

# U-Fix 35.

Available between 1 November 2007 and 5 February 2010

		Inc VAT
Monthly line rental for contract length	12 months	£37.90
Inclusive minutes (each month) Calls to other T-mobile customers		Inclusive calls (Subject to Fair Use Policy – see 'Points to Note')
Inclusive text messages (each month) to any T-mobile UK customers		Inclusive texts (Subject to Fair Use Policy – see 'Points to Note')
Rollover		No
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	✓	50p per minute <sup>4</sup>
Calls to other UK mobile operators' customers (including Orange and EE customers)	✗	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 Numbers (not including Freephone 080)	✗	50p per minute
Calls to Freephone (080)	✗	Free <sup>4</sup>
Calls to retrieve voicemail	✗	50p per minute
Text Messages to T- mobile numbers	✓	15p per message
Text Messages to other UK mobile numbers (including Orange and EE customers)	✗	15p per message <sup>5</sup>
Picture Messages	✗	50p per message
Calls to Customer Services (During Normal Working Hours)	✗	Free <sup>6</sup>
Calls to Customer Services (During Extended Working Hours)	✗	50p per call <sup>6</sup>
Call Divert	✗	Standard Call Rates Apply

Prices correct as at September 2018.

- 1 Your inclusive minutes are from the UK to T-Mobile customer numbers.
- 2 Calls made within your allowance are charged on a per second basis.
- 3 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](http://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".

\*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, 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

T-Mobile

- You'll need to promise to stay with us for 12 months. If you make a call or send a text which isn't included in your plan, you will need to top up first like a pay as you go customer. When you spend that top up we will treat you like a pay as you go customer but your U-Fix price plan charges will apply. Some services will be added to your bill rather than taken from your top-up. We will tell you if that is going to happen.
- Call Me Back is only available to new and existing U-Fix customers. You can use call me back up to 5 times a calendar month when you are in the UK to send a free SMS to a customer of a UK mobile network or to a local or national number starting with 01, 02 or 03. This doesn't cover Jersey, Guernsey and the Isle of Man.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer.** Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **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 a call within the allowance will be rounded to the nearest second. Customers who top up and use that top up to make calls, those calls will be rounded to the nearest penny and VAT will be charged on each individual call. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- 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.
- For U-Fix customers all calls made whilst roaming will be billed per second after the first minute.
- For U-Fix customers all GPRS session charges will be rounded to the nearest half kb.
- For U-Fix customers any business registered customers on these price plans will not be eligible for any business discounts.
- Certain charges will appear on your bill rather than being deducted from your top up credit. These services are; text allowances, MMS bundles, Caller Tunes subscription charge, £3 charge for processing payments where you do not pay by direct debit and T-Mobile Browsing Bundles.
- The U-Fix £35 plan includes unlimited calls and texts from the UK to other T-Mobile customers in the UK. \*A fair use policy applies. If, in the reasonable opinion of T-Mobile, your use of U-Fix £35 calls or texts is excessive, we may ask you to reduce your usage. If you then fail to reduce your usage, we reserve the right to ask you to move to another more appropriate price plan and/or to remove the service from you, and to prevent your future use of the service.

