

What it costs

# Instant Email with BlackBerry® plan.

Available after 3 February 2004

Monthly line rental (18 months)		
Prices from 28th May 2014	£17.82	
Instant Email	Flat rate applies <sup>1</sup>	
WAP GPRS allowance	3 MB <sup>2</sup>	
Service Type	Included in Allowance?	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to UK mobile numbers	X	50p per minute <sup>4</sup>
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	X	50p per minute
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>7</sup>	X	Access Charge of 50p per minute plus a Service Charge
Calls to Freephone (080) & (116)	X	Free <sup>4</sup>
Calls to retrieve voicemail	X	50p per minute
Text Messages to UK mobile numbers	X	15p per message <sup>5</sup>
Picture Messages	X	50p per message
Calls to Customer Services (During Normal Working Hours)	X	Free <sup>6</sup>
Calls to Customer Services (During Extended Working Hours)	X	50p per call <sup>6</sup>
Call Divert	X	Standard Call Rates Apply

Prices correct as at September 2018.  
The prices shown above include VAT at 20%.

- 1 Fair use policy of 50MB. See 'Points to note' for details.
- 2 First 3MB of WAP GPRS is inclusive, thereafter a run-on-rate of £1.00 per MB (Exc VAT).
- 3 Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 4 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
- 5 Applies to messages sent from your phone or via the T-Mobile website www.t-mobile.co.uk
- 6 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".
- 7 Please see ee.co.uk/ukcalling for a list of Service Charges

\*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.

Life's for Sharing



- **Fair Use Policy:** Use of Instant Email is subject to a fair use policy of 50MB of data per month. If a customer exceeds 50MB in a given month, we may request the customer reduce their usage of the service.  
If usage of the Instant Email service continues to exceed 50MB per month, T-Mobile may move the user to another Instant Email plan, and they may lose the right to move back to the original Instant Email plan.  
Access to and use of any other web based Email service or Web browsing via GPRS is not covered by this fair use policy. We reserve the right to vary this policy, but will notify you if we do. Numbers prefixed with 08 are not included in your allowance. Freephone numbers are free.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer.**
- **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.
- **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.
- **Free voicemail retrieval** applies to the retrieval of messages when using the T-Mobile service in the UK.
- 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](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 longer message, you will be charged for two or more text messages as appropriate.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T E