

# Colleague Call Government plan (24 month).

(This plan is available to pay monthly customers with 2 or more mobile users per account)

		Exc VAT
Monthly line rental for contract length	24 months	£3
Inclusive minutes (each month)		
Calls to other T-Mobile UK customers, on the same account only		50
Rollover		No
Itemised bills		Free
<b>Call charges (per minute) for voice, fax and data calls</b>		
<b>At all times</b>		
Local and national calls		4.3p
Calls to other T-Mobile UK customers		4.3p
Calls to other UK mobile operators' customers		18p
Voicemail message retrieval		Free
<b>Text message charges (per message)</b>		
To other T-Mobile UK customers <sup>1,2</sup>		4.3p
To other UK mobile operators' customers <sup>1,2</sup>		4.3p
To non-UK mobile operators' customers <sup>1,2</sup>		17p
<b>All numbers prefixed by (exc VAT)</b>		<b>Call charges range from to</b>
0800/0500		Free 8.5p
0808		Free 8.5p
All other 08 <sup>3</sup>		Free £2.13

Prices correct as at 1st August 2006. A SIM Only proposition is available on request. This has a line rental of £1.50, all other charges as per above.

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.

# Points to note.

- Your **inclusive minutes allowance** (shown on your bill as 'inclusive minutes' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice calls to other T-Mobile users on the same account (but excludes calls to the T-Mobile WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance.
- Where charges vary depending on the time of day, the new call rate will take effect within 6 seconds of the published time.
- If your **allowance runs out during a call**, 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 at your price plan rate.
- 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) except on Corporate Share plans. The estimate includes the inclusive minutes 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 minutes 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, 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, 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 1.7p (exc VAT).
- **Free Voicemail retrieval** applies to the retrieval of messages when using the T-Mobile service in the UK.
- 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 minutes you may have.
- Additional charges may apply whilst using your T-Mobile phone abroad.
- All charges shown exclude VAT at the current rate of 17.5%.
- T-Mobile reserves the **right to vary or withdraw** any individual or additional service with 30 days notice.
- 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.



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