rates.

WorldClass

One minute minimum call charge applies and all calls are rounded up to the nearest 30 secs.

Roaming network	Inc VAT	Exc VAT
WorldClass partner networks (except Ireland (Republic of) – Meteor)	55p	46.8p
Ireland (Republic of) – Meteor	25p	21.2p

WorldClass countries	WorldClass Partner Networks
Aruba/Barbados/Cayman Islands/Grenada/St Lucia/St Vincent	Digicel Caribbean
Australia	Optus Communications
Bangladesh	Bangalink
Croatia	HT Mobile
Ghana	Spacefone
Ireland (Republic of)	Meteor
Jamaica	Digicell Mosser
Nigeria	Glo Mobile
Puerto Rico	Cingular G (Genesis) - Puerto Rico
Singapore	Singtel
South Africa	MTN South Africa
Thailand	Orange Thailand
Turkey	Turkcell

- Calls made from outside WorldClass countries or from WorldClass countries to destinations and customers of networks outside WorldClass countries shall be charged at standard roaming rates. Premium rate calls, directory enquiries, 0800 type numbers, calls received and Text Messaging will also be charged at standard roaming rates. Details of standard roaming rates can be found at www.t-mobile.co.uk/roaming.
- Whilst T-Mobile will make every effort to ensure that customers use WorldClass partner networks in WorldClass countries in order to receive the preferential rate of 55p per minute, T-Mobile is not responsible should a customer use a non-WorldClass network for any reason.
- WorldClass countries and partner networks are subject to change.
- Customers can opt-in or opt-out of WorldClass once a month.

Hotspot charges whilst roaming

Zonal roaming rates apply as follows:

- **Zone 1a** - £1.00per 10 mins Inc VAT ⁴⁷
- **Zone 1b** - £1.00per 10 mins ⁴⁸
- **Zone 2** - £0.60per 10 min ⁴⁹

⁴⁷ Includes BT Openzone in the UK or abroad, plus T-Mobile partner network wi-fi sites in Germany, Austria, Netherlands, Czech Republic, Hungary, Italy, Poland, Spain, Portugal, Slovakia.

⁴⁸ Includes T-Mobile partner network wi-fi sites in Switzerland.

⁴⁹ Includes T-Mobile partner network wi-fi sites in U.S.A., Singapore, Malaysia, Hong Kong, Indonesia, Japan.

For corporate and business registered customers

Integrated Extension Call (exc VAT)

Call charges (per minute) for voice, fax and data calls		Daytime	Evening	Weekend
Calls from fixed lines to T-Mobile UK customers on same account		8p	6p	6p
Set up fee	per mobile phone			£6.00
Set up fee – extension dialling only	per mobile phone			£3.00
Monthly line rental	per mobile phone			£1.00
Monthly line rental – extension dialling only	per mobile phone			50p

	Midnight-7am	7am-7pm	7pm-Midnight
Monday			
Tuesday			
Wednesday			
Thursday			
Friday	Evening	Daytime	Evening
Saturday			
Sunday			Weekends

Daytime, evening and weekend times for Integrated Extension Call are shown here.

Office Link (exc VAT)

Office Link Premium monthly charge is £2.50

	Allowance	Additional monthly charge	Run-on rate (per MB)
Office Link Premium	0.5MB	£1.70	£2.00
	3MB	£4.25	£2.00
	6MB	£8.51	£2.00
	10MB	£12.77	£2.00
	20MB	£21.28	£2.00
	55MB	£42.55	£2.00

- Run on rate is £2.00 per MB (exc VAT). GPRS Allowance is UK only. The above allowances are only available with the Office Link Premium.
- Allowances do not rollover from one month to the next.
- Office Link allowances and run-on rate will also apply to any WAP usage via GPRS (excluding use on BlackBerry).
- A customer must keep Office Link for a minimum of one month. The monthly charge will continue until the customer requests a customer service agent to cancel the service, which will be effected at the customers next bill date.
- The allowance(s) will be applied to your account from midnight of the day you seek to provision the pack. The first monthly charge and allowance will be pro rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill.
- Additional charges may apply for the set up and management of the Office Link service. Additional information is available from direct sales on 0800 956 5001.
- Standard WAP rates apply whilst roaming.

BlackBerry Direct (exc VAT)

	Allowance	Monthly charge	BlackBerry run-on rate (per MB)	WAP usage over GPRS (per MB)
BlackBerry	-	£16.50	£1.00	£1.00
BlackBerry Max	Unlimited ⁵⁰	£35.50	n/a	n/a

50 Fair Use Policy of 50MB. Unlimited relates to BlackBerry and WAP usage.

- Only available on corporate, public sector and data user price plans.
- Allowances do not rollover from one month to the next.
- The allowance(s) will be applied to your account from midnight of the day you seek to provision the pack. The first monthly charge and allowance will be pro rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied to each monthly bill.
- Additional information is available from direct sales on 0800 956 5001.

Business 1-Plan additional shared text and data allowances

	Allowance (text messages)	Additional monthly charge	Run-on rate (per text)
Business 1-Plan shared text allowances (exc VAT)	50	£1.50	10.2p
	100	£3.00	10.2p
	200	£6.00	10.2p
	300	£9.00	10.2p
	400	£12.00	10.2p
	500	£15.00	10.2p
	750	£22.50	10.2p
	1000	£30.00	10.2p
	1500	£45.00	10.2p
	2000	£60.00	10.2p
	3000	£90.00	10.2p
4000	£120.00	10.2p	
5000	£150.00	10.2p	

- Text allowances can only be added to Business 1-Plan price plans, and can only be shared between SIM cards connected on the same account.
- Text allowances can be purchased at any time for as long as the customer is connected to Business 1-Plan.
- Text allowances apply for one month and do not rollover from one month to the next.
- Multiple allowances can be purchased, eg you can purchase a 100 text allowance and a 500 text allowance, giving you a total text allowance of 600 texts per month.
- Run-on rate is 10.2 per text (exc VAT) for text messages sent to any UK network.

	Allowance	Additional monthly charge	Run-on rate (UK usage, per MB)
Business 1-Plan shared data allowances (exc VAT)	5 MB	£2.75	£0.85
	10 MB	£5.50	£0.85
	25 MB	£13.75	£0.85
	50 MB	£27.50	£0.85
	100 MB	£55.00	£0.85
	250 MB	£137.50	£0.85
	500 MB	£275.00	£0.85
	1000 MB	£550.00	£0.85
	1500 MB	£825.00	£0.85
2000 MB	£1,100.00	£0.85	

- Data allowances can only be added to Business 1-Plan price plans, and can only be shared between SIM cards connected on the same account.
- Data allowances can be purchased at any time for as long as the customer is connected to Business 1-Plan.
- Data allowances apply for one month and do not rollover from one month to the next.
- Multiple allowances can be purchased, eg you can purchase a 50 MB allowance and a 250 MB allowance, giving you a total data allowance of 300 MB per month.
- Data allowances include GPRS/3G usage whilst in the UK only.

	Allowance (minutes)	Additional monthly charge	Run-on rate (T-Mobile UK HotSpot use, per 10 mins)
Business 1-Plan Shared T-Mobile HotSpot Allowances (exc VAT)	250	£15	£0.851
	500	£30	£0.851
	750	£45	£0.851
	1,000	£60	£0.851
	2,000	£120	£0.851
	3,000	£180	£0.851
	4,000	£240	£0.851
	5,000	£300	£0.851
	10,000	£600	£0.851
	15,000	£900	£0.851

- T-Mobile UK HotSpot allowances can only be added to Business 1-Plan price plans, and can only be shared between SIM cards connected on the same account.
- T-Mobile UK HotSpot allowances can be purchased at any time for as long as the customer is connected to Business 1-Plan.
- T-Mobile UK HotSpot allowances apply for one month and do not rollover from one month to the next.
- Multiple T-Mobile UK HotSpot allowances can be purchased, eg you can purchase a 500 minutes allowance and a 1,000 minutes allowance, giving you a total T-Mobile UK HotSpot allowance of 1,500 minutes per month.
- The minimum charge for all usage within the T-Mobile UK Hotspot allowance is 10-minutes per session. If the allowance has already been used the minimum charge applicable will be the relevant per-10 minute rate.
- T-Mobile UK HotSpot allowances include T-Mobile HotSpot usage whilst in the UK only. Zonal roaming rates apply to all other Hotspot usage (see 'Hotspot charges whilst roaming' for details).

Points to note.

- **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. For **Mix It/U-Fix** customers if a call starts in one timeband and crosses over into another, the call will be charged at the new rate as soon as the call crosses into the new timeband.
- **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.
- All charges are exclusive of VAT and VAT will be added and charged at the applicable rate. 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. For **Mix It/U-Fix** customers all VAT will be charged per individual call. All chargeable calls will be subject to a minimum charge per call of 2p unless otherwise stated.
- For **Mix It/U-Fix** customers your bill will only refer to your price plan monthly charges. No call or allowance usage will be shown.
- Where a price plan has call charges which vary depending on the time of day, the new call rate will take effect within 6 seconds of the published time.
- When you request removal of a service option, it will be discontinued from the date of your next bill.
- 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. You will be charged per text message sent to non GSM networks. Text messages sent via the web are charged as per your price plan.
- GPRS usage for pay monthly customers is billed per kilobyte and rounded up to the nearest kilobyte. For **Mix It/U-Fix** customers all usage is rounded to the nearest half kilobyte. A kilobyte (kB) is equivalent to 1024 bytes. A megabyte (MB) is equivalent to 1024 kB. All data sent and received, other than that added to control the flow of data over the network that is transferred, is chargeable.
- If your allowance runs out during a call or GPRS session, we will charge you for the remainder of that call or session at the relevant rate as per your price plan. Once your allowance has been used, you will be charged for all subsequent calls or GPRS data transferred at your price plan rate.
- Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle.
- While we use all reasonable endeavour to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.

