

What it costs

# Pay monthly £15, £20, £25, £30<sup>1</sup>

Low user plan

Monthly line rental (18 months)	Inc VAT	Inc VAT	Inc VAT	Inc VAT
Prices from May 2013	£18.47	£24.64	£30.84	£37.01
<b>Inclusive allowance</b>				
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	100	300	600	900
Maximum number of users	1			
Inclusive texts (each month) to text customers of UK mobile networks at any time	100	300	500	
Rollover	No			
<b>Call charges (per minute)</b>				
Calls to other T-Mobile UK customers	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			
Calls to other UK mobile operators' customers	50p			
Checking voicemail in the UK	50p			
<b>Text message charges (per message)</b>				
To other T-Mobile UK customers <sup>1,2</sup>	15p			
To other UK mobile operators' customers <sup>1,2</sup>	15p			

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

The legal stuff you need to know:

- 1 You'll have to promise to stay with us for 18 months and pass our standard credit check. Your monthly payment is for your inclusive minutes and texts from the UK to the customers of UK mobile networks and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man.
- 2 You will be charged for messages sent to non GSM networks.  
\*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



- You can also choose one flexible booster at a time from our range with this plan. Flexible boosters are available with your plan as an additional service. For further information and the legal stuff, please see "non standard what it costs". "Non standard what it costs" also includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.
- This is a low user pay monthly plan, based on the number of minutes included in your plan each month. If you'd like to check that this is the right "what it costs" for you, simply check out your last bill or go on to My T-Mobile. Look at the Charge Summary section of your bill or the 'Price Plan' section on My T-Mobile and if the description of the plan is: '100Mins&100Text(18)15', '300Mins&300Text&Web(18)20', '600Mins&500Text&Web(18)25' or '900Min&500Text&Web(18)30' your plan is a low user plan and this is the what it costs for you. If the description on your bill refers to a different plan, please refer to either our low user pay monthly plan or our medium user pay monthly plan "what it costs" instead.
- **If your inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- 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 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.
- 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.
- 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.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T

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400000021

L18M15

L18M20

L18M25

L18M30

Information correct as at

September 2018