

What it costs.

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

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



Customise your price plan (UK calls only)

These calls will not be included in any inclusive minute allowance you may have (unless otherwise stated).

| Call charges for a one minute direct dial call (unless otherwise stated) | Inc VAT | Exc VAT |
|---|--------------------------------|--|
| Calls to T-Mobile UK customer service advisor (150) ¹ | | Free |
| Calls to Disability Services team (122) | | 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 ² |
| International operator assistance (155) per minute ³ | £1.50 | £1.28 |
| UK and international directory enquiries (118xxx) ⁴ (Group 1) ⁵ | 60p | 51p |
| (Group 2) ⁵ | 65p | 55.3p |
| (Group 3) ⁵ | 75p | 63.8p |
| (Group 4) ⁵ | £1.00 | 85p |
| (Group 5) ⁵ | £1.50 | £1.28 |
| (Group 6) ⁵ | £2.50 | £2.13 |
| Emergency calls (999, 112) | | Free |
| Blind and disabled directory enquiries (195) ⁶ | | Free |
| Access to RNID TYPETALK™ via BT RelayAssist | 10p | 8.51p |
| Text Messaging to local and national numbers (unless otherwise stated) ⁷ | | Same as texts to other UK mobile operators' customers |
| Text Messaging via the T-Mobile UK website | | Charged as your price plan rate ⁸ |
| T-Mobile information services (eg. ClubCall lines) | 35p | 29.8p |
| 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 ⁹ | 75p | 63.8p |
| Premium plus services ⁹ | £1.50 | £1.28 |
| Higher premium rate services ⁹ | £2.50 | £2.13 |
| Voicemail greetings per minute ³ | 30p | 25p |
| Multimedia services per minute ¹⁰ | 10p | 8.5p |
| Higher multimedia services per minute ³ | 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) ¹¹ | 10p | 8.5p |
| (using GPRS/3G, per MB sent/received) ¹² | £7.50 | £6.38 |
| Special Access numbers ¹³ | Inc VAT | Exc VAT |
| 07755 22 0000 to 9999 | 3p | 2.55p |
| 07755 33 0000 to 9999 | 5p | 4.25p |
| 07755 44 0000 to 9999 | 6p | 5.10p |
| 07755 55 0000 to 9999 | 8p | 6.80p |
| 07755 20 0000 to 9999 | 10p | 8.51p |
| 07755 30 0000 to 9999 | 15p | 12.76p |
| All other calls to 07744 xx xxxx, 07755 xx xxxx and calls to access numbers operated by other service providers (e.g. calling card services). | 12p | 10.21p |
| All numbers prefixed by (inc VAT) | Call charges range from | to |
| 0800/0500 | | Free 10p |
| 0808 | | Free 10p |
| All other 08 ¹⁴ | | Free £2.50 |

1 Except on self serve or online plans, when there is a charge of 50p per minute for calls within the UK (to a maximum of £5 per call).

2 Refer to relevant price plan for call charges.

3 Subject to a minimum charge per call of £1.50.

4 For charges on specific 118 numbers, refer to customer services.

5 Subject to a 1 minute minimum call charge.

6 Call connect through this service will be charged at 65p per minute.

7 Texts to local and national numbers may be included in your allowance, please refer to your price plan what it costs.

8 Depending on the number you text (eg a UK mobile network number), texts may come out of your allowance.

9 A minimum call charge of up to 5p per call applies.

10 Subject to a minimum charge per call of 75p.

11 CSD refers to Circuit Switched Data. Please refer to footnote 26.

12 GPRS refers to General Packet Radio Service.

13 No minimum charge applies to Special Access numbers. Applicable from 1st June 2007.

14 Please call customer services on 150 for further information about charges for specific numbers starting with 08.

Notes on UK calling

- **Unless otherwise stated, all charges for calls (whether as part of your price plan or as part of an additional allowance or service) are for those made or received within the UK only.** Calls within the UK only are calls made or received in either England, Wales, Scotland or Northern Ireland to local or national numbers in those countries or a number allocated to a UK GSM cellular network.
- **What is a local and/or national call?** This is a call made within the UK to a UK number beginning with 01, 02 or 03. This doesn't cover numbers allocated to network providers in Jersey, Guernsey and the Isle of Man. If you call one of those numbers from the UK you will be charged for a call to a Zone 2 country as described on page 9 (similarly, if you receive a call within a Zone 2 country you will be charged as described on page 9).
- **A GSM network is what is commonly known as a mobile network and doesn't include fixed line networks and voice over internet protocol networks.** At the moment, the UK GSM cellular networks are Hutchinson 3G, 02, Vodafone, Orange and T-Mobile. A call to a UK mobile network would include a call to any one of these GSM networks (or one of the mobile operators exclusively using their networks e.g. Virgin, Tesco, Fresh).
- **Some 07 numbers are not charged as a call to a customer of a UK GSM cellular network.** Calls to numbers starting with 075, 077 (except those whose charges are outlined on Page 2), 078 and 079 that are not allocated to UK GSM cellular Networks are not included in the inclusive minutes of any price plan and will be charged as a call to another UK mobile operators' customer.
 - Calls to numbers allocated to voice over internet protocol providers are not included in the inclusive minutes of any price plan (and are charged as the same as a call to another GSM networks' customer).

Annual and quarterly line rental

If you are an existing customer who joined T-Mobile on an eligible price plan before 26 March 2006, you may be able to 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 for your monthly line rental for your price plan and your monthly rental for any allowance.

Call Return

If you use Call Return you will be charged to return the call and charged for calling voicemail for the length of the call you have returned. These charges will be charged at your price plan rate for those two types of call.

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 will be charged at your price plan rate for calling a T-Mobile customer within the UK 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 allowances and services)

| Web'n' walk | | Inc VAT | Exc VAT |
|--|------------------------|--|---------|
| Web'n' walk (£1 a day for pay monthly customers (excl U-Fix)) ^{15,16,17} | (per KB sent/received) | 0.73p | 0.62p |
| Web'n' walk ¹⁷ | per month | £7.50 | £6.38 |
| Web'n' walk Daily ¹⁸ | per day | £4.00 | £3.40 |
| Web'n' walk Plus ¹⁹ | per month | £12.50 | £10.64 |
| Web'n' walk Plus upgrade ^{19,20} | per month | £5.00 | £4.25 |
| Web'n' walk Max ²¹ | per month | £22.50 | £19.15 |
| T-Mobile HotSpot Access | | | |
| HotSpot Access in the UK ²² | 10 minutes | 75p | 63.8p |
| HotSpot Unlimited Subscription ²³ | per month | £10.00 | £8.51 |
| Text and MMS Alert services²⁴ | | | |
| Games | | from 15p to 25p per message or puzzle | |
| News, weather, lottery, sports, exchange rates, horoscopes | | 20p to 50p per message | |
| Weekly tone | | £1 per tone | |
| Jokes & fun | | from 20p to 30p | |
| Picture gallery | | 50p per picture | |
| Video of the week | | 75p per video | |
| Where's my nearest | | 35p | 29.79p |
| Sky 24-7 Service ²⁵ | | £5 per month or 50p per clip | |
| Text Chat Services: Power chat and Adult Chat | | 10p per text sent. 5p per text received | |
| My T-Mobile services inc. prepay top up, balance & allowance checker & bill payment | | Free | |
| Other | | | |
| | | Inc VAT | Exc VAT |
| Text allowance ²⁶ | 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 ²⁷ | 25 text messages | £2.00 | £1.70 |
| Picture Messaging allowance ²⁸ | 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 ²⁹ | 30 minutes | £2.50 | £2.13 |
| GPRS/3G allowance internet bundles | 1MB ³⁰ | £2.00 | £1.70 |
| | 6MB ³⁰ | £5.00 | £4.25 |
| | 12MB ³⁰ | £10.00 | £8.51 |
| | 20MB ³⁰ | £15.00 | £12.77 |
| | 55MB ³¹ | £25.00 | £21.28 |
| | 110MB ³¹ | £40.00 | £34.04 |
| | 256MB ³¹ | £55.00 | £46.81 |
| | 512MB ³² | £70.00 | £59.57 |
| | 1024MB ³² | £90.00 | £76.59 |
| Third party information services | | Charges vary as published by third party | |
| Picture Messaging | per message sent | 20p | 17p |
| Text Email | per message sent | 10p | 8.51p |
| Download & Internet Services³³ | | | |
| Mobile Jukebox ³⁴ | | £1 | 85p |
| mobile mix (30 second tracks) | | £1.50 | £1.28 |
| Realtones | | £3 | £2.55 |
| Polyphonic Ringtones | | £2.50 | £2.13 |
| Monophonic Ringtones | | 99p | 84p |
| Caller Tunes ³⁵ | | £1 per month and £1.50 per caller tune | |
| Games | | From 50p to £5 | |
| Videos | | From free to £5 | |
| Pictures | | From free to £3 | |
| Online chat services inc. Fast Flirting, Power chat, Adult chat & Blogs | | 25p for 24 hours | |
| T-Mobile TV ³⁶ | | £1 for 24 hrs or £3.50 per month | |
| Sky TV ³⁷ | | £5 per month | |
| Be on TV ³⁸ | | Standard MMS charge. 5p per post | |
| My Social Sites ³⁹ | | 20p for 24 hours | |
| Streetmap ⁴⁰ | per message sent | 10p | 8.51p |

Video Calling

| | | | |
|---|------------|-------|--------|
| 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 |
| Video Calling bundle to all UK networks and international | 10 minutes | £2.50 | £2.13 |

- 15 For all new customers who joined us from December 2006 and for customers who joined before that time who are able to and who have opted in. Charges of 0.73p per KB apply until a maximum of £1 per day (midnight to midnight) is spent. Not applicable to connection via circuit switch data (CSD). Subject to coverage. *To ensure a high quality of service for all our customers a fair use policy of up to 40MB (of data both sent and received in the UK) per day applies. We monitor use on a monthly basis. If, in our reasonable opinion, you regularly exceed 40MB per day, we may tell you to reduce your future use. If you again regularly exceed 40 MB per day, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you regularly exceed 40 MB per day for a third time, we may tell you that we are going to apply further network protection controls, resulting in a reduced network speed until you upgrade your price plan to include a larger data allowance. We do not permit use of this service to provide modem access for a computer or for peer to peer file sharing, internet phone calls or instant messaging. Roaming charges apply. (These terms apply from April 2007, ask for details of terms before that time).
- 16 For all new customers who joined us from December 2006 and for customers who joined before that time who are able to and who have opted in. £1 maximum daily charge applies to U-Fix, Mates Rates, Everyone and Text Appeal customers. Charges of 0.73p per KB apply until £1 per day (midnight to midnight) is spent. 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. Not applicable to connection via circuit switch data (CSD). Subject to coverage. *To ensure a high quality of service for all our customers a fair use policy of 40MB (of data both sent and received in the UK) per day applies. We monitor use on a monthly basis. If, in our reasonable opinion, you regularly exceed 40MB per day, we may tell you to reduce your future use. If you again regularly exceed 40 MB per day, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you exceed 40 MB per day for a third time, we may tell you that we are going to apply further network protection controls, resulting in a permanently reduced network speed. We do not permit use of this service to provide modem access for a computer or for peer to peer file sharing, internet phone calls or instant messaging. Roaming charges apply. (These terms apply from April 2007, ask for details of terms before that time).
- 17 For all new customers who joined us from December 2006 and for customers who joined before that time who are able to and who have opted in. If you remove a Web 'n' walk monthly option from your account the £1 a day terms will then apply. Subject to coverage. Compatible handset required. Not applicable to connection via CSD. *To ensure a high quality of service for all our customers a 1GB (of data both sent and received in the UK) per month fair use policy applies. If you exceed 1GB per month, we may tell you to reduce your future use. If you again exceed 1GB per month, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you exceed 1GB per month for a third time, we may tell you that we are going to apply further network protection controls, resulting in a reduced network speed until you upgrade your price plan to include a larger data allowance. We do not permit use of this service to provide modem access for a computer or for peer to peer file sharing, internet phone calls or instant messaging. Roaming charges apply. (These terms apply from April 2007, ask for details of terms before that time).
- 18 Web 'n' walk Plus Daily is available as a pay monthly option, or on a pay as you go basis. Each day lasts from midnight to midnight and you'll need a compatible laptop. Mobile Broadband is subject to HSDPA service coverage and availability. The maximum network speed that you can get with this service is 2Mbps. Pay Monthly: You can only buy the pay monthly version of Web 'n' walk Plus Daily if you are already a T-Mobile pay monthly customer. You'll also need to pass our credit check. You will be charged £4 for each day that you use your new Web 'n' walk Plus daily service. Pay monthly Web 'n' walk Plus Daily includes access to T-Mobile HotSpots in the UK. You will also have to accept the HotSpots' terms and conditions before you use that service. To cancel your Web 'n' walk Plus Daily service, call us on 150 from your T-Mobile phone or 08454 122 222 (charged at local rate). If you tell us that you want to cancel your existing pay monthly plan, we will cancel your Web 'n' walk Plus Daily service at the same time. Pay As You Go: Once you have topped up your account, you will be charged £4 for each day that you use Web 'n' walk Plus Daily. If you don't use Web 'n' walk Plus Daily for 180 days, your service will automatically be cancelled. Your USB Modem won't work again once your Web 'n' walk Plus Daily service is cancelled and if you are using the service on a pay as you go basis you will lose any unused credit on your account. SMS sent to the customers of UK mobile networks using your USB and day pass are 10p each. *To ensure a high quality of service for all our customers, a fair use policy of 3GB (of data both sent and received in the UK) per month applies. We will measure your month's use by looking at your total day pass usage in a calendar month. If you exceed 3GB per month, we may tell you to reduce your future use. If you again exceed 3GB per month, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you exceed 3GB per month for a third time, we may tell you that we are going to apply further network protection controls, resulting in a reduced network speed until you upgrade your price plan to include a larger data allowance. We do not permit use of this service for internet phone calls. Roaming charges apply. (These terms apply from January 2008, ask for details of terms before that time).
- 19 Subject to connection to a pay monthly voice plan. If you remove a Web 'n' walk monthly option from your account the £1 a day terms will then apply. Includes access to T-Mobile HotSpots in the UK. You will also have to accept the HotSpots' terms and conditions before you use that service. Compatible laptop and handset 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 of 3GB (of data sent and received in the UK) per month applies. If you exceed 3GB per month, we may tell you to reduce your future use. If you again exceed 3GB per month, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you exceed 3GB per month for a third time, we may tell you that we are going to apply further network protection controls, resulting in a reduced network speed until you upgrade your price plan to include a larger data allowance. We do not permit use of this service for internet phone calls. Roaming charges apply. (These terms apply from January 2008, ask for details of terms before that time).
- 20 Available only to customers with an existing Relax + web'n' walk, Flex + web'n' walk or U-Fix + web'n' walk plan. 'Web 'n' walk Plus terms will then apply, please refer to footnote 18.
- 21 Subject to connection to a pay monthly voice plan. If you remove a Web 'n' walk monthly option from your account the £1 a day terms will then apply. Includes access to T-Mobile HotSpots in the UK. You will also have to accept the HotSpots' terms and conditions before you use that service. Compatible laptop and handset 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 of 10GB (of UK data both sent and received) per month applies. If you exceed 10GB per month, we may tell you to reduce your future use. If you again exceed 10GB per month, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you exceed 10GB per month for a third time, we may tell you that we are going to apply further network protection controls, resulting in a reduced network speed until you upgrade your price plan to include a larger data allowance. Roaming charges apply. (These terms apply from January 2008, ask for details of terms before that time).
- 22 Existing T-Mobile (excluding T-Mobile US) postpay customers only. 75p for 10 minutes rate automatically applies when using T-Mobile HotSpots in the UK. In addition, it costs £1 for 10 minutes rate when using BT Openzone owned and operated HotSpots in the UK. HotSpot terms and conditions apply. Username and password are non-transferable.
- 23 Existing pay monthly (excluding U-Fix) T-Mobile customers only. Subscription provides unlimited use (subject to the following fair use policy) of T-Mobile HotSpots in the UK and 300 minutes a month to use at 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). We reserve the right to vary this policy, but will notify you if we do. Subject to a single, immediately repeatable, session of 6 hours in duration. HotSpot terms and conditions apply. Username and password are non-transferable.
- 24 The messages received come in the form of a text, MMS or Wap push (text with a link to an internet page). These are services that are accessed via the interactive SIM or by sending a text. Where the text includes a link to an internet page Web 'n' walk browsing charges may apply. In all cases, customers are only charged for messages received, not messages sent. Some services are subscription services and are charged per message received. You can unsubscribe by replying STOP to the last message you received.

- 25 Compatible 2G or 3G handset and 2G coverage required. Texts to 60247 are free. Web 'n' walk browsing charges will apply until you enter the 24-7 site unless you are a pay monthly customer with a Web 'n' walk price plan or option. For personal use within the UK only. This service is provided to you by T-Mobile (50%) and by Sky (50%). Clips cost 50p each or you can take out a monthly subscription for access to unlimited clips for £5 a month. Monthly subscription for UK use lasts for 31 days from time and date of activation. You will be charged each month until you cancel your subscription via the 24-7 site. You need to cancel at least 1 hour before your renewal date or you will be charged for the next month's subscription. T-Mobile and/or Sky may suspend, amend or withdraw any part of the service without notice to you. You must not (nor help anyone else to) copy (except as permitted by law), redistribute or relay the whole or any part of the service, sell or charge others for making use of the service in any way or show (whether for free or for a charge) any part of the service in public. If you download any video clip, you are responsible for ensuring that your phone has enough memory space to accommodate it. T-Mobile is not responsible or liable for any loss or damage caused by any using the 24-7 service, including but not limited to any loss caused by the incompatibility of any software associated with the service with your handset. Although T-Mobile will charge you for access to this service, these channels are provided to you by Sky. You must accept Sky's terms and conditions to access the service.
- 26 Text allowances include text messages sent from the UK to any UK mobile operator's customers including text messages sent via Group Text, access to RNID Typetalk via BT RelayAssist but excludes all other text messages including text message options and texts sent whilst abroad. Your text allowance will remain on your account until you ask us to remove it.
- 27 Interactive text allowances apply to text and MMS services which were available for customers who joined before 12 November 2003 and who have already added the allowance to their account.
- 28 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.
- 29 The service will become unavailable from 28th February 2008, and those customers who currently do use it, will no longer be able to do so.
- 30 Run on rate is £3.00 per MB. GPRS/3G allowance is UK only (inc. VAT).
- 31 Run on rate is £1.00 per MB. GPRS/3G allowance is UK only (inc. VAT).
- 32 Run on rate is 75p per MB. GPRS/3G allowance is UK only (inc. VAT).
- 33 Downloads and internet services are available via T-zones and/or Web 'n' walk either for downloading or streaming. Web 'n' walk browsing charges apply within T-zones and for Web 'n' walk however you are not charged for browsing whilst downloading or streaming content that you have bought. Some services are subscription services, as described below.
- 34 The Mobile Jukebox service is available to all T-Mobile customers with a compatible handset. Full track music download tracks cost £1 each, providing a track to download to your handset and one to your computer. Browsing charges apply for accessing t-zones until and after you download a track. Additional charges may apply when using Mobile Jukebox whilst roaming. Subject to coverage.
The tracks on sale in Mobile Jukebox are protected by copyright and are the valuable intellectual property of T-Mobile and/or its partners. You may download a track and accompanying artwork from the Service solely for your personal, non-commercial use. We will tell you how many times you may copy (or "burn") the track to a compact disc. Subject to that, any unauthorised editing, copying, modification, redistribution or other use is expressly prohibited without the prior written consent of T-Mobile or its relevant partners. If you do any of those things without prior consent, you will indemnify and hold T-Mobile (and its partners) harmless against all liability, losses, costs and/or damage resulting from your unauthorised use. The tracks are protected by Digital Rights Management technology. This means you will only be able to play each track on the handset on which it was downloaded. If you change your handset, you can re-download tracks to your new T-Mobile handset from your 'My Music' folder without further charge. You can do this on up to three different T-Mobile handsets per year.
- 35 This is a subscription service. Browsing charges apply for accessing t-zones until and after you download a track. To stop Caller Tunes text STOP to 454545.
- 36 The T-Mobile MobileTV service is for personal use within the UK only. Compatible 3G handset and 3G coverage required. MobileTV service availability is also required. Monthly pass for UK use lasts for 31 days from time and date of activation. Daily pass for UK use lasts for 24 hours from time and date of activation. Web 'n' walk browsing charges will apply to access t-zones until you enter the electronic programme guide unless you are a pay monthly customer with a Web 'n' walk price plan or option. The MobileTV service may contain made or altered for mobile content which will be different to traditional TV broadcasts. T-Mobile may suspend, amend or withdraw any part of the service without notice to you. You must not (nor help anyone else to) copy (except as permitted by law), redistribute or relay the whole or any part of the service, sell or charge others for making use of the service in any way or show (whether for free or for a charge) any part of the service in public. If you download any MobileTV client software, you are responsible for ensuring that your phone has enough memory space to accommodate it. T-Mobile is not responsible or liable for any loss or damage caused by any using the MobileTV service, including but not limited to any loss caused by the incompatibility of any software associated with the service with your handset.
- 37 This is a subscription service. Compatible 3G handset and 3G coverage required. T-Mobile TV service availability is also required.
For personal use within the UK only. This service is provided to you by T-Mobile (50%) and by Sky (50%). Monthly subscription for UK use lasts for 31 days from time and date of activation. You will be charged each month until you cancel your subscription via the electronic programme guide. You need to cancel at least 24 hours before your renewal date or you will be charged for the next month's subscription. Web 'n' walk browsing charges will apply until you enter the electronic programme guide unless you are a pay monthly customer with a Web 'n' walk price plan or option. The MobileTV service may contain made or altered for mobile content which will be different to traditional TV broadcasts. T-Mobile and/or Sky may suspend, amend or withdraw any part of the service without notice to you. You must not (nor help anyone else to) copy (except as permitted by law), redistribute or relay the whole or any part of the service, sell or charge others for making use of the service in any way or show (whether for free or for a charge) any part of the service in public. If you download any MobileTV client software, you are responsible for ensuring that your phone has enough memory space to accommodate it. T-Mobile is not responsible or liable for any loss or damage caused by any using the MobileTV service, including but not limited to any loss caused by the incompatibility of any software associated with the service with your handset. Although T-Mobile will charge you for access to this service, these channels are provided to you by Sky. You must accept Sky's terms and conditions to access the service.
- 38 In order for you to use and participate in the Be On TV service you must agree to the terms and conditions of T-Mobile (UK) Limited and YoSpace Technologies Limited (on behalf of Endemol B.V.) as service providers. You can be any age to use and access this service, however in order to receive commission for one of your videos through a PayPal account you will need to be 18 or over. To make this service work, you'll need a compatible handset and GPRS/3G coverage. It will cost you the price of a standard MMS to submit any video. It costs 5p to post a comment. If your video is posted on the service, it is available to other users to download. They can then copy and forward it to other people as much as they like. Browsing charges apply before and after you download a video or when you post a comment. Roaming charges will apply if you are accessing this service outside the UK. Our other terms and conditions are available for you to view before you access the service.
- 39 To use My Social Sites you'll need a compatible phone, which has the software on it. If you have a compatible phone, but not the software, don't worry as you can download it for free by texting the word SOCIAL to 22222 from your T-Mobile phone. When you're set up with My Social Sites you'll get texts when you have new messages, comments or friend requests from any social networking sites that support this feature. If you don't want to receive these texts, just tell us by texting the word STOP to 3063. It's free to check any messages, comments or friend requests that have been sent to you. However, if you want to reply to a message or comment, or respond to a friend request it will cost you 5p for each response that you send, or 20p if it contains a photo. You can browse and update your own profile for free on My Social Sites. However, if you want to check out your friends' profiles or galleries, and search for new friends it will cost you 20p for 24 hours access to each website that you visit, although you won't incur any browsing charges whilst you are there. If you want to use My Social Sites when outside of the UK you'll have to pay roaming charges. Any updates you make to your profile, or messages you send to friends' sites will show next time you log on to the site from a PC or Mac. Some social networking websites may look different on your phone. At T-Mobile we have an 'acceptable use policy' which is there to protect you, us and others from unacceptable content. To use My Social Sites you have to agree to this policy, which can be read along with the rest of our legal stuff by going to www.mobile.co.uk/mysocialsites
- 40 Please note once this service has been requested, standard WAP browsing charges will apply as per the customers price plan.

| | | Inc VAT | Exc VAT |
|--|-------------------------|---------|---------|
| SideKick service pack ⁴¹ | per month | Free | Free |
| Call restriction ⁴² | set-up | £3.53 | £3.00 |
| | per month | 59p | 50p |
| Fax Messaging ⁴³ | per month | £1.50 | £1.28 |
| Voicemail Extra | per month | £1.50 | £1.28 |
| Fax and Data Plus | set-up charge | £35.00 | £29.79 |
| 0800 type numbers for mobiles (eg. 0800, 0808) ⁴⁵ | per month | £8.81 | £7.50 |
| Instant Email | per month ⁴⁴ | £10.00 | £8.51 |

Charges (per minute) for calls received on 0800 type numbers for mobiles

| | | |
|---|-----|-------|
| Daytime ⁴⁶ (Monday–Friday 8am–6pm) | 17p | 14.5p |
| Evening/weekend ⁴⁷ (all other times) | 10p | 8.5p |
| Additional divert charge ⁴⁷ | 5p | 4.3p |

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

42 Available only to business registered customers.

43 Fax messaging service also requires Voicemail Extra. Retrieval of faxes via the fax messaging service is charges as per diverted calls.

44 First 3MB of Wap GPRS/3G is included. Thereafter a run on rate of £1.00 per MB. For Web 'n' walk customers a charge of £5 inc VAT applies. Instant Email is subject to a fair use policy of 50MB of data per month. if a customer exceeds 50MB in a given month, we may request the customer reduce their usage of the service. if usage of the Instant Email service continues to exceed 50MB per month, T-Mobile may move the user to another Instant Email plan and they may lose the right to move back to the original Instant Email plan. Access to and use of any other web based email service or web browsing via GPRS/3G is not covered by this fair use policy. We reserve the right to vary this policy but will notify you if we do. You will need a Blackberry Phone to use this service.

45 This service is no longer available for purchase to customers, however customers who purchased this service before May 2003 continue to be treated with the charges detailed.

46 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.

47 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.

8 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 ⁴⁸ per month | £1.50 | £1.27 |
| E-statement re-issue ⁴⁹ | £2.50 | £2.12 |
| Unsuspend or reconnection | £23.50 | £20.00 |
| Unlock mobile phone for use on another compatible network ⁵⁰ | £15.00 | £12.77 |
| Repeated satisfaction guarantee claims | £23.50 | £20.00 |

48 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.

49 Available to business registered customers, invoice receivers only.

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

Payment related services and charges

| | | |
|--|-------------|-------|
| Separate payment handling charge if you pay your bill by methods other than by direct debit, internet or telephone banking ⁵¹ | per bill | £3.00 |
| Payment failure - cheques, credit cards and direct debit | per failure | £5.00 |

51 Consumer plans only. Some business customers may, at T-Mobile's discretion, receive this service for free. The cost of the telecommunications services remains the same, irrespective of the payment method used.

International and roaming call charges

Call charges from the UK to abroad⁵⁴

- SMS and MMS calls from the UK to abroad are charged at 20p (including VAT).

| | Any time | | | |
|--|----------------------|---------|------------------|---------|
| | International option | | Standard charges | |
| Calls made to zones | Inc VAT | Exc VAT | Inc VAT | Exc VAT |
| Zone 1, Europe ⁵² | 20p | 17.02p | 70p | 59.57p |
| Zone 2, Ireland, Channel Islands and Isle of Man | 15p | 12.77p | 50p | 42.55p |
| Zone 3, USA and Canada | 10p | 8.51p | 70p | 59.57p |
| Zone 4, Australia and New Zealand | 30p | 25.53p | 70p | 59.57p |
| Zone 5, Rest of World ⁵³ | 80p | 68.08p | £1.30 | £1.11 |
| Satellite numbers | £5.00 | £4.26 | £5.00 | £4.26 |

UK to Abroad Passes⁵⁴

| | Inc VAT | Exc VAT |
|----------------------------------|---------|---------|
| International option (per month) | £2.50 | £2.13 |
| International Light | £2.50 | £2.13 |
| Mobile Rate ^{55, 56} | 20p | 17.02p |
| Fixed Rate ^{55, 56} | 20p | 17.02p |
| International Max | £5.00 | £4.25 |
| Mobile Rate ^{55, 56} | 15p | 12.76p |
| Fixed Rate ^{55, 56, 57} | 4p | 3.40p |

| | Inc VAT | Exc VAT |
|--|---------|---------|
| International pass 125mins ^{58, 61} | £5 | £4.25 |
| International pass 50mins ^{59, 61} | £5 | £4.25 |
| International pass 50mins ^{60, 61} | £7.50 | £6.38 |

52 Europe EEA countries included are as follows: Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican.

53 All calls to Ascension Island, Chile, Telespazio Satellite (EMSTAT), Guinea-Bissau, Mayotte & Comoros, Niue, Papua New Guinea, Sao Tome & Principe, Solomon Islands, St Helena, Tokelau, Tuvalu, Vanuatu and Wallis & Futuna are currently barred.

54 Call charges are in pence for a one minute direct dial voice, fax or data call originating within from the UK with per second billing. Depending on when you joined and what price plan you are on, a minimum call charge will apply to these calls. If you joined Flex on a 12 or 18 month plan from 15 August 2007 onwards or a Flex + Web'n'Walk plan from 17 October 2007 onwards or a U-Fix plan from 1 November 2007 onwards or a Solo or Combi plan from 1 May 2008 onwards, then a minimum one minute call charge will be applied to your calls. All other pay monthly customers will be charged a minimum call charge of up to a maximum of 5p per minimum call charge.

55 Australia, Austria, Bangladesh, Bulgaria, Canada, China, Croatia, Czech Rep, Denmark, Estonia, Finland, France, Germany, Ghana, Hong Kong, Hungary, India, Indonesia, Ireland, Italy, Israel, Jamaica, Japan, Korea, Latvia, Lithuania, Malaysia, Netherlands, New Zealand, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovak Rep, Slovenia, South Africa, Spain, Sri Lanka, Taiwan, Thailand, Trinidad & Tobago, Turkey and USA.

56 Only available on the flex range of price plans plus all its variables and all future tariffs. Not available to business registered customers on these tariffs.

57 Fixed rate of 4p always applies to USA and Canada irrespective of call type.

58 Applicable to Canada & USA only.

59 Applicable to Australia, Austria, Belgium, Bulgaria, Channel Islands, China, Croatia, Cyprus, Czech Rep, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Isle of Man, Israel, Italy, Latvia, Lithuania, Luxembourg, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Slovak Rep, South Africa, Spain, Sweden, Switzerland, & Turkey.

60 Applicable to Bangladesh, Jamaica, Nigeria, Sri Lanka & Trinidad & Tobago.

61 Only available on the flex range of price plans plus all its variables and all future tariffs. Outside the pass allowance your calling rate is related to the option chosen. Please note international Light or Max takes precedent over International option.

Call charges whilst roaming 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/+44 7953 966150) 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.
- You can't make Video Calls whilst abroad.

| | Anytime | | |
|---|-----------------------|-----------------------------------|--|
| | Calls made | Call received Standard charges | Calls received International option |
| | Inc VAT ⁶² | Inc VAT ⁶² | Inc VAT ⁶² |
| Calls made or received in zones | | | |
| Zone 2, Europe (EEA ⁶³) | 38p | 19p | 19p |
| Zone 3, Europe (non-EEA ⁶⁴) | 55p | 55p | 20p |
| Zone 1, Ireland, Channel Islands and Isle of Man | 38p | 19p | 15p |
| Zone 4, USA and Canada | 55p | 55p | 50p |
| Zone 5, Australia and New Zealand | 75p | 70p | 30p |
| Zone 6, Rest of World ⁶⁵ | £1.40 | £1.30 | £1.00 |
| Calls to (from all zones) | | | |
| Satellite numbers | £1.80 | £1.80 | £1.80 |
| Premium numbers ⁶⁶ | n/a | n/a | n/a |
| Text message charges (per message) | | | |
| To other T-Mobile UK customers ⁶⁷ | 40p | n/a | n/a |
| To other UK mobile operators' customers ⁶⁷ | 40p | n/a | n/a |
| To non-UK mobile operators' customers ⁶⁷ | 50p | n/a | n/a |

62 Where applicable.

63 Europe EEA countries included are as follows: Austria, Azores, Belgium, Bulgaria, Canary Islands, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guinea, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Lithuania, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden & Vatican.

64 Europe non-EEA countries included are Andorra, Faroe Islands, Switzerland.

65 All calls from Antarctic Australian Territory, Comoros and Mayotte, Micronesia, Niue, Kiribati, Palau, Papua New Guinea, Solomon Islands, St Helena, Telespazio Satellite, Tokelau, Tuvalu, Vanuatu, Wallis and Futuna are currently barred. Other destinations may be barred, please refer to Customer Services for details.

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

67 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 |
| Pakistan | Mobilink |
| 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** - £1.00 per 10 mins Inc VAT ⁶⁸
- **Zone 1b** - £1.00 per 10 mins ⁶⁹
- **Zone 2** - £0.60 per 10 min ⁷⁰

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

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

70 Includes T-Mobile partner network wi-fi sites in U.S.A., Malaysia, India, Jamaica, Bermuda, Hong Kong, Singapore, United Arab Emirates.

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/3G 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/3G (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/3G (per MB) |
|----------------|-------------------------|----------------|---------------------------------|---------------------------------|
| BlackBerry | - | £16.50 | £1.00 | £1.00 |
| BlackBerry Max | Unlimited ⁷¹ | £35.50 | n/a | n/a |

71 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 up 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.
- **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.
- **VAT** All Our Charges are exclusive of VAT. You shall pay an amount inclusive of VAT. The standard rate of VAT in the UK is currently 17.5%. If the rate is increased the amount that you pay will automatically be increased by an equivalent amount (meaning that the amount in the inc VAT column of our charges table will be revised upwards to reflect the rate increase).
- 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 subcategories 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. Customers should look at the roaming section within this document for the minimum call charge for roaming calls.
- **Allowances and options**
 - a) 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.
 - b) 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.
 - c) 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.
- 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.
- GPRS/3G 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/3G 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/3G 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 endeavours 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.
- **Terminating your agreement with us**
You can terminate your agreement with us at any time by calling customer services. Your agreement will terminate one calendar month from when we receive your call stating that you wish to terminate the agreement. You are free to change your mind and call us to restore your agreement at any time during that month's notice period. You must pay as everything you owe us if you terminate your agreement with us. If you are terminating once your existing minimum term contract has run out, you will be responsible for all charges including the price plan charges up to and including the date that your agreement terminates. If you are terminating whilst you are within your existing minimum term, a cancellation charge will apply. We calculate a cancellation charge by firstly adding together all outstanding monthly (or other periodic) monthly charges (or any other charges stated in the terms and conditions for any service) for the remainder of your minimum term. We then take off 4% of that figure to get the final charge.



LOW CHLORINE
P A P E R



SUSTAINABLE
F O R E S T S

MC/24545/0508
70000046
Information correct as at
1st May 2008.