

# Mobile Broadband

Mobile Broadband 18 Month Plan			
Monthly Cost (inc. VAT)	£7.50	£10.00	£15.00
Inclusive internet <sup>5</sup> <small>(Fair Use Policy Until 1 November 2012)</small>	1GB	2GB	5GB
Additional Benefit	BT Wi-fi		

Mobile Broadband 30 Day Plan			
Monthly Cost (inc. VAT)	£7.50	£10.00	£15.00
Inclusive internet <sup>5</sup> <small>(Fair Use Policy Until 1 November 2012)</small>	1GB	2GB	5GB

Service Type	Included in Allowance?	Cost of Calls Made Outside of Allowances (inc. VAT)
Calls to UK mobile numbers	✓	50p per minute
Calls to Landlines (numbers starting with 01, 02 or 03 excluding Jersey, Guernsey and Isle of Man)	✓	50p per minute
Calls to 08, 09 & 118 numbers (not including Freephone 080)	✓	Access Charge of 50p per minute plus a Service Charge
Calls to Freephone (080) & (116)	✓	Free
Calls to retrieve voicemail	✓	50p per minute
Text Messages to UK mobile numbers <sup>1</sup>	✓	15p per message
Picture Messages	✗	50p per message
T-Mobile Customer Services	✗	Free
Call Divert	✓	Standard Call Rates Apply
Calls to Customer Services (During Normal Working Hours)		Free
Calls to Customer Services (During Extended Working Hours)		50p per call

All services are for use in the UK only

- 1 Applies to messages sent from your phone or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk).
- 2 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 3 Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the "help & Support" section of our website, [t-mobile.co.uk](http://t-mobile.co.uk).
- 4 A fair use policy applies, see 'points to note' for more detail.

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, 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 legal stuff you need to know:

Mobile Broadband (18-month) and Mobile Broadband (30-day) are for use in the UK only. For Mobile Broadband (18-month) you'll need to promise to stay with us for 18 months. For both you'll need to pass our standard credit check. You'll need a compatible laptop, an enabled device like a Mobile Broadband USB stick and mobile broadband coverage. You can check your coverage at [t-mobile.co.uk/mobilebroadband](http://t-mobile.co.uk/mobilebroadband). You can't use your plan to make internet phone calls or for peer to peer file sharing. If you use your plan outside the UK, we'll add any roaming charges to your pay monthly account. For Mobile Broadband (30-day), if you decide to upgrade or cancel your contract you'll need to give 30 days notice to us by phone.

The £7.50 plans come with a fair use policy of 1GB of data a month. The £10 plans come with a fair use policy of 2GB of data a month. The £15 plans come with a fair use policy of 5GB of data 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. Until 1 November 2012, 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. From 1 November 2012, once you have exceeded your inclusive data monthly allowance, your service will not be restricted but it will cost you a flat rate of £3 a day for out of bundle usage. You will be charged once for each day you use out of bundle data between the date you exceed your inclusive data monthly allowance and the date of your next bill. The total will be added to your next monthly bill. You won't be charged this rate if you don't use the service on a particular day. For this £3 daily flat rate you can continue to use your plan as normal and you can use as much data as you want that day. If you joined one of our plans before 24 August 2012, you will be unaffected by this and the fair use policy outlined above will continue to apply.

Mobile Broadband (18-month) unlimited WiFi: You'll also get access to our preferred WiFi partner's WiFi network. The BT Wi-Fi terms, including those about acceptable use, will also apply to you. You can see these at [www.btwifi.co.uk/terms-and-conditions](http://www.btwifi.co.uk/terms-and-conditions). As we aren't the provider of the WiFi service, we aren't responsible for whether there is WiFi available where you want it, or for the quality of that service. We might swap your WiFi service to another preferred partner in future, provided that you get the same experience. There is a 3GB a month fair use policy. If you go over the 3GB, we may monitor your usage and suspend your usage or withdraw the offer from your account.

## ■ Notes on UK calling

Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only. Calls within the UK only are calls made or received in either England, Wales, Scotland or Northern Ireland. As you'll know, the Channel Islands and the Isle of Man are not part of the UK. That means that, although customers of networks there will have a telephone number starting with 01, 02, 03 or 07, calls to those numbers from the UK will be charged as a call to a Zone 2 country.

## ■ General

- 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 standard landline rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- Charging starts when a call is answered by a person or an answering device.
- 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.
- 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