

## What it costs

# Relax plans.

Available between 14 February 2006 and 31 January 2007

	Relax 20	Relax 25	Relax 30	Relax 35	Relax 50	Relax 75
Monthly line rental for contract length 12 months	Inc VAT	Inc VAT	Inc VAT	Inc VAT	Inc VAT	Inc VAT
Prices from May 2014	£22.62	£28.66	£33.96	£39.61	£56.60	£84.18
<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	150	250	500	750	1200
Inclusive texts (each month) to text customers of UK mobile networks at any time	25	100		200		
Maximum number of users	1					
Rollover	No					
<b>Service Type</b>	<b>Included in Allowance?<sup>1,2</sup></b>	<b>Cost of Calls Made Outside of Allowances (inc. VAT)<sup>3</sup></b>				
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>5</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 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
- 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 Please see ee.co.uk/ukcalling for a list of Service Charges.

\*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.

Life's for Sharing

T-Mobile

- Your **inclusive minutes allowance** (shown on your bill as 'inclusive time' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls (but excludes calls to the T-Mobile WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance. Freephone numbers are free.
- **If your inclusive minute allowance runs out during a call**, we will charge you for the remainder of that call.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the T-Mobile account enquiry service (dial 150). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer**. Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **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. 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;
  - 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.
- 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.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. Diverted calls are not included in any inclusive minutes you may have.
- Additional charges may apply whilst using your T-Mobile phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on [www.t-mobile.co.uk/whatitcosts](http://www.t-mobile.co.uk/whatitcosts) or our 'Non standard charges' leaflet.
- T-Mobile reserves the **right to vary or withdraw** any individual or additional service with 30 days' notice.
- 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.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T S

EE81018698\_0916  
700001700  
Information correct as at  
28th September 2016

RELAX20  
RELAX25  
RELAX30  
RELAX35  
RELAX50  
RELAX75