

What it costs

# Pay monthly

High user plan includes internet on your phone

Available between 1 April 2010 and 15 February 2012

18 Month Plan				
Prices from May 2014 (inc. VAT)	£33.96	£39.61	£45.29	£50.95
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)	300	600	900	1200
Maximum number of users	1			
Inclusive texts (each month) to text customers of UK mobile networks at any time	300	500		
Inclusive internet on your phone	Unlimited <sup>8</sup>			
Rollover	No			
Service Type	Included in Allowance? <sup>1,2</sup>	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>		
Calls to UK mobile numbers	✓	40p per minute <sup>4</sup>		
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	40p per minute		
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>9</sup>	✗	Access Charge of 44p per minute plus a Service Charge		
Calls to Freephone (080) & (116)	✗	Free <sup>5</sup>		
Calls to retrieve voicemail	✗	12.3p per minute		
Text Messages to UK mobile numbers	✓	15p per message <sup>4,6</sup>		
Picture Messages	✗	40p per message		
Calls to Customer Services (During Normal Working Hours)	✗	Free <sup>7</sup>		
Calls to Customer Services (During Extended Working Hours)	✗	50p per call <sup>7</sup>		
Call Divert	✗	Standard Call Rates Apply		

Prices correct as at May 2015. The prices shown above include VAT at 20%.

**The legal stuff you need to know:**

- 1 Your inclusive minutes are from the UK to UK mobile customers and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).
- 2 Calls made within your allowance are charged on a per second basis.
- 3 Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 4 Calls & text message to certain MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. See 'points to note' for more information
- 5 Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk
- 6 Applies to messages sent from your phone or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 7 Call charges vary depending on the time of your call as well as other optional selections that you may choose. You will be notified of call costs and have the option to end the call at that point without incurring any charge. Please see our 'Non-Standard Service' brochure for further details and for definitions of our "normal working hours" and "extended working hours".
- 8 You'll need internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck) Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem or use internet on your phone for peer to peer file sharing, instant messaging or making internet phone calls. \*Internet on your phone 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. If you remove your booster and then use internet on your phone you'll automatically be charged our daily rate, see [t-mobile.co.uk](http://t-mobile.co.uk)

\*Please go to the "Help & Support" section of our website, [t-mobile.co.uk](http://t-mobile.co.uk) for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

Life's for Sharing



- You can also choose one flexible booster at a time from our range with this plan. Flexible boosters are available with your plan as an additional service. For further information and the legal stuff, please see "non standard what it costs". "Non standard what it costs" also includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.
- This is a high user pay monthly plan, based on the number of minutes included in your plan each month. If you'd like to check that this is the right "what it costs" for you, simply check out your last bill or go on to My T-Mobile. Look at the Charge Summary section of your bill or the 'Price Plan' section on My T-Mobile and if the description of the plan is '300Mins&300Text&Web(18)30', '600Mins&500Text&Web(18)35', '900Mins&500Text&Web(18)40' or '1200Min&500Text&Web(18)45' your plan is a high user plan and this is the what it costs for you. If the description on your bill is refers to a different plan, please refer to either our low user pay monthly plan or our medium user pay monthly plan "what it costs" instead.
- **If your inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- 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 minute 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.
- On the bill, for pay monthly customers the **charge for each call** is rounded to the nearest tenth of a penny. The total of each of the sub-categories of 'call charges' and 'other usage charges' will be rounded to the nearest penny on the bill, then added together before VAT is added to this final figure. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- **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 the number of days from your date of joining to the end date of your bill. All monthly charges and inclusive minutes and texts allowances will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.



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