

What it costs

Mobile Broadband Max plan.

For customers who joined before 1st March 2009 and have not yet moved price plan

	Mobile Broadband Max 12 months		Mobile Broadband Max 18 months		Mobile Broadband Max 24 months	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Monthly line rental for contract length	£35.75	£29.79	£35.75	£29.79	£30.64	£25.53
T-Mobile internet in the UK ¹	Unlimited		Unlimited		Unlimited	
Fair use policy amount per month	10Gb		10Gb		10Gb	
Maximum number of users	1		1		1	
Rollover	No		No		No	
Call charges (per minute)						
Calls to other T-Mobile UK customers	50p	41.66p	50p	41.66p	50p	41.66p
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	41.66p	50p	41.66p	50p	41.66p
Calls to other T-Mobile UK customers	50p	41.66p	50p	41.66p	50p	41.66p
Checking voicemail in the UK	50p	41.66p	50p	41.66p	50p	41.66p
Text message charges (per message)						
To other T-Mobile UK customers ^{2,3}	15p	12.5p	15p	12.5p	15p	12.5p
To other UK mobile operators' customers ^{2,3}	15p	12.5p	15p	12.5p	15p	12.5p

Prices correct as at September 2018. The prices here show VAT at 20%. When you get your bill you'll see the new VAT rate of 15% applied, so you get a VAT saving.

The legal stuff you need to know:

- Mobile Broadband Max is for use in the UK only. You'll need to promise to stay with us for 12, 18 or 24 months and pass our standard credit check. You'll need a compatible laptop, an enabled device like a USB modem and mobile broadband coverage. You can check your coverage at t-mobile.co.uk/mobilebroadband. You can use all of our T-Mobile HotSpots in the UK, but you'll need to accept our HotSpots legal stuff first. If you use your plan outside the UK, we'll add any roaming charges to your pay monthly account, please see the webpage mentioned above for more details. *This plan comes with a fair use policy of 10GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our Mobile Broadband 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, depending on how often you go over your amount and by how much.
- Applies to messages sent direct from your SIM card or via the T-Mobile website; www.t-mobile.co.uk
*Please go to the "help & Support" section of our website, t-mobile.co.uk, for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.



Points to note.

- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer.**
- **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 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.
- **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 1 minute minimum charge 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 minutes you may have.
- For details of the charges for using your Mobile Broadband SIM card whilst you are outside the UK, please refer to our 'Non Standard What it Costs' leaflet.
- Additional charges (e.g. international call charges, premium rates etc) can be found on www.t-mobile.co.uk/whatitcosts or our 'Non standard charges' leaflet.
- 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.



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SUSTAINABLE
FORESTS

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Information correct as at

September 2018.

MBBMAX12

MBBMAX18

MBBMAX24