

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).



Price for additional calls and texts that are not included in your price plan.¹

		Inc VAT	Exc VAT
Call charges for a one minute direct dial call (unless otherwise stated)			
Calls to T-Mobile UK customer service advisor (150) ²			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 ³	
International operator assistance (155)	per minute ⁴	£1.50	£1.28
UK and international directory enquiries (118xxx) ⁵	(Group 1) ⁶	60p	51p
	(Group 2) ⁶	65p	55.3p
	(Group 3) ⁶	75p	63.8p
	(Group 4) ⁶	£1.00	85p
	(Group 5) ⁶	£1.50	£1.28
	(Group 6) ⁶	£2.50	£2.13
Emergency calls (999, 112)			Free
Blind and disabled directory enquiries (195) ⁷			Free
Access to RNID Typetalk™ via BT RelayAssist		10p	8.51p
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ⁸		Same as texts to other UK mobile operators' customers	
Text Messaging via the T-Mobile UK website		Charged as your price plan rate ⁹	
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 ¹⁰		75p	63.8p
Premium plus services ¹⁰		£1.50	£1.28
Higher premium rate services ¹⁰		£2.50	£2.13
Voicemail greetings	per minute ⁴	30p	25p
Multimedia services	per minute ¹¹	10p	8.5p
Higher multimedia services	per minute ⁴	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) ¹²		10p	8.5p
(using GPRS/3G, per MB sent/received) ¹³		£7.50	£6.38

Special Access numbers¹⁴

	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)

0870, 0871, 0844, 0845 ^{15,16,17}	Majority cost the same as calls to inclusive 01, 02, 03 numbers in your price plan 'What it costs' document		
0800/0500 ¹⁵	Call charges from	Free	to 10p
0808 ¹⁵	Call charges from	Free	to 10p
All other 08 ^{15,17}	Call charges from	Free	to £2.50

1 Unless otherwise stated in your price plan WIC.

2 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).

3 Refer to relevant price plan for call charges.

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

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

6 Subject to a 1 minute minimum call charge.

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

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

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

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

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

12 CSD refers to Circuit Switched Data. Please refer to footnote 30.

13 GPRS refers to General Packet Radio Service.

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

15 All numbers prefixed by 08 or 09 are excluded from your allowance. For minimum call charge, please refer to your price plan 'What it costs' document.

16 The majority of calls to these number ranges will cost the same as a fixed line call on your price plan (but not within allowance), if you are on a Flex plan from 2006 onwards, a Combi, SOLO, just SIM, MyFaves or Family plan, or if you joined Freetime or Everyone off-peak from 2006 onwards. If you are not on these plans, the charge will be 10p in the majority of calls, with some exceptions.

17 Please go to www.t-mobile.co.uk/08-09 for further information about charges for specific numbers starting with 08 and 09.

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 one of these countries 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, e.g. skype, 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 travelling will be charged as per the normal travelling 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 travelling will be charged as per the normal travelling Voicemail service. Group Voice Messages sent will be charged as though you were in the UK.

Prices for additional services that can be added to your price plan and used on a one-off, or on a monthly rolling basis.

Internet Services		Inc VAT	Exc VAT
Using your handset: web n'walk per day and per month			
Web'n' walk (£1 a day for pay monthly customers) ¹⁸	(per KB sent/received)	0.73p	0.62p
Web'n' walk ¹⁹	per month	£7.50	£6.38
Using your handset or your laptop			
Mobile Broadband Plus ²¹	per month	£12.50	£10.64
Mobile Broadband Plus upgrade ^{21, 22}	per month	£5.00	£4.25
Mobile Broadband Max ²³	per month	£22.50	£19.15
Mobile Broadband Max upgrade ²⁴	per month	£15.00	£12.77
Using your laptop			
Mobile Broadband Plus Daily ²⁰	per day	£2.00	£1.70
Email			
Instant Email on BlackBerry booster ²⁵		£7.50	£6.38
Instant Email on BlackBerry & Web'n'Walk booster ²⁶		£12.50	£10.64
BlackBerry Internet Email ²⁷		£5.00	£4.25
T-Mobile HotSpot Access			
HotSpot Access in the UK ²⁸	10 minutes	75p	63.8p
HotSpot Unlimited Subscription ²⁹	per month	£10.00	£8.51
Text and MMS Alert services³⁰			
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 ³¹			£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
Download, Internet and Entertainment Services³²			
Mobile Jukebox Full Track ³³		£1	85p
Mobile Jukebox Albums ³³			From £6 to £20
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 ³⁴		£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 ³⁵		£1 for 24 hrs or £3.50 per month	
Sky TV ³⁶			£5 per month
Be on TV ³⁷			Standard MMS charge. 5p per post
My Social Sites ³⁸			20p for 24 hours
Streetmap ³⁹	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
Talk and Text Boosters			
Talk Boosters			
Unlimited Landline Talk Booster ⁴⁰		£7.50	£6.38
Unlimited T-Mobile to T-Mobile Talk Booster ⁴¹		£7.50	£6.38
Unlimited Weekends Talk Booster ⁴²		£7.50	£6.38
Unlimited Evenings Talk Booster ⁴³		£7.50	£6.38
Text Boosters			
Unlimited Text Booster ⁴⁴		£10	£8.51
Unlimited Weekends Text Booster ⁴⁵		£5	£4.25

Instant Messaging

30 Day pass ⁴⁹	£3.00	£2.55
7 Day pass ⁴⁹	75p	63.8p

Other

		Inc VAT	Exc VAT
Text allowance ⁴⁶	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 ⁴⁷	25 text messages	£2.00	£1.70
Picture Messaging allowance ⁴⁸	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 ⁵⁰	30 minutes	£2.50	£2.13
GPRS/3G allowance internet bundles	1MB ⁵¹	£2.00	£1.70
	6MB ⁵¹	£5.00	£4.25
	12MB ⁵¹	£10.00	£8.51
	20MB ⁵¹	£15.00	£12.77
	55MB ⁵²	£25.00	£21.28
	110MB ⁵²	£40.00	£34.04
	256MB ⁵²	£55.00	£46.81
	512MB ⁵³	£70.00	£59.57
	1024MB ⁵³	£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

- 18 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 are a pay monthly customer who doesn't have web'n'walk included in your plan or added to your account as a booster, a web'n'walk day pass costs up to £1 a day. We'll automatically charge 0.73p per KB each day (midnight to midnight) when you use web'n'walk until you hit £1 a day and then we won't charge you any more. You'll need a compatible phone and internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This plan comes with a fair use policy of 40MB a day. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our web'n'walk customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use web'n'walk, depending on how often you go over your amount and by how much.
- 19 Web'n'walk option: if you don't have web'n'walk included in your pay monthly plan and you have a web'n'walk compatible phone, you can add a web'n'walk option for an extra £7.50 a month. You can add it by calling us on 879 free from your T-Mobile phone or by visiting My T-Mobile. Your option will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. If you take the option off, if you then use web'n'walk you'll automatically be charged up to £1 a day, see t-mobile.co.uk/lup. You'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This option comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our web'n'walk customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much.
- 20 This is effective from the 10th September 2008. Already a T-Mobile pay monthly customer? You can add our Mobile Broadband Plus Daily plan to your account. You'll need: to pass our standard credit check, a compatible laptop, an enabled device like a USB modem (which you will need to buy) and mobile broadband coverage, check it out at t-mobile.co.uk/mobilebroadband. Remember that you can only use your plan in the UK and you can't use your plan to make internet phone calls. You will be charged £2 for each day (midnight to midnight) that you use your plan. If you want to cancel then just call us. When you ask to cancel your existing pay monthly plan, we'll also cancel your Mobile Broadband Plus Daily plan at the same time. If you don't use your plan for 180 days, we'll cancel your Daily plan for you and your USB won't work again. This plan comes with a fair use policy of 3GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our Mobile Broadband customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much. Up until 28th August, this was £4 a month.
- 21 Already a T-Mobile pay monthly customer? You can add Mobile Broadband Plus to your account and use your phone as an enabled device like a USB modem. If your pay monthly plan already includes web'n'walk, Mobile Broadband Plus will be £5.00 extra a month and if you don't, it will be £12.50 extra a month. Mobile Broadband Plus will stay on your account until you ask us to remove it. You'll need a compatible laptop, compatible phone and mobile broadband coverage. You can check your coverage at t-mobile.co.uk/mobilebroadband. Remember that you can't use your plan to make internet phone calls. If you use your plan outside of the UK, we'll add travelling charges to your pay monthly account, please see the webpage mentioned above for more details. *This plan comes with a fair use policy of 3GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our Mobile Broadband customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much.
- 22 Available to customers with an existing Relax + web'n'walk Plus, Flex + web'n'walk Plus, U-Fix + web'n'walk Plus or Combi + web'n'walk Plus plans.
- 23 Already a T-Mobile pay monthly customer? You can add Mobile Broadband Max to your account and use your phone as an enabled device like a USB modem. If your pay monthly plan already includes web'n'walk, Mobile Broadband Max will be £15.00 extra a month and if you don't, it will be £22.50 extra a month. Mobile Broadband Max will stay on your account until you ask us to remove it. You'll need a compatible laptop, a compatible phone and mobile broadband coverage. You can check your coverage at t-mobile.co.uk/mobilebroadband. If you use your plan outside of the UK, we'll add travelling charges to your pay monthly account, please see the webpage mentioned above for more details. *This plan comes with a fair use policy of 10GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our Mobile Broadband customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much.

- 24 This is effective from 10th September. The legal stuff you need to know: You can add the Mobile Broadband 7 day to your Mobile Broadband Daily pay as you go plan. You'll need and mobile broadband coverage, check it out at t-mobile.co.uk/mobilebroadband. Remember that your Mobile Broadband legal stuff (including the fair use policy) will still apply. You can add a Mobile Broadband 7 day to your Mobile Broadband Plus Daily plan by texting us 7 day free to 441 from your mobile broadband SIM card. It can take up to 30 minutes to add the pass to your account, so we will send you a text to let you know when that's been done. We'll start counting your 7 days the next day. You can then use the pass until midnight 7 days later. We'll let you know when your pass has run out. Once your Mobile Broadband 7 day has run out you'll go back onto Mobile Broadband Daily.
- 25 If you're a pay monthly customer you can buy a booster to get Instant Email on BlackBerry. To get it, simply call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you Instant Email on your BlackBerry. Use of Instant Email on BlackBerry is subject to a fair use policy of 50MB of email data per month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your booster, depending on how often you go over your amount and by how much.
- 26 If you're a pay monthly customer you can buy a booster to get Instant Email on BlackBerry and web'n'walk. To get it, simply call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The booster costs £12.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you and Instant Email on your BlackBerry and web'n'walk. It comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much. For web'n'walk you'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your BlackBerry as a modem or use web'n'walk for peer to peer file sharing or making internet phone calls.
- 27 Connect to a Business 1-Plan, or a Flex plus Web'n'walk plan, on a minimum term contract and add BlackBerry Internet Email at £4.99 extra a month per user. You'll need a BlackBerry phone. Use of BlackBerry Internet Email is subject to a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may ask you to lower their data usage.
- 28 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 when using BT Openzone owned and operated HotSpots in the UK. HotSpot terms and conditions apply. Username and password are non-transferable.
- 29 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.
- 30 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.
- 31 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.
- 32 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.
- 33 T-Mobile customers with the right phone and price plan can use Mobile Jukebox. Unfortunately if you're a T-Mobile Solo Lite customer you won't be able to use the Music Jukebox service using your phone or PC. When you download a full music track or album to your phone you'll get a version for your phone and one for your PC. If you don't have the right phone you can still download music from www.mobile-jukebox.co.uk to your PC. You'll need to be in an area with good network coverage to use Mobile Jukebox. Web'n'walk browsing charges apply while you're using Mobile Jukebox except for when you're downloading music, and if you use Mobile Jukebox abroad you'll incur roaming charges. The tracks and albums on sale in Mobile Jukebox are protected by copyright and are the valuable intellectual property of T-Mobile and/or its partners including its licensor (details of which can be found at www.mcps-prs-alianco.co.uk). You can download music, and accompanying artwork, for your personal, non-commercial use only. We'll tell you how many times you can copy (or "burn") the track or album to a CD. Other than this, any unauthorised editing, copying, modification, redistribution or other use is not allowed without T-Mobile or its partners having approved it in writing beforehand. If you do any of these things without T-Mobile's prior approval, you'll be responsible for all liability, losses, costs and/or damage which T-Mobile (and its partners) incur as a result of your unauthorised use, and you won't claim any losses back from us which result from that use. Digital Rights Management technology protects the tracks and albums. This means you'll only be able to play the music you've downloaded on the phone which you downloaded it to. If you change your phone, you can re-download tracks and/or albums to your new T-Mobile phone from your 'My Music' folder on your PC, without further charge. You can do this on up to three different T-Mobile phones per year.
- 34 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.
- 35 The T-Mobile MobileTV service is only for your personal use within the UK. You'll need a compatible 3G handset and be in 3G coverage. You can select either a monthly subscription or a daily pass. Your monthly subscription lasts for one calendar month from the time and date that you subscribe. You'll be charged each month until you cancel your subscription by following the instructions in the electronic programme guide on your phone. Remember that you will need to cancel your subscription at least 24 hours before your renewal date or you will be charged for the next month's subscription anyway. Your daily pass lasts for 24 hours from the time and date that you activate it. Unlike the monthly pass, the daily pass isn't a subscription. Web'n'Walk browsing charges will apply to access t-zones until you enter the electronic programme guide unless you are on a web'n'walk price plan or have added an option or pass to your account. You may notice that the TV channels 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 Mobile TV 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.

- 36 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.
- 37 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. Travelling 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.
- 38 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 travelling 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, you 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.t-mobile.co.uk/mysocialsites
- 39 Please note once this service has been requested, standard WAP browsing charges will apply as per the customers price plan.
- 40 If you're a pay monthly customer you can buy a booster to get unlimited calls to UK landline numbers. To get it, simply text BoostE to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster simply call 150 from your mobile. Your booster gives you unlimited calls from the UK to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to 08 numbers are not included and can cost from 10p to £2.50 per minute. See www.t-mobile.co.uk/08-09. Once you've bought a booster, the minutes you use will come out of your booster rather than your inclusive allowance.
- 41 If you're a pay monthly customer you can buy a booster to get unlimited calls to other T-Mobile numbers. To get it, simply text BoostF to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster simply call 150 from your mobile. Your booster gives you unlimited calls from your phone to other T-Mobile numbers. Once you've bought a booster, the minutes that you use will come out of your booster rather than your inclusive allowance.
- 42 If you are a pay monthly customer you can buy a booster to get unlimited weekend calls to UK landline and mobile numbers. To get it, simply text BoostD to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk <<http://www.t-mobile.co.uk>>. The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you unlimited calls from one minute in the morning on Saturday to midnight on Sunday every week. Your unlimited calls are from the UK to customers of other UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to 08 numbers are not included and can cost up to £2.50 per minute. See www.t-mobile.co.uk/08-09 <<http://www.t-mobile.co.uk/08-09>>. Once you've bought a booster, the minutes that you use will come out of your booster rather than your inclusive allowance.
- 43 If you're a pay monthly customer you can buy a booster to get unlimited evening calls to UK landline and mobile numbers. To get it, simply text BoostG to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk <<http://www.t-mobile.co.uk>>. The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you unlimited calls from 7pm to 7am from Monday-Friday each week. Your unlimited calls are from the UK to customers of other UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to 08 numbers are not included and can cost up to £2.50 per minute. See www.t-mobile.co.uk/08-09 <<http://www.t-mobile.co.uk/08-09>>. Once you've bought a booster, the minutes that you use will come out of your booster rather than your inclusive allowance.
- 44 If you're a pay monthly customer you can buy a booster to get unlimited texts. To get it, simply text BoostH to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The booster costs £10 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster simply call 150 from your mobile. Your booster gives you unlimited texts from the UK to the customers of the other UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Once you've bought a booster, the texts that you send will come out of your booster rather than your inclusive allowance.
- 45 If you're a pay monthly customer you can buy a booster to get unlimited weekend texts. To get it, simply text BoostB to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The booster costs £5 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster simply call 150 from your mobile. Your booster gives you unlimited texts from one minute in the morning on Saturday until midnight on Sunday each week. Your unlimited texts are for texts from the UK to customers of other UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Once you've bought a booster, the texts that you send will come out of your booster rather than your inclusive allowance.
- 46 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 Tynetalk 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.
- 47 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.
- 48 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.

- 49 To get access to T-Mobile Instant Messaging you need to have the right phone and the right software on your phone. If you don't have it already loaded on your phone, you may be able to download it to your phone for free by going to t-mobile.co.uk/instantmessaging. Once you've got the right software, you only need to buy a T-Mobile Instant Messaging Booster to get access to instant messaging services from our partners Windows Live Messenger, Yahoo! Messenger, AOL and ICQ. You'll need to have set up an account with your chosen partner from your computer first and you can then log into your account as usual from your phone. You'll then get most of the features that you're used to, apart from things like picture or video messaging, group messaging and the ability to make internet phone calls. Remember that T-Mobile Instant Messaging is for your personal use only and that all our passes run on UK time. Our IM 24 hour Booster is for use in the UK and lasts for 24 hours from when you buy it. You'll know it's expired when we ask you to buy a new Booster. Our IM 30 day Booster is for use in the UK and lasts for 30 days. We'll start counting at midnight on the day you buy it and your Booster will expire at midnight 30 days later. You'll know it's expired when we ask you to buy a new Booster. Our 24 hour Travel Booster is for use in up to 130 countries around the world including the USA and most of Europe- check out the list at t-mobile.co.uk/services/going-abroad/details-by-country/ before you go. You'll know your Booster has expired when we ask you to buy a new Booster. You'll get 30 days free use in the UK from the first time that you log into T-Mobile Instant Messaging from your phone. We'll start counting at midnight on the day you buy it and your Booster will expire at midnight 30 days later. You'll know it's expired when we ask you to buy a new 24 hour or 30 day Booster.
- 50 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.
- 51 Run on rate is £3.00 per MB. GPRS/3G allowance is UK only (inc. VAT).
- 52 Run on rate is £1.00 per MB. GPRS/3G allowance is UK only (inc. VAT).
- 53 Run on rate is 75p per MB. GPRS/3G allowance is UK only (inc. VAT).

Prices for additional services you can add to your price plan for a minimum period of 6, 12, 18 or 24 months.

		Price per month	
		Inc VAT	Exc VAT
Using your Handset			
Web'n'Walk Booster ⁵⁴	6 months	£5.00	£4.25
Web'n'Walk Booster ⁵⁵	12,18, 24 months	£5.00	£4.25
Email			
Instant Email on BlackBerry Booster ⁵⁶	12,18, 24 months	£5.00	£4.25
Instant Email on BlackBerry and Web'n'Walk Booster ⁵⁷	12,18, 24 months	£10.00	£8.51
Using your handset or your laptop			
Mobile Broadband Plus Booster ⁵⁸	12,18, 24 months	£10.00	£8.51

- 54 If you're a pay monthly customer and you have a web'n'walk compatible phone, you can buy a Booster to get web'n'walk for each month for 6 months. Simply text WEB12 to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk <<http://www.t-mobile.co.uk/>>. The Booster costs £5 a month and you'll need to promise to pay that extra £5 each month for 6 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your web'n'walk Booster before the end of these 6 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on if you are on a 12, 18 or 24 month contract), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your web'n'walk Booster. Your Booster gives you web'n'walk on your phone. You'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This Booster comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much.
- 55 If you're a new or renewing/upgrading pay monthly customer and you have a web'n'walk compatible phone, you can buy a Booster to get web'n'walk each month for 12,18 or 24 months. Simply text WEB12 to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The Booster costs £5 a month and you'll need to promise to pay that extra £5 each month for 12, 18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your web'n'walk Booster before the end of these 12,18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on whether you have a 12, 18 or 24 month Booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your web'n'walk Booster. Your Booster gives you web'n'walk on your phone. You'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This Booster comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much.
- 56 If you're a new or upgrading/renewing pay monthly customer you can buy a Booster to get Instant Email on Blackberry for 12, 18 or 24 months. To get it, simply call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The Booster costs £5 a month and you'll need to promise to pay that extra £5 each month for 12,18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your Instant Email on Blackberry Booster before the end of these 12, 18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on whether you have a 12, 18 or 24 month Booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your Instant Email on Blackberry Booster. Your Instant Email on your Blackberry Booster is subject to a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may ask you to lower your data usage. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much.
- 57 If you're a new or upgrading/renewing pay monthly customer you can buy a Booster to get Instant Email on Blackberry and web'n'walk for 12, 18 or 24 months. To get it, simply call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The Booster costs £10 a month and you'll need to promise to pay that extra £10 each month for 12, 18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your Instant Email on Blackberry and web'n'walk Booster before the end of these 12, 18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on if you're on a 12, 18 or 24 month booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your Instant Email on Blackberry and web'n'walk Booster. Your Booster comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much. You'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your Blackberry as a modem or use web'n'walk for peer to peer file sharing or making internet phone calls.
- 58 If you're a new or renewing/upgrading pay monthly customer and you have a compatible phone, you can buy a Booster for 12, 18 or 24 months to use your phone as an enabled device like a USB modem. Simply call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk. The Booster costs £10 a month and you'll need to promise to pay that extra £10 each month for 12, 18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your Mobile Broadband Plus Booster before the end of these 12, 18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on whether you have a 12, 18 or 24 month Booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your Mobile Broadband Plus Booster. You'll need a compatible laptop, compatible phone and mobile broadband coverage. You can check your coverage at t-mobile.co.uk/mobilebroadband. Remember that you can't use your Booster outside the UK or to make internet phone calls. This Booster comes with a fair use policy of 3GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much.

Service options

		Inc VAT	Exc VAT
SideKick service pack ⁵⁹	per month	Free	Free
Call restriction ⁶⁰	set-up	£3.53	£3.00
	per month	59p	50p
Fax Messaging ⁶¹	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) ⁶³	per month	£8.81	£7.50
Instant Email	per month ⁶²	£10.00	£8.51

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

Daytime ⁶⁴ (Monday–Friday 8am–6pm)	17p	14.5p
Evening/weekend ⁶⁵ (all other times)	10p	8.5p
Additional divert charge ⁶⁶	5p	4.3p

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

60 Available only to business registered customers.

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

62 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.

63 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.

64 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.

65 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.

	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 ⁶⁶ per month	£1.50	£1.27
E-statement re-issue ⁶⁷	£2.50	£2.12
Unsuspend or reconnection	£23.50	£20.00
Unlock mobile phone for use on another compatible network ⁶⁸	£15.00	£12.77
Repeated satisfaction guarantee claims	£23.50	£20.00

66 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.

67 Available to business registered customers, invoice receivers only.

68 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 ⁶⁹ per bill	£3.00
Payment failure – cheques, credit cards and direct debit per failure	£5.00

69 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.

Prices for international calls and other international services

Call charges from the UK to abroad⁷²

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

	Any time			
	International option		Standard charges	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Calls made to zones				
Zone 1, Europe ⁷⁰	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 ⁷¹	80p	68.08p	£1.30	£1.11
Satellite numbers	£5.00	£4.26	£5.00	£4.26

UK to Abroad Boosters⁷²

		Inc VAT	Exc VAT
International option (per month)		£2.50	£2.13
International Light (giving you calls at the following rates:)	per month	£2.50	£2.13
Mobile Rate ⁷³	per minute	20p	17.02p
Landline Rate ⁷³	per minute	20p	17.02p
International Max (giving you calls at the following rates:)	per month	£5.00	£4.25
Mobile Rate ⁷³	per minute	15p	12.76p
Landline Rate ⁷³	per minute	4p	3.40p

USA and Canada^{74, 77}

International pass 125 mins	£5	£4.25
International pass 250 mins	£10	£8.51
International pass 500 mins	£20	£17.02

Europe and Australasia^{75, 77}

International pass 50 mins	£5	£4.25
International pass 100 mins	£10	£8.51
International pass 200 mins	£20	£17.02

Caribbean^{76, 77}

International pass 50 mins	£7.50	£6.38
International pass 100 mins	£15	£12.77
International pass 200 mins	£30	£25.53

- 70 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.
- 71 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.
- 72 Call charges are in pence for a one minute direct dial voice, fax or data call originating from within 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 just SIM plan from 1 October 2007 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 2p.
- 73 New or existing Flex, Combi or Solo customer? You can add the Max £5.00 a month or the Light £2.50 a month option to your account at any time by contacting us on 150 from your T-Mobile phone or by visiting a T-Mobile store. We're afraid that this plan isn't for business registered customers and you may have to pay a deposit. We'll let you know when the option has been added to your account, which should be immediately. If you choose Max you'll then get 15p per minute calls to mobiles and 4p per minute calls to landlines in our pick of countries (except to the USA and Canada, when you'll be charged just 4p per minute for calls to mobiles and landlines). If you choose Light you'll then get 20p per minute calls to mobiles and landlines in those countries. Calls are all from the UK (England, Wales, Scotland and N. Ireland) to: Australia, Austria, Bangladesh, Bulgaria, Canada China, Croatia, Czech Rep, Estonia, France, Germany, Hong Kong, Hungary, India, Indonesia, 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 and USA, Ireland, Ghana and Turkey. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you're a Max customer, we have a minimum call charge of 15p (to mobiles) and 4p (to landlines) and for all calls to the USA and Canada). If you're a Light customer, we have a minimum call charge of 20p. Your option will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. Not already a Flex, Combi or Solo customer? To find out if you can change your price plan simply dial 150 from your T-Mobile phone to speak to us.
- 74 Applicable to Canada & USA only. That works out at an equivalent price of just 4p a minute. Your inclusive calls are to the USA and Canada.
- 75 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. That works out at an equivalent price of just 10p per minute.
- 76 Applicable to Bangladesh, Jamaica, Nigeria, Sri Lanka & Trinidad & Tobago. That works out at an equivalent price of just 15p a minute.
- 77 If you're a new Flex, Combi or Solo customer you can add a bundle when you join us. If you are an existing Flex, Combi or Solo customer, you can add a bundle at any time by texting the shortcode of your chosen bundle to 879. We're afraid that this plan isn't for business registered customers and you may have to pay a deposit. We'll let you know when the option has been added to your account. A bundle lasts 42 days, after which it will expire and if you have any unused minutes, you will lose them. You can only have up to 3 of each type of bundle. Your bundle minutes are for all mobiles and landlines in the countries included in your bundle from the UK (England, Wales, Scotland and N. Ireland). Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. We have a minimum call duration of 60 seconds.

Prices for calls and other services whilst travelling 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 travelling.
- For pay monthly customers there is a 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 travelling 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.
- Web'n'walk, Mobile Broadband and Instant Email whilst in the EU¹⁹ is charged at £1.50 a MB and £7.50 if you are in the any other part of the world, or you can add a World Email Booster for £15 a month²⁰. You will never be charged more than £4 a month.
- Multimedia Messaging usage whilst abroad is charged at 20p inc VAT.
- You can't make Video Calls whilst abroad.

	Calls made	Call received Standard charges	Anytime Calls received International option
Calls made or received in zones	Inc VAT ¹⁹	Inc VAT ¹⁹	Inc VAT ¹⁹
Zone 2, Europe (EEA ²⁰)	38p	19p	19p
Zone 3, Europe (non-EEA ²¹)	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 ²²	£1.40	£1.30	£1.00

Calls to (from all zones)

Satellite numbers	£1.80	£1.80	£1.80
Premium numbers ²³	n/a	n/a	n/a

Text message charges (per message)

To other T-Mobile UK customers in zones 1 and 2 ²⁴	25p ²⁵	n/a	n/a
To other UK mobile operators' customers in zones 1 and 2 ²⁴	25p ²⁶	n/a	n/a
To non-UK mobile operators' customers in zones 1 and 2 ²⁴	50p ²⁷	n/a	n/a
To other T-Mobile UK customers in zones 3,4,5 and 6 ²⁵	40p ²⁸	n/a	n/a
To other UK mobile operators' customers in zones 3,4,5 and 6 ²⁵	40p ²⁹	n/a	n/a
To non-UK mobile operators' customers in zones 3,4,5 and 6 ²⁵	50p ³⁰	n/a	n/a

Boosters

Euro Travel Boosters	Allowance	Inc VAT	Ex VAT
Euro Travel 5 Booster ³⁷	£7.50	£5	£4.25
Euro Travel 10 Booster ³⁷	£15.00	£10	£8.51
Euro Travel 20 Booster ³⁷	£30.00	£20	£17.02
Euro Travel 30 Booster ³⁷	£45.00	£30	£25.53

World Email Boosters

World Email Booster ³⁸	Instant Email for 30 days	£15	£12.77
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- 78 If you use email, mobile broadband or web'n'walk in any of the following EU countries and don't have a World Email Booster, or a Euro Broadband Booster it will cost £1.50 per MB you use, and you'll be charged via your T-Mobile bill. The EU countries included are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark (excluding Greenland), Estonia, Finland, France (including Monaco), Germany, Greece, Hungary, Isle of Man, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Poland, Portugal (including the Azores and Madeira), Romania, Slovakia, Slovenia, Spain (including the Balearic Islands and the Canary Islands), Sweden. If you use it in any other country, it'll cost £7.50 per MB. We're afraid that travelling isn't available for Mobile Broadband Plus Daily customers. When you start travelling you may be asked to pay a deposit.
- 79 Where applicable.
- 80 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.
- 81 Europe non-EEA countries included are Andorra, Faroe Islands, Switzerland.
- 82 All calls from Antarctic Australian Territory, Comoros and Mayotte, Mirconesia, 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.
- 83 Premium numbers are determined by our partner networks overseas and vary according to the country visited.
- 84 Any undelivered text messages will be charged at 25p.
- 85 Any undelivered text messages will be charged at 30p.
- 86 Applicable from 30th August 2008.
- 87 You can buy a booster of travel allowance to use for calls and texts in most of Europe. You'll always get 50% more travel allowance than the price you pay. We have four types. So, text EURO 5 to 879 to spend £5 on a booster of £7.50 travel allowance. Or text EURO 10 to 879 to spend £10 on £15 of travel credit. Get £30 travel allowance for £20 if you text EURO20 to 879. Or £45 travel allowance for £30 if you text EURO30 to 879. We'll send you a text to let you know when it has worked and your booster then lasts for 20 days, so if you don't use it you lose it. Remember that the cost will be added to your next bill and that we may ask you for a deposit before you can add the booster to your account. You can only ever buy 3 of each type of travel credit booster. Prior to 1 September: Whilst you are in the countries in our Euro Travel booster zone, calls you make will cost 38p per minute, calls you receive will cost 19p per minute and each text costs 40p. So. Get a £7.50 travel allowance and make up to 19 minutes of calls, receive up to 19 minutes of calls, receive up to 39 minutes of calls or to send up to 18 texts. Or get a £15 travel allowance and make up to 39 minutes of calls, to receive up to 78 minutes of calls or to send up to 37 texts. A £30 travel allowance lets you make up to 78 minutes of calls, receive up to 157 minutes of calls or send up to 75 texts. And a £45 travel allowance lets you make up to 118 minutes of calls, receive up to 236 minutes of calls or send up to 112 texts. From 1 September: Whilst you are in the countries in our Euro Travel booster zone, calls you make will cost 38p per minute, calls you receive will cost 19p per minute and each text costs 25p. So. Get a £7.50 travel allowance and make up to 19 minutes of calls, receive up to 39 minutes of calls or to send up to 30 texts. Or get a £15 travel allowance and make up to 39 minutes of calls, to receive up to 78 minutes of calls or to send up to 60 texts. A £30 travel allowance lets you make up to 78 minutes of calls, receive up to 157 minutes of calls or send up to 120 texts. And a £45 travel allowance lets you make up to 118 minutes of calls, receive up to 236 minutes of calls or send up to 180 texts. Your travel allowance can be used for making and receiving calls whilst in the countries below. Calls are to the customers of UK mobile networks and UK numbers starting with 01, 02 and 03 (apart from Jersey, Guernsey and Isle of Man) and for calls to numbers in the countries in T-Mobile's six travel calling zones (apart from non geographic and premium rate numbers), see t-mobile.co.uk/travel for more details. Your travel allowance can also be used for sending texts to those numbers too. Our Euro Travel booster zone covers the following European countries: Ireland, Isle of Man, Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.
- 88 If you've got an Instant Email or Business Email on BlackBerry plan or Booster, you can buy a Booster to let you check your email when travelling abroad in many countries world-wide. Simply text BBROAM to 879 to buy the Booster, call us on 150 or go to My T-Mobile. Or you can contact your dedicated T-Mobile contact if you're a business customer. The Booster will cost you £15 a month and will be added to your monthly bill. We'll let you know when the option has been added to your account. Your Booster will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. If you don't want the Booster any more simply call us on 150. There's a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may request you lower your data usage. If you don't buy a Booster you'll be charged £1.50 per MB for countries in our Euro Travel Zone and £7.50 per MB for countries in our six travel calling zones up to a maximum of £4 a day (midnight to midnight UK time), see t-mobile.co.uk/travel. Our Euro Travel Zone countries are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

Voicemail charges whilst travelling

- 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 travelling, they will only be charged if they retrieve the voicemail whilst travelling (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 travelling rate for the incoming call; and, at the same time
 - The outgoing per minute travelling rate for making a call and
 2. Retrieving a voicemail
 - The per minute outgoing travelling rate for making a call.

Please note that where travelling 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 travelling call rates.

WorldClass

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

Travelling 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	Gio 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 travelling rates. Premium rate calls, directory enquiries, 0800 type numbers, calls received and Text Messaging will also be charged at standard travelling rates. Details of standard travelling rates can be found at www.t-mobile.co.uk/travel.
- 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 travelling

Zonal travelling rates apply as follows:

- **Zone 1a** - £1.00 per 10 mins Inc VAT ⁸⁹
- **Zone 1b** - £1.00 per 10 mins ⁹⁰
- **Zone 2** - £0.60 per 10 min ⁹¹

89 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.

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

91 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 travelling.

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 ⁹²	£35.50	n/a	n/a

92 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.

- **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 travelling section within this document for the minimum call charge for travelling 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.
- 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.
- **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.
- The monthly line rental shown includes VAT at 17.5%. However, you'll be charged VAT at 15% instead (so your VAT inclusive monthly charge will be less) until 31 Dec 09 unless you are told otherwise.



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