

What it costs

# Unlimited Landline, Texts and T-Mobile Talk £15 (24 month).

Available between 9 December 2009 and 15 February 2012

		Unlimited Landline, Texts and T-Mobile Talk 15 (24 month)
<b>Monthly line rental for contract length 24 months</b>		<b>Inc VAT</b>
Prices from May 2014		£16.97
<b>Inclusive allowance</b>		
Inclusive minutes (each month) to call customers of UK mobile networks, (including Orange and EE customers) and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time		75
Inclusive minutes (each month) to call other T-Mobile UK customers from the UK		Unlimited <sup>8</sup>
Inclusive minutes (each month) to call UK numbers starting with 01,02,03 (not including Jersey, Gernsey and the Isle of Man) from the UK		Unlimited <sup>8</sup>
Inclusive texts (each month) to text customers of UK mobile networks, from the UK at any time		Unlimited <sup>8</sup>
Rollover		No
Service Type	Included in Allowance? <sup>1,2</sup>	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to UK mobile numbers	✓	40p per minute <sup>4</sup>
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	40p per minute
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>9</sup>	✗	Access Charge of 44p per minute plus a Service Charge
Calls to Freephone (080) & (116)	✗	Free <sup>5</sup>
Calls to retrieve voicemail	✗	12p per minute
Text Messages to UK mobile numbers	✓	15p per message <sup>4,6</sup>
Picture Messages	✗	40p per message
Calls to Customer Services (During Normal Working Hours)	✗	Free <sup>7</sup>
Calls to Customer Services (During Extended Working Hours)	✗	50p per call <sup>7</sup>
Call Divert	✗	Standard Call Rates Apply

Prices correct as at May 2015.

The legal stuff you need to know:

- Your inclusive minutes are from the UK to UK mobile customers and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).
- Calls made within your allowance are charged on a per second basis.
- Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- Calls & text message to certain MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. See 'points to note' for more information.
- Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk
- Applies to messages sent from your phone or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- Call charges vary depending on the time of your call as well as other optional selections that you may choose. You will be notified of call costs and have the option to end the call at that point without incurring any charge. Please see our 'Non-Standard Service brochure' for further details and for definitions of our "normal working hours" and "extended working hours".
- Unlimited landline, texts and T-Mobile talk (24) is only available by shopping online at [t-mobile.co.uk](http://t-mobile.co.uk) before 28 February 2010. You'll have to promise to stay with us for 24 months and pass our standard credit check. Your unlimited minutes are from the UK to other T-Mobile customers and to landline numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Your unlimited minutes are not for continuous usage. Your 75 inclusive minutes are from the UK to call customers of other UK mobile networks. Your unlimited texts are from the UK to the customers of any UK mobile network and numbers starting 01,02 & 03 at any time (except Jersey, Guernsey and the Isle of Man). If you send more than 3000 texts a month or text more than 200 different numbers in 5 days, you may be breaking your terms and conditions, which say that you can't use your phone for anything unlawful or to send nuisance communications. We'll warn you if you do this and if you do it again we'll remove your unlimited texts. Remember, we're free to decide that other types of use may also be breaking your terms.

\*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



## Points to note.

- 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.



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