

What it costs

# Flex + web'n'walk Plus.

Available between 1 October 2007 and 31 May 2008

|                                                                                                                                                                                                                                                             | Flex 25 + web'n'walk Plus | Flex 30 + web'n'walk Plus |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|---------------------------|
| Prices effective from March 2016                                                                                                                                                                                                                            | £36.46                    | £40.99                    |
| <b>Inclusive allowance</b>                                                                                                                                                                                                                                  |                           |                           |
| Inclusive monthly allowance to spend on calls and texts to UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time and picture messages to customers of UK mobile networks. | £61.27                    | £180                      |
| Maximum number of users                                                                                                                                                                                                                                     | 1                         |                           |
| Unlimited browsing in the UK <sup>1</sup>                                                                                                                                                                                                                   | Yes                       |                           |
| Rollover                                                                                                                                                                                                                                                    | No                        |                           |
| <b>Call charges (per minute) for voice, fax and data calls</b>                                                                                                                                                                                              |                           |                           |
| Calls to other T-Mobile UK customers                                                                                                                                                                                                                        | 50p                       |                           |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time                                                                                                                                    | 50p                       |                           |
| Calls to UK mobile operators' customers                                                                                                                                                                                                                     | 50p                       |                           |
| Checking voicemail in the UK                                                                                                                                                                                                                                | 50p                       |                           |
| <b>Text message charges (per message)</b>                                                                                                                                                                                                                   |                           |                           |
| To other T-Mobile UK customers <sup>1,2</sup>                                                                                                                                                                                                               | 10p                       |                           |
| To other UK mobile operators' customers <sup>1,2</sup>                                                                                                                                                                                                      | 10p                       |                           |
| To non-UK mobile operators' customers <sup>1,2</sup>                                                                                                                                                                                                        | 20p                       |                           |
| <b>Calls to customer services</b>                                                                                                                                                                                                                           |                           |                           |
| Calls to Customer Services (During Normal Working Hours) <sup>4</sup>                                                                                                                                                                                       | Free                      |                           |
| Calls to Customer Services (During Extended Working Hours) <sup>4</sup>                                                                                                                                                                                     | 50p per call              |                           |

Prices effective from 28th September 2016.

- 1 Compatible device required. Not applicable to connection via CSD. Subject to coverage. To ensure a high quality of service for all our customers a fair use policy applies. T-Mobile defines fair use as total UK data (both sent and received) of up to 3GB per month. T-Mobile may contact customers who exceed 3GB of data and ask them to reduce their usage. If data is usage is not reduced following a request from T-Mobile and/or use of internet phone calling is detected, notice may be given, after which network protection controls may be applied which will result in a reduced speed of transmission.
  - 2 Applies to messages sent from your mobile phone or via the T-Mobile website; [www.t-mobile.co.uk](http://www.t-mobile.co.uk)  
\*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.
  - 3 The prices shown above include VAT at 20%.
  - 4 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".
- For details of roaming mobile internet charges please refer to our 'Non standard charges' leaflet.

Life's for Sharing

T-Mobile

- Your **inclusive allowance** (shown on your bill as 'allowance') is the amount that you have to spend on selected T-Mobile services each month. You can use your allowance for voice calls (excluding calls to the T-Mobile WAP service and calls made whilst abroad), text and picture messages to the customers of other UK mobile networks and voicemail retrieval in the UK. Numbers prefixed with 08 are not included in your allowance.
- **If your inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the T-Mobile account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer**. Your first month's charge and inclusive allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **Per second 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 into a different part of the day (for example, from 'daytime' to 'evening'), the remainder of the call will be charged at the new rate.
- **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.
- 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 minimum charge per call of 5p unless otherwise stated.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. Diverted calls are not included in any inclusive allowance you may have.
- Additional charges may apply whilst using your T-Mobile phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on [www.t-mobile.co.uk/whatitcosts](http://www.t-mobile.co.uk/whatitcosts) or our 'Non standard charges' leaflet.
- T-Mobile reserves the **right to vary or withdraw** any individual or additional service with 30 days' notice.
- A text message consists of up to 160 characters. If you send a long r message, you will be charged for two or more text messages as appropriate.

