

What it costs

You Fix

You Fix £10.60: Available between 9 May 2012 and 10 November 2012.

All other plans: Available between 1 August 2011 and 10 November 2012

You Fix					
Monthly line rental for contract length (inc VAT)	12 months	£10.60	£16.43	£21.73	£27.55
Inclusive allowance					
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		30	75	100	300
Maximum number of users		1			
Inclusive texts (each month) to text customers of UK mobile networks at any time		Unlimited	75	100	300
Monthly Inclusive Internet		250MB	None		
Rollover		No			

For any usage outside of your monthly allowance, or if you want to do more than just talk and text, then all you need to do is top-up under our standard Pay As You Go tariff structure to use any of the services below.

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 our non-standard charges booklet for further details.

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 internet on your phone for peer to peer file sharing, instant messaging, making internet phone calls ('VoIP') or use your phone as a modem ('tethering'). 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 internet on your phone, depending on how often you go over your amount and by how much.

Calls, texts and services outside of allowance

For more calls and texts or for any services outside of your allowance, you will need to top-up first before using any of the services listed below.

Service Type	Included in Allowance? ^{1,2}	You Fix £10.60	You Fix £16.43, £21.73 and £27.55
		Cost of Calls Made Outside of Allowances (inc. VAT) ³	Cost of Calls Made Outside of Allowances (inc. VAT) ³
Calls to UK mobile numbers ⁴	✓	50p per minute	50p per minute
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	50p per minute	50p per minute
Calls to 08 Numbers (not including Freephone 080)	✗	50p per minute	50p per minute
Calls to Freephone (080) ⁵	✗	Free ⁵	Free
Calls to retrieve voicemail	✗	50p per minute	50p per minute
Text Messages to UK mobile numbers ^{4,6}	✓	15p per message	15p per message
Picture Messages	✗	50p per message	50p per message
Call Divert	✗	Standard Call Rates Apply	Standard Call Rates Apply

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 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

4 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.

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

*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

T-Mobile

- We can place a charge on your account **if a bank reverses a debit or credit card payment to your account**. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.
- **Any text message sent to you**, which doesn't get through because you are out of credit will be lost.
- **To make or receive a chargeable call or receive a voicemail message**, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1pence credit available.
- T-Mobile information services rate applies when using **short code dialling** from your mobile phone (unless otherwise stated).
- **Calls are charged by the minute** (unless otherwise stated) and rounded up to the nearest penny.
- If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning.
- All **prices include VAT** at the current rate of 20% (includes those calls made or received whilst abroad).
- **Charging for calls will commence when:**
 - A call has been answered
 - Connected to a customer services advisor
 - Indicated within the Roaming automated service
- **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.
- All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- 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.
- While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.



LOW CHLORINE
P A P E R



SUSTAINABLE
FORESTS

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Information correct as at

September 2018.

YOUFIX10

YOUFIX15

YOUFIX20

YOUFIX26