

What it costs

# Flex plans.

Available to customers between 16 January 2006 and 15 August 2007

Monthly line rental for contract length 18 months	Flex 20	Flex 25	Flex 30	Flex 35	Flex 50	Flex 75
Prices effective from May 2014	£24.64	£30.83	£37.01	£43.15	£56.11	£84.18
<b>Inclusive allowance</b>						
Inclusive monthly allowance to spend on calls and texts to 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 and picture messages to customers of UK mobile networks.	£34.73	£61.27	£91.92	£183.83	£260.42	£398.29
Maximum number of users	1					
Rollover	No					
<b>Call charges (per minute) for voice, fax and data calls</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					
Calls to Customer Services (During Normal Working Hours) <sup>4</sup>	Free					
Calls to Customer Services (During Extended Working Hours) <sup>4</sup>	50p per call					
<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 legal stuff you need to know:**

- 1 Applies to messages sent from your mobile phone or via the T-Mobile website; [www.t-mobile.co.uk](http://www.t-mobile.co.uk)
- 2 You will be charged for messages sent to non GSM networks.
- 3 The prices shown above include VAT at 20%.
- 4 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

- Your **inclusive allowance** (shown on your bill as 'allowance') is the amount that you have to spend on selected T-Mobile services each month. You can use your allowance for voice calls (excluding calls to the T-Mobile WAP service and calls made whilst abroad), text and picture messages to the customers of other UK mobile networks and voicemail retrieval in the UK. Numbers prefixed with 08 are not included in your allowance.
- If your inclusive 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 allowance 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.
- 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 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 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 for pay monthly customers, 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.
- **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.
- 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 minimum charge per call of 5p unless otherwise stated. This applies to minutes within your allowance and also minutes outside your allowance.
- 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 allowance 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.
- 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.

