

What it costs

Business SIM-Plan¹.

	Business SIM-Plan (30 day)	Business SIM-Plan (6 months)	Business SIM-Plan (12 months)
	Exc VAT	Exc VAT	Exc VAT
Monthly line rental for contract length	£30.00	£27.50	£25.00
Contract length	30 days	6 months	12 months
Inclusive allowance			
Inclusive minutes (each month) to call customers of UK mobile networks and numbers starting with 01,02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	2000	2000	2000
Inclusive texts (each month) to text customers of UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) at any time.	Unlimited	Unlimited	Unlimited
Maximum number of users	1	1	1
Rollover	No	No	No

Call charges (per minute) for voice, fax and data calls

Calls to other T-Mobile UK customers	8.51p	8.51p	8.51p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	10.21p	10.21p	10.21p
Calls to other UK mobile operators' customers	29.79p	29.79p	29.79p

Text message charges (per message)

To other T-Mobile UK customers ^{2,3}	10.21p	10.21p	10.21p
To other UK mobile operators' customers ^{2,3}	10.21p	10.21p	10.21p
To non-UK mobile operators' customers ^{2,3}	17.02p	17.02p	17.02p

All numbers prefixed by (exc VAT)⁴

0870/0871/0844/0845	12p per minute		
0800, 0500	Call charges from	Free	to 8.51p per minute
0808	Call charges from	Free	to 8.51p per minute
All other 08 ⁵	Call charges from	Free	to £2.13 per minute

Prices for additional services that can be added to your price plan.

BlackBerry	Per month
Unlimited BlackBerry Internet Email and Internet	£5.00
Unlimited BlackBerry Business Email and Internet	£10.00

Prices correct as at 15th April 2009.

The legal stuff you need to know:

- 1 Business SIM Plan gives you 2,000 inclusive minutes and unlimited texts from the UK to customers of UK mobile networks and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. You can get or add up to 30 Business SIM Plans to your account. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this. You'll also need to register (if you haven't already) as a business customer and pass our standard credit checks. Unless you join our 30 day plan, you'll need to promise to stay with us for a minimum term of either 6 or 12 months. If you decide to upgrade or cancel your Business SIM Plan, you'll need to give 30 days notice to us by phone. We'll issue you a final bill at the end of the 30 days to cover the notice period, any services used and any charge that will apply if you leave before the end of any minimum term.
- 2 Applies to messages sent from you rmobile phone from the UK or via the T-Mobile website; www.t-mobile.co.uk
- 3 You will be charged for messages sent to non GSM networks.
- 4 All numbers prefixed by 08 or 09 are not included in your allowance
- 5 Please call customer services on 150 or go to www.t-mobile.co.uk/08-09 for further information about charges for specific numbers starting with 08 or 09

Life's for Sharing



Points to note.

- Your **inclusive allowance** (shown on your bill as 'allowance') is the amount you have to spend on selected T-Mobile service each month. Your inclusive minutes and text allowance exclude calls to the T-Mobile WAP service, calls or texts to International destinations, calls or texts made whilst abroad and calls to numbers prefixed with 08 or 09. Additional charges will apply to these types of calls.
- All additional charges can be found by looking at our 'Non Standard Charges' what it costs leaflet, or by calling customer services on 150.
- 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.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount used** by calling T-Mobile account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry. In the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- **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.
- All charges are stated exclusive of Value Added Tax.
- 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 the final figure. All chargeable calls will be subject to a minimum charge per call of 4.26p exc VAT unless otherwise stated.
- For charges for making calls from the UK to International numbers, see the 'Non Standard Charges' what it costs leaflet.
- **A call ends when:**
 - a) you end the call on your device;
 - 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.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within two weeks of becoming a customer**. Your first months charge and inclusive minutes will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.



LOW CHLORINE
P A P E R



SUSTAINABLE
F O R E S T S

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Information correct as at
15th April 2009.