

Web'n'walk Plus plan.

Each year in March, the price of your monthly plan will increase in line with the Retail Price Index (RPI) rate of inflation as published in January by the Office for National Statistics. To check your current monthly price plan charge just check your latest bill or My EE.

This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.

		Exc VAT
Monthly line rental for contract length	24 months	£20.96
T-Mobile internet access in the UK ²		Flat rate
Maximum number of users ¹		1
Rollover		No
Call charges (per minute) for voice, fax and data calls		
Calls to other T-Mobile UK customers ¹		50p
Local and national calls		50p
Calls to other UK mobile operators' customers		50p
Voicemail message retrieval		15p
Text message charges (per message)		
To other T-Mobile UK customers ^{3,4}		15p
To other UK mobile operators' customers ^{3,4}		15p

Prices correct as at 01st April 2020.

1. Charges for a PC card are exclusive of the monthly line rental quoted for this price plan.

2. Compatible device required. Not applicable to connection via CSD.

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 use (both sent and received). T-Mobile may contact customers who exceed the data and ask them to reduce their usage. If data usage is not reduced following a request from T-Mobile and/or use of Voice over Internet Protocol is detected, notice may be given, after which network protection controls may be applied which will result in a reduced speed of transmission.

*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.

For details of roaming mobile internet charges please refer to our 'Non standard charges' leaflet.

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 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 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 minutes 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 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 longer message, you will be charged for two or more text messages as appropriate.



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P A P E R



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F O R E S T S