

## What it costs

# Solo

Available between 1 September 2009 and 15 February 2012

	Solo 10 <sup>5</sup>	Solo 15 <sup>5</sup>	Solo 20 <sup>5</sup>	Solo 25 <sup>5</sup>	Solo 30 <sup>5</sup>	Solo 35 <sup>5</sup>
<b>Monthly line rental (Inc. VAT)</b>						
Contract length <sup>1,2</sup>	1 month rolling					
Prices after May 2014	£10.93	£16.38	£21.85	£27.34	£32.80	£38.26
<b>Inclusive allowance<sup>2</sup></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	150	350	600	800	1400	1800
Maximum number of users	1					
Inclusive texts (each month) to text customers of UK mobile networks at any time	300	150	200	300	500	
Rollover	No					
<b>Call charges (per minute)</b>						
Calls to UK mobile customers	40p					
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	40p					
Checking voicemail in the UK	12p					
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>7</sup>	Access Charge of 44p per minute plus a Service Charge					
Calls to Freephone (080) <sup>6</sup> & (116)	Free					
<b>Text message charges (per message)</b>						
To UK mobile customers <sup>3,4</sup>	15p					
To non-UK mobile operators' customers <sup>3,4</sup>	25p					
Picture messages	40p per message					

Calls to Customer Services on connection to a customer service agent will be charged at 25p inc VAT, 21.3p exc VAT (per call).

Prices effective from May 2015. The prices here show VAT at 20%.

### The legal stuff you need to know:

- 1 Please see terms and conditions.
- 2 Solo inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Calls to 150 are also not covered by your allowance. The 150 service is free if you only use the automatic self service options but you'll be charged a total of 25p if you select the option to speak to an advisor. You'll need to set up payment by direct debit. If you're already a T-Mobile pay monthly customer, you'll need to be outside your minimum contract term. If you're not already a T-Mobile pay monthly customer, we'll need to run some standard credit checks. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this. If you decide to upgrade or cancel your contract you'll need to give 30 days notice to us by phone. We'll issue you a final bill at the end of the 30 days to cover the notice period and any services used.
- 3 Applies to messages sent from your mobile from the UK or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 4 You will be charged for messages sent to non GSM networks.
- 5 If your bill shows that you are on a Solo 10, 15, 20, 25 or 30 "H" plan, these legals apply to you. You won't be able to send picture messages with Solo H and you can't add any further bundles of minutes. You can't add any additional services to Solo H, such as internet, data or email, and you can't purchase or subscribe to any of our content services, such as ringtones, music or TV. Solo H can't be used to make premium rate calls or international calls (which includes calls to Jersey, Guernsey and the Isle of Man), and you can't use Solo H to make calls when you are outside the UK.
- 6 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, [t-mobile.co.uk](http://t-mobile.co.uk)
- 7 Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

\*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

T-Mobile

- Your inclusive minutes and texts allowance (shown on your bill as 'allowance') is the amount you have to spend on selected T-Mobile service each month. Your inclusive minutes and texts allowance exclude calls to the T-Mobile WAP service, calls made whilst abroad, calls to numbers prefixed with 08, and calls to the Isle of Man, Jersey and Guernsey.
- **If your inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- Additional charges may apply when using you T-Mobile phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.
- The allowance you have used is worked out when we print your bill. **You can get an estimate of the amount used by calling T-Mobile account enquiry service (dial 150).** The estimate includes the inclusive allowance you have used up to the time of the enquiry, in the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- Per 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. However, for pay monthly customers, if the call exceeds two hours in length and crosses over into different parts of the day (for example, from, 'daytime' to 'evening') the remainder of the call will be charged at the new rate. The call is billed at the rate applicable at the start of the 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. 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.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T S

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Prices effective from  
March 2016

SOLO10  
SOLO15  
SOLO20  
SOLO25  
SOLO30  
SOLO35  
SOLOLT15  
SOLOLT20  
SOLOLT25  
SOLOLT30  
SOLO10H