

What it costs

# Ready 2 Go

Anytime 75, One 2 Anytime/Weekend/Evening plans.

	Anytime 75	One 2 Anytime 150	One 2 Anytime 1200	One 2 Weekend (Inc National)	One 2 Evening (Inc National)
Prices	£21.55	£15.16	£22.43	£19.80	£25.25
Inclusive minutes (each month)	75 Local and national calls and calls to other T-Mobile UK customers at any time	150 Local and national calls during the evening and weekend	1200 Local and national calls during the evening and weekend	Inclusive <sup>1</sup> Local and national calls during the weekend	Inclusive <sup>1</sup> Local and national calls during the weekday evening
Rollover	Yes	No	No	n/a	n/a

Service Type	Included in Allowance? <sup>1,2</sup>	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to T-Mobile mobile numbers	✓ <sup>4</sup>	50p per minute
Calls to other 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) <sup>5</sup>	✗	Access Charge of 50p per minute plus a Service Charge
Change it to Calls to Freephone (080) & (116)	✗	Free <sup>5</sup>
Calls to retrieve voicemail	✗	Free
Text Messages to UK mobile numbers	✗	15p per message
Picture Messages	✗	50p per message
Calls to Customer Services (During Normal Working Hours)	✗	Free <sup>7</sup>
Calls to Customer Services (During Extended Working Hours)	✗	50p per call <sup>7</sup>
Call Divert	✗	Standard Call Rates Apply

Prices effective from September 2018.

**The legal stuff you need to know:**

- 1 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).
- 2 Calls made within your allowance are charged on a per second basis.
- 3 Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 4 Inclusive T-Mobile minutes only available on the Anytime 75 plan.
- 5 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
- 6 Applies to messages sent from your phone or via the T-Mobile website www.t-mobile.co.uk
- 7 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".
- 8 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



- Your **inclusive minutes allowance** (shown on your bill as 'inclusive time' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls (but excludes calls to the T-Mobile WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance.
- If a pay monthly plan has **rollover**, unused inclusive minutes from one monthly billing period are 'rolled over' for use during the next monthly billing period, up to the amount of inclusive minutes in your monthly allowance. Unused inclusive minutes are not refundable. Any inclusive minutes we may allow you are limited to the specific circumstances in which it was given. You cannot add it to any allowances you may already have from previous promotions.
- If you **move between any of these plans with rollover**, you can carry forward any unused allowance from your previous plan to your next plan except when moving to or from any plan with a shared allowance e.g. Anytime Share.
- **If your inclusive minute allowance runs out during a call**, we will charge you for the remainder of that call.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the T-Mobile account enquiry service (dial 150). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- As a T-Mobile UK customer on a pay monthly plan, **you will receive a regular bill**. All monthly charges and inclusive minute allowances you receive will be proportionate to part months used, except where this would conflict with our agreement with you.
- **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, 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.
- On the bill, 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 per call of 2p unless otherwise stated.
- **Free voicemail retrieval** applies to the retrieval of messages when using the T-Mobile service in the UK.
- The **WAP access charges** in this booklet apply only for use of the T-Mobile WAP service using circuit switched data (CSD).
- Calls between two T-Mobile phones on the same billing account and enabled with **Partners** will be charged at half the usual rates.
- Diverted calls are charged at the local or national fax/data call rate or, if appropriate, the relevant mobile or special number rate for fax/data calls. 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 PAPER



SUSTAINABLE FORESTS

	Midnight	7am	6pm	Midnight
Monday				
Tuesday				
Wednesday				
Thursday				
Friday		Evening	Daytime	Evening
Saturday				
Sunday				Weekends

Daytime, evening and weekend times for the plans in this brochure (except for international calls or where otherwise stated). For the One 2 Evening plan, evening rates start at 6pm rather than 7pm. Weekend/evening rates apply all day on official public holidays in England and Wales.