

What it costs

# Pay as you go.

Price Plans and call charges for pay as you go customers.  
After 1 October 2014

Life's for Sharing

T Mobile

# Price Plans

## Everyday plan

When you first join us on pay as you go, you'll automatically join our Everyday plan. You can then choose to move to our Talk, Text or International or BlackBerry® plans either by texting the appropriate shortcode to 146 (TALK, TEXT or BLACKBERRY); by calling 146 for free and following the instructions; or via My T-Mobile.

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 35p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 35p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 35p |
| Checking voicemail in the UK   | 35p |

| Text Messaging per message sent   |     |
|---|-----|
| Text Messaging (per message sent to other T-Mobile customers in the UK)   | 14p |
| Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK)   | 14p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 14p |
| Text Messaging (per message sent to a non-UK mobile customer)   | 20p |
| Picture Messaging (per message sent to a UK mobile customer)  | 30p |

## Talk plan

This plan, when you top up £10 (in any denomination) in a calendar month, you'll receive 100 free minutes to call UK mobiles, voicemail and landlines starting 01, 02 and 03 (exclusions as below) to use in the following calendar month.

When you top up a total of £15 in a calendar month, you'll receive free internet on your phone as well as your other free stuff, to use the following calendar month.

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 30p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 30p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 30p |
| Checking voicemail in the UK   | 30p |

| Text Messaging per message sent  |     |
|--|-----|
| Text Messaging (per message sent to other T-Mobile customers in the UK) <sup>6</sup>   | 12p |
| Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK) <sup>2,6</sup> | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>6</sup> | 12p |
| Text Messaging (per message sent to a non-UK mobile customer) <sup>1</sup>   | 20p |
| Picture Messaging (per message sent to a UK mobile customer)   | 30p |

Successfully top-up £10 in a calendar month and you will get free minutes the following month. We'll send you a text to let you know you've earned the free minutes. We'll add them to your account at one minute in the morning on the first day of the next month. As long as you stay a member of the plan throughout the month, you'll have your free minutes to use in the UK the following month. You'll get 100 UK minutes from the UK to UK mobile networks, voicemail and numbers starting with 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). You'll need to use your free minutes during that month, or lose them. If you change plans while using the free minutes or texts you've earned, you'll lose any that you haven't already used. And remember, on our International plan you can't buy any of our international calling or texting Boosters.

Successfully top up £15 in a calendar month (in any denomination) and get free internet on your phone the following month. We'll send you a text to let you know you've earned the free internet. We'll add it to your account at one minute in the morning on the first day of the next month. As long as you stay a member of the plan throughout the month, you'll have your free internet to use following month. You'll need a compatible phone and internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck). Remember, 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. Your free internet comes with a fair use policy of 500MB a calendar 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 internet on your phone. Remember that if you want to use internet outside the UK then additional charges will apply. See Non Standard Charges for more information.

## Text plan

This plan, when you top up £10 (in any denomination) in a calendar month, you'll receive unlimited free texts to UK mobiles and landlines starting 01, 02 and 03 (exclusions as below) to use in the following calendar month

When you top up a total of £15 in a calendar month, you'll receive free internet on your phone as well as your other free stuff, to use the following calendar month.

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK <sup>6</sup>   | 30p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>2, 6</sup> | 30p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                                       | 30p |
| Checking voicemail in the UK   | 30p |

| Text Messaging per message sent   |     |
|---|-----|
| Text Messaging (per message sent to other T-Mobile customers in the UK) <sup>6</sup>  | 12p |
| Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK) <sup>2, 6</sup> | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>6</sup>  | 12p |
| Text Messaging (per message sent to a non-UK mobile customer) <sup>1</sup>  | 20p |
| Picture Messaging (per message sent to a UK mobile customer)  | 30p |

Successfully top-up £10 in a calendar month and you will get free texts the following month. We'll send you a text to let you know you've earned the free texts. We'll add them to your account at one minute in the morning on the first day of the next month. As long as you stay a member of the plan throughout the month, you'll have your free texts to use in the UK the following month. You'll get free unlimited UK texts from the UK to UK mobile networks and numbers starting with 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). If you change plans while using the free minutes or texts you've earned, you'll lose any that you haven't already used. We'd like to remind you that your terms and conditions say that you mustn't use our services to do anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking this condition if you text more than 200 different numbers over the course of the month with your free unlimited texts. Remember, we're free to decide that other types of use may also be breaking this condition. If you do break this condition, we'll disconnect your SIM card from our network without giving you any advance warning.

Successfully top up £15 in a calendar month (in any denomination) and get free internet on your phone the following month. We'll send you a text to let you know you've earned the free internet. We'll add it to your account at one minute in the morning on the first day of the next month. As long as you stay a member of the plan throughout the month, you'll have your free internet to use following month. You'll need a compatible phone and internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck). Remember, 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. Your free internet comes with a fair use policy of 500MB a calendar 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 internet on your phone. Remember that if you want to use internet outside the UK then additional charges will apply. See Non Standard Charges for more information.

## BlackBerry® plan

Join BlackBerry plan and when you top up £10 (in any denomination) in a calendar month, you'll receive free BlackBerry email, BBM and 50MB of internet on your phone to use the following calendar month. When you top up a total of £15 in a calendar month, you'll also get additional internet on your phone, giving you a total of 500MB to use the following calendar month.

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 30p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 30p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 30p |
| Checking voicemail in the UK   | 30p |

| Text Messaging per message sent   |     |
|---|-----|
| Text Messaging (per message sent to other T-Mobile customers in the UK)   | 12p |
| Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK) <sup>2, 6</sup> | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>6</sup>  | 12p |
| Text Messaging (per message sent to a non-UK mobile customer) <sup>1</sup>  | 20p |
| Picture Messaging (per message sent to a UK mobile customer)  | 30p |

Successfully top-up £10 in a calendar month and the following month you'll get free BlackBerry services. BlackBerry services include BlackBerry email, BBM and 50MB of internet on your phone. We'll send you a text to let you know you've earned the free BlackBerry services. We'll add them to your account at one minute in the morning on the first day of the next month. As long as you stay a member of the plan throughout the month, you'll have your free BlackBerry services to use

following month. You'll need a compatible phone and internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck). Remember, 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. 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 internet on your phone. If you change plans while using the free BlackBerry® you've earned, you'll lose any unused free allowance. Remember that if you want to use BlackBerry services or internet outside the UK then additional charges will apply. See Non Standard Charges for more information.

Successfully top up £15 in a calendar month and get a total of 500MB internet on your phone to use the following month. We'll send you a text to let you know you've earned the free internet. We'll add it to your account at one minute in the morning on the first day of the next 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 internet on your phone. Remember that if you want to use internet outside the UK then additional charges will apply. Also you can't use your phone as a modem, for peer to peer file sharing, or for making internet phone calls.

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# Calling Abroad from the UK

## Discounted International call charges

If you're on the International Plan (no longer available) you get these discounted international call charges automatically.

If you're already on pay as you go you can add the free International Pass to your plan by texting INT to 441.

Customers who have International Pass have these discounted International call charges.

|                | Landline | Mobile | Text |             | Landline | Mobile | Text |                      | Landline | Mobile | Text |
|----------------|----------|--------|------|-------------|----------|--------|------|----------------------|----------|--------|------|
| Algeria        | 12p      | 30p    | 10p  | Guernsey    | 5p       | 15p    | 10p  | Philippines          | 10p      | 20p    | 10p  |
| Argentina      | 10p      | 20p    |      | Hong Kong   | 2p       | 2p     |      | Poland               | 1p       | 5p     |      |
| Australia      | 2p       | 10p    |      | Hungary     | 2p       | 5p     |      | Portugal             | 2p       | 3p     |      |
| Austria        | 2p       | 5p     |      | India       | 2p       | 2p     |      | Romania              | 2p       | 5p     |      |
| Bangladesh     | 5p       | 5p     |      | Indonesia   | 10p      | 20p    |      | Russia               | 5p       | 15p    |      |
| Barbados       | 12p      | 16p    |      | Ireland     | 1p       | 8p     |      | Saudi Arabia         | 10p      | 20p    |      |
| Belgium        | 2p       | 5p     |      | Israel      | 5p       | 20p    |      | Singapore            | 1p       | 1p     |      |
| Brazil         | 3p       | 15p    |      | Italy       | 2p       | 7p     |      | Slovakia             | 5p       | 15p    |      |
| Bulgaria       | 6p       | 20p    |      | Jamaica     | 10p      | 17p    |      | South Africa         | 3p       | 8p     |      |
| Canada         | 3p       | 3p     |      | Japan       | 5p       | 15p    |      | South Korea          | 7p       | 10p    |      |
| China          | 2p       | 2p     |      | Jersey      | 5p       | 15p    |      | Spain                | 2p       | 8p     |      |
| Colombia       | 5p       | 15p    |      | Kenya       | 8p       | 8p     |      | Sri Lanka            | 10p      | 20p    |      |
| Croatia        | 5p       | 15p    |      | Latvia      | 50p      | 20p    |      | Sweden               | 2p       | 5p     |      |
| Cyprus         | 2p       | 6p     |      | Lithuania   | 50p      | 20p    |      | Switzerland          | 2p       | 12p    |      |
| Czech Republic | 2p       | 6p     |      | Luxembourg  | 5p       | 15p    |      | Taiwan               | 10p      | 20p    |      |
| Denmark        | 2p       | 5p     |      | Malaysia    | 3p       | 3p     |      | Thailand             | 3p       | 3p     |      |
| Egypt          | 10p      | 20p    |      | Mauritius   | 10p      | 20p    |      | Trinidad & Tobago    | 10p      | 17p    |      |
| Estonia        | 5p       | 15p    |      | Morocco     | 15p      | 30p    |      | Turkey               | 5p       | 15p    |      |
| Finland        | 5p       | 15p    |      | Netherlands | 2p       | 5p     |      | Uganda               | 20p      | 20p    |      |
| France         | 2p       | 5p     |      | New Zealand | 2p       | 7p     |      | United Arab Emirates | 12p      | 12p    |      |
| Germany        | 2p       | 5p     |      | Nigeria     | 8p       | 8p     |      | United States        | 3p       | 3p     |      |
| Ghana          | 12p      | 25p    |      | Norway      | 2p       | 8p     |      |                      |          |        |      |
| Greece         | 5p       | 15p    |      | Pakistan    | 10p      | 10p    |      |                      |          |        |      |

## Price Plans no longer available

### International plan

Price plan is no longer available for customers to join from 7th April 2014

With this plan, when you top up £10 (in any denomination) in a calendar month, you'll receive 70 free minutes to call abroad from the UK to any of the countries listed below\*\*

When you top up a total of £15 in a calendar month, you'll receive free internet on your phone as well as your other free stuff, to use the following calendar month.

| Call charges for a one minute direct dial call at any time   |   |
|--|---|
| Calls to other T-Mobile customers in the UK  | 30p   |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 30p   |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 30p   |
| Checking voicemail in the UK   | 30p   |
| Calls to Customer Service  | 25p per call if speak to an agent, otherwise, free of charge. |

| Text Messaging per message sent  |     |
|--|-----|
| Text Messaging sent to other T-Mobile UK customers <sup>1</sup>  | 12p |
| Text Messaging sent to other UK mobile operators' customers in the UK <sup>2,6</sup>   | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>6</sup> | 12p |
| Text Messaging sent to a non-UK mobile customer <sup>1</sup>   | 20p |
| Picture Messaging (per message sent to a UK mobile customer)   | 30p |

Successfully top-up £10 in a calendar month and you will get free minutes the following month. We'll send you a text to let you know you've earned the free minutes. We'll add them to your account at one minute in the morning on the first day of the next month. As long as you stay a member of the plan throughout the month, you'll have your free minutes to use in the UK the following month. You'll get 70 international minutes to call mobiles and landlines in the countries listed below from the UK. You'll need to use your free minutes during that month, or lose them. In addition to those free minutes, customers on our International Plan can call or text people in the countries on our International Pass from the UK at lower international rates at all times. If you change plans while using the free minutes or texts you've earned, you'll lose any that you haven't already used. And remember, on our International plan you can't buy any of our international calling or texting Boosters.

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 20%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates will be revised upwards to reflect the rate increase).

Successfully top up £15 in a calendar month (in any denomination) and get free internet on your phone the following month. We'll send you a text to let you know you've earned the free internet. We'll add it to your account at one minute in the morning on the first day of the next month. As long as you stay a member of the plan throughout the month, you'll have your free internet to use following month. You'll need a compatible phone and internet coverage, check it at t-mobile.co.uk/streetcheck. Remember, 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. Your free internet comes with a fair use policy of 500MB a calendar 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 internet on your phone. Remember that if you want to use internet outside the UK then additional charges will apply. See Non Standard Charges for more information.

On International plan, the low rates are available to use when calling mobiles and landlines within the following countries from the UK. ALGERIA, ARGENTINA, AUSTRALIA, AUSTRIA, BANGLADESH, BARBADOS, BELGIUM, BRAZIL, BULGARIA, CANADA, CHINA, COLOMBIA, CROATIA, CYPRUS, CZECH REPUBLIC, DENMARK, EGYPT, ESTONIA, FINLAND, FRANCE, GERMANY, GHANA, GREECE, GUERNSEY, HONG KONG, HUNGARY, INDIA, INDONESIA, IRELAND, ISRAEL, ITALY, JAMAICA, JAPAN, JERSEY, KENYA, KOREA (REPUBLIC OF), LATVIA, LITHUANIA, LUXEMBOURG, MALAYSIA, MAURITIUS, MOROCCO, NETHERLANDS, NEW ZEALAND, NIGERIA, NORWAY, PHILIPPINES, POLAND, PORTUGAL, ROMANIA, RUSSIAN FEDERATION, SAUDI ARABIA, SINGAPORE, SLOVAKIA, SOUTH AFRICA, SPAIN, SRI LANKA, SWEDEN, SWITZERLAND, TAIWAN (PROVINCE OF CHINA), THAILAND, TRINIDAD AND TOBAGO, TURKEY, UNITED ARAB EMIRATES, UNITED STATES.

On International plan, the 70 free minutes are available to use to mobiles and landlines within the above countries from the UK with the exception of landlines and mobiles in ALGERIA, GHANA, MOROCCO and UNITED ARAB EMIRATES, and mobiles in BARBADOS, BULGARIA, ESTONIA, JAMAICA, LATVIA, LITHUANIA, SOUTH AFRICA, TRINIDAD AND TOBAGO.

## Talk Tariff

Price plan is no longer available for customers to join from 1st June 2011

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 30p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 30p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 30p |
| Checking voicemail in the UK   | 30p |

| Text/Picture Messaging per message sent   |     |
|---|-----|
| Text Messaging (per message sent to other T-Mobile customers in the UK)   | 12p |
| Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK)   | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 12p |
| Text Messaging (per message sent to a non-UK mobile customer)   | 20p |
| Picture Messaging (per message sent to a UK mobile customer)  | 30p |

## Mates Rates

Price plan is no longer available for customers to join from 1st June 2011

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 20p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 35p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 35p |
| Checking voicemail in the UK   | 25p |

| Text Messaging per message sent   |     |
|---|-----|
| Text Messaging (per message sent to other T-Mobile customers in the UK)   | 9p  |
| Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK)   | 14p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 14p |
| Text Messaging (per message sent to a non-UK mobile customer)   | 20p |
| Picture Messaging (per message sent to a UK mobile customer)  | 30p |

## Mates Rates International

Price plan is no longer available for customers to join from 1st June 2011

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 10p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 25p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 25p |
| Checking voicemail in the UK   | 20p |

| Text/Picture Messaging per message sent   |     |
|---|-----|
| Text Messaging (per message sent to other T-Mobile customers in the UK)   | 6p  |
| Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK)   | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 12p |
| Text Messaging (per message sent to a non-UK mobile customer)   | 20p |
| Picture Messaging (per message sent to UK mobile customer)  | 20p |

Customers on this price plan are provisioned with the International Weekends Reward which gives customers £10 free credit to spend midnight Friday to midnight Sunday, on international calls to mobiles and landlines within calls/texts to the countries listed on page 5 showing Discounted International Call Charges (except Latvia, Lithuania, and Taiwan). The customer only receives the £10 free credit if they top up £10 or move between 00:01 on Monday and 23:59 on Friday.

## Text Appeal

Price plan is no longer available for customers to join from 1st June 2011

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 30p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 30p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 30p |
| Checking voicemail in the UK   | 30p |

| Text Messaging per message sent   |     |
|---|-----|
| Text Messaging sent to other T-Mobile UK customers  | 8p  |
| Text Messaging sent to other UK mobile operators' customers in the UK   | 8p  |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 8p  |
| Text Messaging sent to a non-UK mobile customer   | 30p |
| Picture Messaging (per message sent to UK mobile customer)  | 30p |



## Everyone

Price plan is no longer available for customers to join from 1st September 2008

| Call charges for a one minute direct dial call at any time   |     |
|--|-----|
| Calls to other T-Mobile customers in the UK  | 25p |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 25p |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 25p |
| Checking voicemail in the UK   | 25p |

| Text Messaging per message sent  |     |
|--|-----|
| Text Messaging (per message sent to other T-Mobile UK customers) <sup>1</sup>  | 12p |
| Text Messaging in the UK (per message sent to other UK mobile operators' customers) <sup>1</sup>   | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>1</sup> | 12p |
| Picture Messaging (per message sent to UK mobile customer)   | 30p |

## Standard

Price plan is no longer available for customers to join from 1st September 2008

| Call charges for a one minute direct dial call   | Charges when less than 2 minutes of 'qualifying calls' have been made in a day <sup>3</sup> | Charges when 2 minutes of 'qualifying calls' have been made in a day |
|--|---|--|
| Calls to T-Mobile customers in the UK and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey or the Isle of Man) | 30p   | 15p  |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                               | 30p   | 15p  |
| Checking voicemail in the UK <sup>2</sup>  | 30p   | 30p  |

| Text/Picture Messaging per message sent  |     |
|--|-----|
| Text Messaging (per message sent to a UK mobile customer) <sup>1</sup>   | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>1</sup> | 12p |
| Picture messaging (per message sent to a UK mobile customer)   | 30p |

## Relax

Price plan is no longer available for customers to join from 1st September 2008

| Call charges for a one minute direct dial call  | Charges when the months' airtime usage is less than £10 | Charges when the months' airtime usage is more than £10 but less than £20 | Charges when the months' airtime usage is more than £20 | Charges when the months' airtime usage is more than £40 <sup>5</sup> |
|---|---|---|---|--|
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time and calls to any UK mobile operators' customers at any time <sup>5</sup> | 35p   | 25p   | 15p   | 10p  |
| Checking voicemail in the UK <sup>2</sup>   | 35p   | 35p   | 35p   | 35p  |

| Text/Picture Messaging per message sent  |     |
|--|-----|
| Text Messaging (per message sent to a UK mobile customer) <sup>1</sup>   | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>1</sup> | 12p |
| Text Messaging (per message sent to a non-UK mobile customer) <sup>1</sup>   | 10p |
| Picture messaging (per message sent to a UK mobile customer)   | 30p |

## Relax with allowances

Price plan is no longer available for customers to join from 1st September 2008

| Call charges for a one minute direct dial call  | Charges when the months' airtime usage is less than £10 | Charges when the months' airtime usage is more than £10 but less than £20 | Charges when the months' airtime usage is more than £20 | Charges when the months' airtime usage is more than £40 <sup>5</sup> |
|---|---|---|---|--|
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time and calls to any UK mobile operators' customers at any time <sup>5</sup> | 30p   | 20p   | 10p   | 5p   |
| Checking voicemail in the UK <sup>2</sup>   | Free  | Free  | Free  | Free   |

| Text/Picture Messaging per message sent  |     |
|--|-----|
| Text Messaging (per message sent to a UK mobile customer) <sup>1</sup>   | 12p |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>1</sup> | 12p |
| Text Messaging (per message sent to a non-UK mobile customer) <sup>1</sup>   | 10p |
| Picture messaging (per message sent to a UK mobile customer)   | 20p |

## Talk and Text

Price plan is no longer available for customers to join from 1st June 2009

| Call charges for a one minute direct dial call at any time   | Charges when less than 2 minutes of 'qualifying calls' have been made in a day <sup>4</sup> | Charges when 2 minutes of 'qualifying calls' have been made in a day <sup>4</sup> |
|--|---|---|
| Calls to other T-Mobile customers in the UK  | 30p   | 10p   |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 30p   | 10p   |
| Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK                       | 30p   | 10p   |
| Checking voicemail in the UK   | 30p   | 30p   |

| Text/Picture Messaging per message sent  |     |     |
|--|-----|-----|
| Text Messaging (per message sent to other T-Mobile UK customers) <sup>1</sup>  |     |     |
| Text Messaging in the UK (per message sent to other UK operators' customers) <sup>1</sup>  |     |     |
| Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>1</sup> | 12p | 12p |
| Text Messaging (per message sent to a non-UK mobile customer) <sup>1</sup>   | 20p | 20p |
| Picture messaging (per message sent to a UK mobile customer)   | 30p | 30p |

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 20%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates will be revised upwards to reflect the rate increase).

Points to note for price plans (pages 2-10).

- 1 We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged. Includes messages sent from the T-Mobile website; [www.t-mobile.co.uk](http://www.t-mobile.co.uk). You will be charged per text message sent to non GSM networks.
- 2 You will be charged per text sent to non GSM networks.
- 3 A day is counted as midnight to midnight. If you start a call before midnight and it continues past midnight into the next day, you will be charged as if the call was taking place during one day only. Qualifying calls are calls to other T-Mobile customers, calls to numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time, calls to other UK mobile operators' customers and checking voicemail in the UK.
- 4 Only applicable to customers whose airtime usage is greater than £40 per month, for 3 consecutive months.
- 5 Airtime usage is all voice calls only.
- 6 Includes messages sent from the T-Mobile website; [www.t-mobile.co.uk](http://www.t-mobile.co.uk)

# Mobile Broadband

## Mobile Broadband Pay-Per-Day<sup>1</sup>

|                         |     |
|-------------------------|-----|
| 1 Day <sup>1</sup>      | £2  |
| 7 Days <sup>1</sup>     | £7  |
| Any 7 Days <sup>1</sup> | £10 |
| 30 Days <sup>1</sup>    | £15 |

## Broadband Packages

|                                   |     |
|-----------------------------------|-----|
| 3 Months MBB Booster <sup>2</sup> | £30 |
|-----------------------------------|-----|

- 1 To get Mobile Broadband you'll need a compatible laptop, a Mobile Broadband device (which you'll need to buy) and mobile broadband coverage. You'll need to choose if you want a day, a week, any 7 days to use over 30 days (for customers joining from 1 Feb 2011 only), or 30 days of Mobile Broadband. If you're a pay as you go customer, the cost will come straight out of your top up credit. If you're a pay monthly customer, the cost will be added to your monthly bill. Your day will run out exactly 24 hours after you buy it. If you've bought 1 week, it will run out exactly 7 days from when you bought it. And if you've bought 30 days it will run out exactly 30 days from when you bought it. If you've bought any 7 days you'll have 30 days from the time of purchase to use your 7 days, or you'll lose them. Each day will last for exactly 24 hours from the moment you activate it. When your Mobile Broadband runs out you'll then need to buy more days to keep using it. If you want to use Mobile Broadband outside the UK you'll need to pay more. If you don't use your plan for 180 days, we'll cancel it and your Mobile Broadband device won't work. You'll lose any top up credit left on your account. Each plan comes with a fair use policy depending on when you joined T-Mobile. You can buy an additional day, week, Any 7 days and 30 days time periods before your current time runs out. The additional time period will start automatically and immediately the first one stops. The day has a fair use policy of 0.25GB (0.5GB for customers who joined before 1 Feb 2011), the week has a fair use policy of 0.5GB (1GB for customers who joined before 1 Feb 2011), any 7 days has a fair use policy of 0.25GB for each day and the 30 day has a 1GB fair use policy (2GB for customers who joined before 1 Feb 2011). We'll monitor how much you send and receive during your plan so that we can protect our network for all 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. Remember that you can't use your plan to make internet phone calls. If you want pay monthly Mobile Broadband Pay per day we may need to do a credit check.
- 2 You get 90 days of Mobile Broadband and a Mobile Broadband USB Stick. You'll need a compatible laptop and mobile broadband coverage. You'll need to activate your Mobile Broadband by clicking on the 'Activate' button on the Mobile Broadband landing page. When your 90 days of Mobile Broadband is up, you can then buy one of our other great pay per day options or another 90 days. Remember that your 90 days of Mobile Broadband has been paid for up front and that you won't be able to get a refund if you stop using it within that time. To make sure all our customers get a high quality of service, a fair use policy of 1GB per calendar month applies to your initial 90 days (for customers who joined from 1 Feb 2011) or 2GB (for customers who joined before 1 Feb 2011). 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. Remember that you can't use Mobile Broadband to make internet phone calls and if you want to use it outside the UK you'll need to pay more.

# All plans

## Non standard call charges

| Call charges for a one minute direct dial call at any time   |                |
|--|----------------|
| <b>Special Access Numbers<sup>2</sup></b>  | <b>Inc VAT</b> |
| 07755 22 0000 to 9999  | 3p             |
| 07755 33 0000 to 9999  | 5p             |
| 07755 44 0000 to 9999  | 6p             |
| 07755 55 0000 to 9999  | 8p             |
| 07755 20 0000 to 9999  | 10p            |
| 07755 30 0000 to 9999  | 15p            |
| All other calls to 07744 xx xxxx, 07755 xx xxxx and calls to access numbers operated by other service providers  | 12p            |
| <b>New Special Access Numbers<sup>4</sup></b>  | <b>Inc VAT</b> |
| A range of 6 digit shortcodes in the form 29ppxx   |                |
| The pp digits indicate the price (inc VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example: |                |
| 29 03 00 to 99   | 3p             |
| 29 25 00 to 99   | 25p            |

For price plans: Everyday plan, Talk plan, Text plan, International plan and BlackBerry® plan.

| All numbers prefixed by (inc VAT)                                      |   |
|--|---|
| 0500   | 20p per minute  |
| Calls to (080) & (116)   | Free  |
| Calls to (08), (09) & (118) <sup>5</sup> (not including Freephone 080) | Access Charge of 44p per minute plus a Service Charge |

For price plans: Talk Tariff, Mates Rates, Mates Rates International, Text Appeal, Everyone, Standard, Relax, Relax with Allowances and Talk & Text.

| All numbers prefixed by (inc VAT)                                      |   |
|--|---|
| 0500   | 20p per minute  |
| Calls to (080) & (116)   | Free  |
| Calls to (08), (09) & (118) <sup>5</sup> (not including Freephone 080) | Access Charge of 44p per minute plus a Service Charge |

- 1 All number prefixed by 084 and 087 are not included in your allowance.
- 2 Please go to [www.ee.co.uk/help](http://www.ee.co.uk/help) for specific and detailed up-to-date information about these charges.
- 3 No minimum charge applies to Special Access numbers or New Special Access Numbers. For New Special Access Numbers, you'll be charged the pence per minute rate (inc VAT) indicated by the second two digits of the shortcode that you dial, whether included in the examples above or not;
- 4 There is also a selection of numbers in this range that are free to call.
- 5 Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

## Non standard call charges continued...

| Call charges for a one minute direct dial call                                    |  |
|---|--|
| Mobile Email from T-Mobile via Text Messaging (per sent/received message)         | 10p  |
| Access to the T-Mobile WAP and email service (using CSD, per minute) <sup>2</sup> | 10p  |
| (using GPRS, per kB) <sup>3</sup>   | 0.73p/kB                                     |
| Notification of email (per message sent to you) (optional service)                | 10p  |
| Calls to Standard non emergency (101)   | Free   |
| Calls to T-Mobile customer service advisor (150) per call                         | 25p  |
| Calls to Disability Services team (122)   | Free   |
| International operator assistance (155) per minute <sup>4</sup>                   | £1.50  |
| International directory enquiries (118xxx) (Group 1) <sup>5</sup>                 | 60p  |
| (Group 2) <sup>5</sup>  | 65p  |
| (Group 3) <sup>5</sup>  | 75p  |
| (Group 4) <sup>5</sup>  | £1.00  |
| (Group 5) <sup>5</sup>  | £1.50  |
| (Group 6) <sup>5</sup>  | £2.50  |
| (Group 7) <sup>5</sup>  | £2.00  |
| (Group 8) <sup>5</sup>  | £3.00  |
| (Group 9) <sup>5</sup>  | £4.00  |
| (Group 10) <sup>5</sup>   | £4.50  |
| Blind and disabled directory enquiries (195) <sup>7</sup>                         | Free   |
| Text Relay calls via 18002  | 15p  |
| Text Relay calls via 18000 or 18001   | Free   |
| Emergency calls (999, 112)  | Free   |
| T-Mobile information services   | 35p  |
| Third party information services  | Charges vary as published by third party     |
| Speaking clock (123)  | 40p  |
| Flat rate services (per call)   | 75p  |
| Higher flat rate services (per call)  | £1.50  |
| Personal number services  | 30p  |
| Higher personal number services   | 75p  |
| Pagers flat rate (per call)   | 75p  |
| Pagers other  | 30p  |
| Premium services  | 75p  |
| Premium plus services   | £1.50  |
| Higher premium services   | £2.50  |
| Voicemail greetings per minute <sup>4</sup>                                       | 30p  |
| Higher multimedia services per minute <sup>4</sup>                                | 10p  |
| Group Call  | Same as calls to other T-Mobile UK customers |
| Multimedia services per minute <sup>6</sup>                                       | 10p  |

1 For all plans other than Talk Tariff, Talk & Text, Relax & Standard.

2 CSD refers to Circuit Switched Data.

3 For all data sent/received, GPRS refers to General Packet Radio Service.

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

5 Subject to a 1 minute minimum call charge.

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

## Call Return

If you use Call Return you will be charged to return the call as per your price plan. Using your Voicemail service whilst roaming will be charged as per the normal Roaming 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.

## Voicemail whilst roaming

When roaming within Europe\*, you'll only be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country.

When roaming outside of Europe\*\*, you'll be charged the per-minute rate for making a call when you listen to your voicemail. You'll also be charged when someone leaves you a voicemail unless you divert all calls to voicemail, or switch off your device when you're travelling.

\*Europe is defined as countries in Zones 1a, 1b and 2a.

\*\*Outside of Europe countries are defined as countries listed in Zones 2b and above

## Non standard call charges continued...

### Administration and other charges

|  |       |
|--|-------|
| Unlock mobile phone for use on another compatible network <sup>1</sup> | £8.99 |
| Replacement SIM card   | £10   |
| Reconnection   | £10   |

1 Handsets can only be unlocked from our network once you've been on the pay as you go plan for at least 6 months.

## Non standard call charges continued...

### Smart Packs

| 30 Day Smart <sup>2</sup>      |     |     |           |
|--------------------------------|-----|-----|-----------|
| Monthly Cost (inc. VAT)        | £10 | £15 | £25       |
| Inclusive Minutes <sup>1</sup> | 100 | 200 | 500       |
| Inclusive Texts                | 400 | 600 | unlimited |
| Data                           | 1GB | 2GB | 3GB       |

| 30 Day Blackberry <sup>®2</sup> |     |     |           |
|---------------------------------|-----|-----|-----------|
| Monthly Cost (inc. VAT)         | £10 | £15 | £25       |
| Inclusive Minutes <sup>1</sup>  | 100 | 200 | 500       |
| Inclusive Texts                 | 400 | 600 | unlimited |
| Data                            | 1GB | 2GB | 3GB       |

| Service Type  | Included in Allowance? <sup>1</sup> | Cost of calls made outside of allowances (inc VAT) |
|---|-------------------------------------|--|
| All UK mobile numbers (including Lyca, Lebara and MVNOs)                                    | ✓                                   | As per the existing Everyday price plan            |
| On-net minutes  | ✓                                   |  |
| Landlines (numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)) | ✓                                   |  |
| Voicemail   | ✓                                   |  |
| Call return from voicemail  | ✓                                   |  |

- 1 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 2 All Packs last for 30 days, but any of the allowances can be used up in that time. On Day 30, payment is taken automatically from your credit, and a new set of allowances is provisioned; unused allowances expire. If you have insufficient credit to renew the Pack, it will expire and you will need to top up and purchase a new one.

## Boosters available to customers on price plans: Everyday plan, Talk plan, Text plan, International plan or BlackBerry® plan

| Boosters   | Details  | Cost  |
|--|--|-------|
| <b>Talk</b>                                      |  |       |
| 5 Day Booster <sup>1, 2, 3</sup>                 | 200 mins to other T-Mobile customers                               | £5    |
| 30 Day Booster <sup>1, 2, 4</sup>                | 200 mins to other T-Mobile customers                               | £10   |
| <b>Text</b>                                      |  |       |
| 5 Day Booster <sup>1, 2, 5</sup>                 | 300 texts  | £5    |
| 30 Day Booster <sup>1, 2, 6</sup>                | 300 texts  | £10   |
| <b>Internet on your phone</b>                    |  |       |
| £1 a day Booster <sup>1, 2, 7</sup>              | 0.73p per KB   | £1    |
| 5 day Booster <sup>1, 2, 8</sup>                 |  | £2.50 |
| 30 day Booster <sup>1, 2, 11</sup>               |  | £5    |
| 6 months <sup>1, 2, 11</sup>                     |  | £20   |
| 30 Day Rolling (monthly cost)                    |  | £5    |
| <b>BlackBerry® &amp; Internet on your phone</b>  |  |       |
| 30 Day   |  | £5    |
| 30 Day Rolling (monthly cost)                    |  | £5    |
| 6 Months   |  | £20   |
| <b>Travel abroad</b>                             |  |       |
| Euro 5 travel booster <sup>1, 2, 9</sup>         | £7.50 worth of roaming credit in a selection of European countries | £5    |
| Euro 10 travel booster <sup>1, 2, 9</sup>        | £15 worth of roaming credit in a selection of European countries   | £10   |
| Euro 20 travel booster <sup>1, 2, 9</sup>        | £30 worth of roaming credit in a selection of European countries   | £20   |
| Euro 30 travel booster <sup>1, 2, 9</sup>        | £45 worth of roaming credit in a selection of European countries   | £30   |
| <b>Calling abroad from UK</b>                    |  |       |
| International Text (30 days) <sup>1, 2, 10</sup> | 50 texts to over 50 countries                                      | £5    |

- You'll need to have enough top-up credit on your phone as the cost of the booster comes out of your credit.
- If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we will remove this pass from you and/or disconnect your SIM card from our network without giving you any advance warning.
- If you're a pay as you go customer on Everyday, Talk, Text or International, text 5 DAY TALK to 441 to get a Booster giving you 200 minutes from the UK to T-Mobile customers in the UK. You'll need to have enough top-up credit on your account as the cost of the Booster comes out of your credit. Your Booster will be ready to use as soon as you've bought it, but we'll send you a text to let you know when it is ready to use. You then have 5 days to use your Booster, or lose it. We'll let you know when your 5 days is up.
- If you're a pay as you go customer on Everyday, Talk, Text or International, text 30 DAY TALK to 441 to get a Booster giving you 200 minutes from the UK to T-Mobile customers in the UK. You'll need to have enough top-up credit on your account as the cost of the Booster comes out of your credit. Your Booster will be ready to use as soon as you've bought it, but we'll send you a text to let you know when it is ready to use. You then have 30 days to use your Booster, or lose it. We'll let you know when your 30 days is up. We'll also remind you 5 days before your Booster is due to expire.
- If you're a pay as you go customer on Everyday, Talk, Text or International, text 5 DAY TEXT to 441 to get a Booster giving you 300 texts from the UK to the customers of the other UK mobile networks and to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). You'll need to have enough top-up credit on your account as the cost of the Booster comes out of your credit. Your Booster will be ready to use as soon as you've bought it, but we'll send you a text to let you know when it is ready to use. You then have 5 days to use your Booster, or lose it. We'll let you know when your 5 days is up.
- If you're a pay as you go customer on Everyday, Talk, Text or International, text 30 DAY TEXT to 441 to get a Booster giving you 300 texts from the UK to the customers of the other UK mobile networks and to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). You'll need to have enough top-up credit on your account as the cost of the Booster comes out of your credit. Your Booster will be ready to use as soon as you've bought it, but we'll send you a text to let you know when it is ready to use. You then have 30 days to use your Booster, or lose it. We'll let you know when your 30 days is up. We'll also remind you 5 days before your Booster is due to expire.
- If you are a pay as you go customer who doesn't have internet on your phone included in your plan or added to your account as a booster, a day pass costs up to £1 a day. We'll automatically charge 0.73p per KB each day (midnight to midnight) when you use internet on your phone 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](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. This plan comes with a fair use policy of 500MB a calendar month (40MB a day for customers who joined before 1 Feb 2011). 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 internet on your phone.
- Pay as you go customer? If you have a compatible phone, you can text WEB to 441 or call 879 free from your T-Mobile phone to buy our 5 day pass giving you 5 days internet browsing on your phone. We'll send you a text to let you know when your pass is ready to use. We'll start counting your 5 days the next day and you can use your pass until midnight five days later. We'll let you know when your pass has run out. You can have up to 4 boosters on your account at one time and each booster will start as soon as a previous one runs out. Once your pass has run out you'll then be charged up to £1 a day to browse the internet. See the legal stuff and fair use policy at [www.ee.co.uk/terms](http://www.ee.co.uk/terms). 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. This plan comes with a fair use policy of 500MB a calendar month (40MB a day for customers who joined before 1 Feb 2011). 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 internet on your phone.



- 9 Use your travel credit for calls and texts to the UK or to countries in our six travel calling zones (excluding non geographic and premium rate numbers) whilst you're travelling in Europe. We'll send you a text to let you know when it has worked. Your booster then lasts for 20 days, so if you don't use it you lose it. When you're in: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (excluding the Canary Islands and Balearics) and Sweden, calls you make will cost 36.6p per minute, calls you receive will cost 11.5p per minute and each text costs 10p.
- 10 We'll send you a text to let you know when it has worked. You'll have 30 days from the day you buy the Booster to use your Booster texts. We'll let you know when these 30 days are up. Your International Text Booster can be used for sending texts from the UK to overseas mobile networks in our rest of the world zone: Australia, Austria, Bangladesh, Belgium, Canada, Channel Islands, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Jamaica, Japan, Korea, Latvia, Lithuania, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovakia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Turkey and USA.
- 11 If you're a pay as you go customer you can get either 30 days, 30 days rolling or 6 months of BlackBerry® and internet in the UK. Text either 'MONTHBB', 'MONTHBB2' or '6MONTHBB' free to '441' to buy. You'll need to have enough top-up credit on your account as the cost of the Booster comes out of your credit. You will also need to have a BlackBerry device. We'll send you a text to let you know that's worked and your Booster will start from then. We'll also let you know by a text when your 30 days or 6 months of BlackBerry email and internet is up. At the end of your Booster you will need to buy another Booster to access BlackBerry services. Remember that your Booster has been paid for up front and that you won't be entitled to a refund if you stop using it before it expires. For the rolling Booster, we will automatically deduct the cost of the Booster from your credit each month, unless you do not have enough credit available. We will contact you 48 hours in advance to warn you of the payment. You can opt-out of the rolling Booster by texting 'STOP' to 441. This booster provides BlackBerry email and BBM services, plus internet and comes with a fair use policy of 500MB a calendar 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 internet on your phone. Remember that if you want to use BlackBerry services or internet outside the UK then additional charges will apply. Also you can't use your phone as a modem, for peer to peer file sharing, or for making internet phone calls.

## Boosters available to customers on price plans: Talk Tariff, Mates Rates, Mates Rates International, Text Appeal, Everyone, Standard, Relax, Relax with Allowances Talk & Text

|  |  |       |
|--|--|-------|
| <b>30 Day</b>                                    |  |       |
| Talk and Text 10 <sup>1, 2, 4</sup>              | 100 minutes and 400 texts  | £10   |
| Talk and Text 15 <sup>1, 2, 4</sup>              | 200 minutes and 600 texts  | £15   |
| Talk and Text 20 <sup>1, 2, 3, 4</sup>           | 300 minutes and unlimited texts                                    | £20   |
| <b>5 Day</b>                                     |  |       |
| 5 day pass <sup>1, 2, 5, 7</sup>                 | unlimited mins and texts to T-Mobile customers                     | £7.50 |
| Unlimited texts <sup>1, 2, 3, 5, 6</sup>         | Unlimited texts  | £7.50 |
| Talk 100 <sup>1, 2, 5, 8</sup>                   | 100 minutes to mobiles and landlines on any network for 5 days     | £10   |
| Internet <sup>14, 15</sup>                       | 5 days unlimited internet on your phone                            | £2.50 |
| <b>Internet on your phone</b>                    |  |       |
| £1 a day Booster <sup>1, 2, 9</sup>              | 0.73p per KB   | £1    |
| 5 day Booster <sup>1, 2, 10</sup>                |  | £2.50 |
| 30 day Booster <sup>1, 2, 11</sup>               |  | £5    |
| 6 months <sup>1, 2, 11, 12</sup>                 |  | £20   |
| 30 Day Rolling (monthly cost)                    |  | £5    |
| <b>Travel abroad</b>                             |  |       |
| Euro 5 travel booster <sup>1, 2, 12</sup>        | £7.50 worth of roaming credit in a selection of European countries | £5    |
| Euro 10 travel booster <sup>1, 2, 12</sup>       | £15 worth of roaming credit in a selection of European countries   | £10   |
| Euro 20 travel booster <sup>1, 2, 12</sup>       | £30 worth of roaming credit in a selection of European countries   | £20   |
| Euro 30 travel booster <sup>1, 2, 12</sup>       | £45 worth of roaming credit in a selection of European countries   | £30   |
| <b>Calling abroad from UK</b>                    |  |       |
| International Text (30 days) <sup>1, 2, 13</sup> | 50 texts to over 50 countries                                      | £5    |
| <b>Text allowance</b>                            |  |       |
| Text allowance (90 days) <sup>16, 17</sup>       | 200 text messages  | £12   |
|  | 500 text messages  | £25   |
|  | 1000 text messages   | £30   |

- You'll need to have enough top-up credit on your phone as the cost of the booster comes out of your credit.
- If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we will remove this pass from you and/or disconnect your SIM card from our network without giving you any advance warning.
- We'd like to remind you that your terms and conditions say that you mustn't use our services to do anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking this condition if you text more than 200 different phone numbers over the course of the 30 days. Remember, we're free to decide that other types of use may also be breaking this condition. If you do break this condition, we'll disconnect your SIM card from our network without giving you any advance warning.
- We'll send you a text to let you know when your Booster is ready to use. You then have 30 days to use your Booster, or lose it. We'll let you know when your 30 days is up and when your minutes run out, if this happens first. We'll also remind you 5 days before your Booster is due to expire. Use your minutes and texts from the UK to call and text the customers of the other UK mobile networks and to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to your voicemail also come out of your minutes. You can only have one Talk & Text Booster on your account at any one time. Remember, when you swap your credit for a Talk & Text Booster you'll need to opt-out of any top-up reward offer you're in and you'll lose any top-up reward you have. You also can't earn any top-up rewards while you have a Talk & Text Booster active.
- We'll send you a text to let you know when your pass is ready to use. We'll start counting your 5 days the next day and you can use your pass until midnight five days later. We'll let you know when your pass has run out. You can have up to 4 boosters on your account at one time and each booster will start as soon as a previous one runs out.
- Your booster gives you unlimited texts from the UK to the customers of the other UK mobile networks. This booster is for your personal use only.
- Your booster gives you unlimited calls and texts from the UK to other customers on T-Mobile in the UK. You can call up to 90 different numbers over the 5 days but if you call more than this your booster won't work any more.
- We'll let you know when your 5 days is up, or when you have used up your 100 minutes, whichever is sooner. Your booster gives you 100 minutes of calls from the UK to the customers of the other UK mobile networks and to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man).
- If you are a pay as you go customer who doesn't have internet on your phone included in your plan or added to your account as a booster, a day pass costs up to £1 a day. We'll automatically charge 0.73p per KB each day (midnight to midnight) when you use internet on your phone 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](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. This plan comes with a fair use policy of 500MB a calendar month (40MB a day for customers who joined before 1 Feb 2011). 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 internet on your phone.
- Pay as you go customer? If you have a compatible phone, you can text WEB to 441 or call 879 free from your T-Mobile phone to buy our 5 day pass giving you 5 days internet browsing on your phone. We'll send you a text to let you know when your pass is ready to use. We'll start counting your 5 days the next day and you can use your pass until midnight five days later. We'll let you know when your pass has run out. You can have up to 4 boosters on your account at one time and each booster will start as soon as a previous one runs out. Once your pass has run out you'll then be charged up to £1 a day to browse the internet. See the legal stuff and fair use policy at [www.ee.co.uk/terms](http://www.ee.co.uk/terms). 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. This plan comes with a fair use policy of 500MB a calendar month (40MB a day for customers who joined before 1 Feb 2011). 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 internet on your phone.

- 11 If you're a pay as you go customer you can get either 30 days, 30 days rolling or 6 months of BlackBerry® and internet in the UK. Text either 'MONTHBB', 'MONTHBB2' or '6MONTHBB' free to '441' to buy. You'll need to have enough top-up credit on your account as the cost of the Booster comes out of your credit. You will also need to have a BlackBerry device. We'll send you a text to let you know that's worked and your Booster will start from then. We'll also let you know by a text when your 30 days or 6 months of BlackBerry email and internet is up. At the end of your Booster you will need to buy another Booster to access BlackBerry services. Remember that your Booster has been paid for up front and that you won't be entitled to a refund if you stop using it before it expires. For the rolling Booster, we will automatically deduct the cost of the Booster from your credit each month, unless you do not have enough credit available. We will contact you 48 hours in advance to warn you of the payment. You can opt-out of the rolling Booster by texting 'STOP' to 441. This booster provides BlackBerry email and BBM services, plus internet and comes with a fair use policy of 500MB a calendar 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 internet on your phone. Remember that if you want to use BlackBerry services or internet outside the UK then additional charges will apply. Also you can't use your phone as a modem, for peer to peer file sharing, or for making internet phone calls.
- 12 Use your travel credit for calls and texts to the UK or to countries in our six travel calling zones (excluding non geographic and premium rate numbers) whilst you're travelling in Europe. We'll send you a text to let you know when it has worked. Your booster then lasts for 20 days, so if you don't use it you lose it. When you're in: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (excluding the Canary Islands and Balearics) and Sweden.
- 13 We'll send you a text to let you know when it has worked. You'll have 30 days from the day you buy the Booster to use your Booster texts. We'll let you know when these 30 days are up. Your International Text Booster can be used for sending texts from the UK to overseas mobile networks in our rest of the world zone: Australia, Austria, Bangladesh, Belgium, Canada, Channel Islands, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Malaysia, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovakia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Turkey and USA.
- 14 Once your pass has run out you'll then be charged up to £1 a day to browse the internet. See the legal stuff at [www.ee.co.uk/terms](http://www.ee.co.uk/terms). 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 (except if you have a Sidekick) or making internet phone calls. Each plan comes with a fair use policy of. 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 internet on your phone, depending on how often you go over your amount and by how much.
- 15 This plan comes with a fair use policy of 40MB a day.
- 16 Text allowances have a 90 day expiry period and include text messages sent to any UK mobile operators' customers in the UK, including text messages sent via Group Text, but excludes all other text message options and text messages while abroad.
- 17 There is no rollover of allowances after the 90 day period has expired.

## Customise your price plan (UK only)

|   |                      |  |
|---|----------------------|--|
| Text and MMS Alert Services <sup>2</sup>  |                      | from 5p to £4                            |
| Games <sup>5</sup> :  |                      | from free to £15                         |
| Music <sup>5</sup> :  |                      | from free to £20                         |
| Video <sup>5</sup> :  |                      | from free to £4.99                       |
| Books <sup>5</sup> :  |                      | from free to £25                         |
| TV <sup>5</sup> :   |                      | from 20p to £5                           |
| GPS Services <sup>5</sup> :   |                      | from £5.99                               |
| Wallpapers <sup>5</sup> :   |                      | from free to £2.50                       |
| Caller Tunes <sup>5</sup> :   |                      | £1 per month<br>£1.50 per download       |
| <b>Third party information services</b>   |                      | Charges vary as published by third party |
| T-Mobile ringtones and icons <sup>1, 2</sup>  | Monophonic           | £1.50                                    |
|   | Polyphonic           | £2.50                                    |
|   | Realtones            | £3.00                                    |
| Web 'n' walk<br>(This charge applies up to a daily maximum of £1 (inc VAT) running from midnight to midnight. <sup>3, 4</sup><br>Charges not applicable to connection via CSD). | per kB sent/received | 0.73p                                    |

- 1 Subscription valid for 30 days. Text messages sent requesting this service cost 20p in addition to the service subscription charge.
- 2 The call duration is approximately 1 minute other than advanced ringtones (polyphonic) which has an approximate call duration of 2 minutes.
- 3 Charges of 0.73p per kB apply until £1 per day (midnight to midnight) is spent. If you have already spent £1 and you browse for a continuous period from before midnight to after midnight, all of that period will be charged at the new day's rate of 0.73p per kB.
- 4 The web 'n' walk day pass does not include calls made whilst roaming. Standard charges apply, see international call charges for more details.
- 5 The individual price you pay will be shown on the portal where you buy the service at the time you pay.

## International call charges

### Charges from UK to abroad

These International call charges apply to all pay as you go plan with the exception of International plan and those customers who opted into International Pass. Call charges are in pence for a one minute direct-dial voice, fax or data call originating within the UK. Calls are charged by the minute, not by the second, and will be rounded up to the nearest minute.

MMS from the UK to abroad are charged at standard rate as per your price plan.

| <b>Calls made to landlines and mobiles within the below zones</b>    | <b>Anytime<br/>Standard charges<br/>Inc VAT</b> | <b>Anytime<br/>Sending a text<br/>Inc VAT</b> |
|--|---|---|
| Europe   | £1.00   | 20p   |
| Ireland, Channel Islands and Isle of Man                             | 70p   | 20p   |
| USA and Canada   | 90p   | 20p   |
| Australia and New Zealand  | £1.00   | 20p   |
| Rest of World  | £1.80   | 20p   |
| Satellite  | £5.00   | -   |
| Across to the T-Mobile WAP and email service (using CSD, per minute) | 10p   | -   |
| (using GPRS, per kB)   | 73p   | -   |
| International premium services                                       | £3.50   | £2.00   |

## Charges whilst abroad

- For all customers making a call in Zones 1 and 2, there is a minimum call charge of 30 seconds, after which calls are billed per second. However, there is no minimum call charge for receiving a call in those Zones and calls are just billed per second. Calls made or received in Zones 3, 4, 5 and 6 are subject to a minimum call charge of 60 seconds, after which calls are billed per second. Calls to international premium services are charged by the minute.

### 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.
- Call made or received while you are outside the European Union are not subjected to UK VAT.
- To use Web'n'walk, Mobile Broadband and Instant Email whilst in the EU<sup>1</sup> you will need to buy one of our Boosters listed below. If you are in the any other part of the world it will cost £7.50 a MB<sup>2,3</sup>.
- Multimedia Messaging usage whilst abroad is charged at the standard rate as per your price plan.
- You can't make Video Calls whilst abroad.
- If you use Mobile Broadband, Web'n'walk or Instant Email in our Aeronautical zone you will be charged £10 a MB.

### Travel Boosters<sup>3</sup>

These Travel Boosters are available on all pay as you go plans.

| Data booster size | Zones <sup>1</sup> |     |       |     |      |        |
|-------------------|--------------------|-----|-------|-----|------|--------|
|                   | Europe             | A   | B     | C   | D    |        |
| 3MB               | –                  |     |       |     | £20  | Daily  |
| 10MB              | –                  |     | £7.50 | £12 | £50  |        |
| 20MB              | –                  | £3  | –     | £20 | –    | 7 Days |
|                   | –                  |     |       |     | £120 |        |
| 25MB              | –                  |     | £15   | –   |      | Daily  |
| 50MB              | £3                 | –   |       |     |      |        |
|                   | –                  |     | £35   | £50 | £200 | 7 Days |
| 100MB             | £5                 | £10 | –     |     |      | Daily  |
|                   | –                  |     | £50   | £90 | –    |        |
| 200MB             | £12                | £20 | –     |     |      | 7 Days |
| 500MB             | £25                | £40 | –     |     |      |        |

- Our Data Roaming Europe Zone countries are: Austria, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland.  
Our Data Roaming Zone A countries are: USA, Armenia, Australia, Canada, China, Israel, Mexico, New Zealand, Peru, Russia, Singapore, Turkey, Ukraine.  
Our Data Roaming Zone B countries are: Argentina, Bermuda, Columbia, Ecuador, Gabon, Hong Kong, India, Indonesia, Malaysia, Moldova (Republic of), Mongolia, Nicaragua, Philippines, Qatar, Saudi Arabia, Sierra Leone, South Africa, Thailand, Uganda, United Arab Emirates, Isle of Man.  
Our Data Roaming Zone C countries are: Afghanistan, Albania, Botswana, Brazil, Caribbean, Dominican Republic, Egypt, Faroe Islands, Guinee, Guyana, Iraq, Ivory Coast, Japan, Jordan, Macedonia, Madagascar, Mali, Monserrat, Montenegro, Netherland Antilles, Niger, Nigeria, Panama, Senegal, South Korea, Sri Lanka, Tanzania, Vietnam, Zambia.  
Our Data Roaming Zone D countries are: Algeria, Andorra, Angola, Azerbaijan, Bahrain, Bangladesh, Belarus, Benin, Bolivia, Bosnia and Herzegovina, Brunei, Darussalam, Cambodia, Cameroon, Cape Verde, Chile, Congo, Cuba, El Salvador, Fiji, Georgia, Ghana, Greenland, Kazakhstan, Kenya, Kuwait, Lao, Lebanon, Lesotho, Macau, Maldives, Mauritius, Morocco, Mozambique, Namibia, Oman, Pakistan, Palestine, Paraguay, Rwanda, Serbia, Seychelles, Sudan, Taiwan, Tajikistan, Tunisia, Uruguay, Venezuela, Yemen.
- 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. 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 £7.50 per MB for countries in our five travel calling zones.
- To use internet on your phone whilst travelling abroad you'll need to buy one of our Roaming Data Boosters. If you're a pay-per-day customer you'll need to have enough top-up credit on your account to be able to buy. Remember we count the time periods based on UK time. Once your Booster runs out, you'll have to buy another one to be able to continue surfing the internet on your phone in our Travel Zone. Remember you can't use your phone as a modem or use internet on your phone for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. A Booster lasts for the stated duration from when you buy it or until you have used your data allowance up, whichever comes first.

## Prices for calls and other services whilst travelling abroad

| Zone (you are in)                             | Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK | Making a call to outside of the EU (Zones 3-9, including satellite numbers) | Receiving a call | Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK <sup>8</sup> | Sending a text to outside of the EU (Zones 3-9) <sup>8</sup> | Sending a picture message            |       |
|---|--|---|------------------|--|--|--------------------------------------|-------|
| Zone 1a, Ireland, Isle of Man                 | 16.58p   | £1.20   | 4.36p            | 5.23p  | 50p  | Not available                        |       |
| Zone 1b, Channel Islands                      | 13.82p   |   | 3.63p            | 4.36p  |  |                                      |       |
| Zone 2a, Europe (EU/EEA Vatable) <sup>4</sup> | 16.58p   |   | 4.36p            | 5.23p  |  |                                      |       |
| Zone 2b, Europe (EU/EEA non VAT) <sup>5</sup> | 13.82p   |   | 3.63p            | 4.36p  |  |                                      |       |
| Zone 3, other Europe <sup>6</sup>             | £1.00  |   | £1.20            | 40p  | 50p  | standard rate as per your price plan |       |
| Zone 4, USA and Canada                        | £1.20  | £1.20   |                  |  |  |                                      | £1.20 |
| Zone 5, Australia and New Zealand             |  |   |                  |  |  |                                      |       |
| Zone 6, Rest of World <sup>7</sup>            | £1.50  |   |                  |  |  |                                      |       |
| Zone 7, Maritime – Ships and Ferries          | £1.80  |   |                  |  |  |                                      |       |
| Zone 8, Rest of World (exceptional)           | £2.50  |   |                  |  |  |                                      |       |
| Zone 9, Aeronautical – Planes                 | £2.50  |   | £1.00            |  |  |                                      |       |
| Satellite numbers                             | £1.80  |   | Not available    |  |  |                                      |       |

- 4 Zone 2a, EU/EEA vatable countries include Austria, Azores (Portugal), Balearic Islands (Spain), Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden.
- 5 The Europe EEA zone 2b countries included are: Canary Islands (Spain), French Guyana, Gibraltar, Guadelope, Guernsey, Jersey, Iceland, Liechtenstein, Martinique, Norway, Reunion, San Marino, St Barthelemy and St Martin (French West Indies territories), Vatican City.
- 6 Europe non-EEA countries included are Andorra, Faroe Islands, Switzerland.
- 7 The following countries are in zone 8 and not zone 6, and are charged at £2.50 per minute to send & receive call: Bahamas, Cuba, Kuwait, Mongolia, Uzbekistan, Tajikistan, Turkmenistan, Laos, Maldives, Republic Of Palau, Tunisia, Benin, Chad, Cape Verde, Congo (Republic of the), Djibouti, Falkland Islands. 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.
- 8 Any undelivered text messages will be charged as per the standard rate for sending the text message.
- 9 Premium numbers are determined by our partner networks overseas and vary according to the country visited.

## Points to note.

- You must make a **connection action** at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited.
 

'Connection actions' are:

  - Making a chargeable outbound call
  - Sending a text message
  - Topping up your account
  - Making a payment for a value added service
  - Registering your details
- We can place a charge on your account **if a bank reverses a debit or credit card payment to your account**. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.
- **Any text message sent to you**, which doesn't get through because you are out of credit will be lost.
- **To make or receive a chargeable call or receive a voicemail message**, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1pence credit available.
- T-Mobile information services rate applies when using **short code dialling** from your mobile phone (unless otherwise stated).
- **Calls are charged by the minute** (unless otherwise stated) and rounded up to the nearest penny.
- If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning.
- All **prices include VAT** at the current rate of 20% (includes those calls made or received whilst abroad).
- **Charging for calls will commence when:**
  - A call has been answered
  - Connected to a customer services advisor
  - Indicated within the Roaming automated service
- **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.
- 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.
- 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.
- The following plans are no longer available to move to: Talk Tariff, Mates Rates, Mates Rates International, Text Appeal, Everyone, Standard, Relax, Relax with Allowances, Talk & Text. If existing customers leave one of these plans they will not be able to join.

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Information correct as at  
July 2015.

PRE10 PRE31  
 PRE11 PRE32  
 PRE12 PRE33  
 PRE14 PRE34  
 PRE17 SMART10  
 PRE18 SMART15  
 PRE20 SMART25  
 PRE25 BBPACK10  
 PRE28 BBPACK15  
 PRE30 BBPACK25

