

## What it costs

# Pay monthly

Medium user plan

Available between 1 February 2010 and 15 February 2012

Monthly line rental (24 months)	Inc VAT	Inc VAT	Inc VAT	Inc VAT	Inc VAT
Prices from March 2016	£17.23	£22.98	£28.75	£34.50	£40.25
<b>Inclusive allowance</b>					
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	100	300	600	900	1200
Maximum number of users	1				
Inclusive texts (each month) to text customers of UK mobile networks at any time	100	300	500		
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	✓	50p per minute <sup>4</sup>			
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	50p per minute			
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>9</sup>	✗	Access Charge of 50p per minute plus a Service Charge			
Calls to Freephone (080) & (116)	✗	Free <sup>5</sup>			
Calls to retrieve voicemail	✗	50p per minute			
Text Messages to UK mobile numbers	✓	15p per message <sup>4,6</sup>			
Picture Messages	✗	50p 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 28th September 2016. The prices shown above includes VAT at 20%.

### The legal stuff you need to know:

- 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).
- Calls made within your allowance are charged on a per second basis.
- A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 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.
- 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
- Applies to messages sent from your phone or via the T-Mobile website www.t-mobile.co.uk
- 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".

<sup>9</sup>Please go to the "Help & Support" section of our website, 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.

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## Points to note.

- 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 medium 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 '100Mins&100Text(24)15', '300Mins&300Text(24)20', '600Mins&500Text(24)25', '900Mins&500Text(24)30', '1200Mins&500Text(24)35' your plan is a medium 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 high 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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