

What it costs

Solo

Available between 1 September 2009 and 15 February 2012

Monthly line rental	Solo 10 ⁹	Solo 15 ⁹	Solo 20 ⁹	Solo 25 ⁹	Solo 30 ⁹	Solo 35 ⁹
Contract length	1 month rolling					
Prices after May 2014	£11.68	£17.50	£23.35	£27.34	£32.80	£38.26
Inclusive allowance ¹⁰						
Inclusive minutes (each month) to call customers of 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 ^{1,2,5}	150	350	600	800	1400	1800
Maximum number of users	1					
Inclusive texts (each month) to text customers of UK mobile networks at any time	300	150	200	300	500	
Rollover	No					
Call charges (per minute) ³						
Calls to UK mobile numbers ⁵	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					
Checking voicemail in the UK	50p					
Calls to 08, 09 & 118 numbers (not including Freephone 080) ⁸	Access Charge of 50p per minute plus a Service Charge					
Calls to Freephone (080) ⁴ & (116)	Free					
Text message charges (per message)						
Text Messages to UK mobile numbers	15p					
To non-UK mobile operators' customers ^{2,3}	25p					
Picture Messages	50p per message					
Calls to customer services ¹⁰						
Calls to Customer Services (During Normal Working Hours) ⁷	Free					
Calls to Customer Services (During Extended Working Hours) ⁷	50p per call					

Calls to Customer Services on connection to a customer service agent will be charged at 25p inc VAT, 21.3p exc VAT (per call).

Prices correct as at 31st of March 2019. The monthly line rental shown above includes VAT at 20%.

- 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 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
- 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.
- Applies to messages sent from your phone or via the T-Mobile website 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".
- Please see ee.co.uk/ukcalling for a list of Service Charges.
- If your bill shows that you are on a Solo 10, 15, 20, 25 or 30 "H" plan, these legals apply to you. You won't be able to send picture messages with Solo H and you can't add any further bundles of minutes. You can't add any additional services to Solo H, such as internet, data or email, and you can't purchase or subscribe to any of our content services, such as ringtones, music or TV. Solo H can't be used to make premium rate calls or international calls (which includes calls to Jersey, Guernsey and the Isle of Man), and you can't use Solo H to make calls when you are outside the UK.
- Calls to 150 are also not covered by your allowance. The 150 service is free if you only use the automatic self service options but you'll be charged a total of 25p if you select the option to speak to an advisor. You'll need to set up payment by direct debit. If you're already a T-Mobile pay monthly customer, you'll need to be outside your minimum contract term. If you're not already a T-Mobile pay monthly customer, we'll need to run some standard credit checks. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this. If you decide to upgrade or cancel your contract you'll need to give 30 days notice to us by phone. We'll issue you a final bill at the end of the 30 days to cover the notice period and any services used.

Life's for Sharing



Points to note

- You'll have to promise to stay with us for 12 months, pass our standard credit check and pay by direct debit. Solo 12 months inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Calls to 150 are also not covered by your allowance.
- You may need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem or use your internet for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This option comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our 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.
- If your allowance runs out during a call, you will be charged for the remainder of the call.
- Additional charges may apply when using your 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.
- 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.
- T-Mobile reserves the right to vary or withdraw any individual service with 30 days notice.
- 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.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

*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.

The Plan Price Guide and Non-Standard Price Guide PDF documents set out the costs of our services. Where a price given elsewhere (for example an article on our Help pages) is different to the price stated in the Price Guide or Non-Standard Price Guide PDFs, the price in the PDF guides shall take precedence.



LOW CHLORINE
PAPER



SUSTAINABLE
FORESTS

EE81018591_0319
Information correct as at
31st of March 2019
SOLO10
SOLO15
SOLO20
SOLO25
SOLO30
SOLO35

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