

What it costs

## Flex plans.

For all existing customers who move to this price plan after 1st Feb 2010. Not available for new customers.

	Flex 30	Flex 35	Flex 45	Flex 55	Flex 70
Monthly line rental for contract length 24 months	Inc VAT	Inc VAT	Inc VAT	Inc VAT	Inc VAT
Prices after March 2018	£37.01	£43.15	£55.50	£67.84	£86.35
Inclusive monthly allowance to spend on calls and texts to UK mobile networks, numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man), checking voicemail in the UK, calls to selected 08 and 0500 numbers, calls and texts to selected International destinations from the UK at any time and picture messages to customers of UK mobile networks. <sup>1</sup>	£183.82	£229.79	£331.91	£434.04	£587.23
Maximum number of users	1				
Rollover	No				
<b>Call charges (per minute) for voice, fax and data calls whilst using your allowance and once its been used up</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 from the UK at anytime	50p				
Calls to landlines in selected countries from the UK <sup>1</sup>	50p				
Calls to customers of mobile networks in selected countries from the UK <sup>1</sup>	50p				
Checking voicemail in the UK <sup>1</sup>	50p				
<b>Text message charges (per message)</b>					
To other T-Mobile UK customers <sup>2,3</sup>	15p				
To other UK mobile operators' customers <sup>2,3</sup>	15p				
To customers of mobile networks in selected countries from the UK <sup>1,2,3</sup>	20p				
<b>Calls to customer services</b>					
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				

Prices effective from September 2018.

The prices shown above includes VAT at 20%.

Please see overleaf for footnotes.

<sup>1</sup>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

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

- 1 You'll have to promise to stay with us for 24 months. These plans are for selected renewing and upgrading customers only. All Flex inclusive minutes and texts are from the UK only. Three types of calls are included: UK calls, international calls and calls to 08 numbers. There is always a one minute minimum call charge for all these types of calls and we may ask you to pay a deposit before you can make any international calls. Flex inclusive UK minutes and texts are to all UK mobiles and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and the Isle of Man) and to check voicemail at any time. Picture messages are for messages to any UK mobile. UK calls cost 50p per minute, a text message costs 10.2p and a picture message costs 20.4p, both whilst you are using your allowance and once it's been used up. This plan comes with a fair use policy for calls to 08 and 0500 numbers and for included international calls. So that we can provide these inclusive services for our Flex customers, you may only use up to half of your inclusive allowance for any calls to 08 or 0500 numbers and only up to half for any international calls. We'll monitor your use each month and if you use more than that, we may restrict how you can use your plan, what you pay and/or move you to a more appropriate plan, depending on how often you go over your amount and by how much. Flex inclusive international calling minutes are to the customers of overseas mobile networks and overseas landline numbers to a selection of countries, excluding calls to non geographic and premium rate numbers. Inclusive international text messages are to the customers of particular overseas mobile networks in those countries, see [t-mobile.co.uk/textingabroad](http://t-mobile.co.uk/textingabroad) for details. Inclusive international picture messages are to the customers of particular overseas mobile networks in 10 of the 50 countries marked\* below only, see [t-mobile.co.uk/picturetextingabroad](http://t-mobile.co.uk/picturetextingabroad) for details. These international calls to mobiles cost £1.021 a minute and calls to landlines cost 40.9p per minute (apart from calls to the USA and Canada, which cost 40.9p per minute to both mobiles and landlines) and texts and picture messages cost 20.4p each, both whilst you are using your allowance and once it's been used up. The current list of international countries that are included is: Australia, Austria\*, Bangladesh, Belgium, Bulgaria, Canada, Channel Islands, China, Croatia, Cyprus, Czech Republic\*, Denmark, Estonia, Finland, France, Germany\*, Ghana, Greece\*, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy\*, Jamaica, Japan, Latvia, Lithuania, Luxemburg, Malaysia, Netherlands\*, New Zealand, Norway, Pakistan, Poland\*, Portugal\*, Romania, Russia, Singapore, Slovakia\*, Slovenia, South Africa, South Korea, Spain (including the Canary and Balearic islands), Sri Lanka, Sweden, Switzerland\*, Taiwan, Thailand, Trinidad & Tobago, Turkey, USA. Flex inclusive 08 number calls are to numbers starting with 0800, 0808, 0845, 0844, 0843, 0842 and 0870, except those which are free to call (see [t-mobile.co.uk/08-09](http://t-mobile.co.uk/08-09) for more info). Calls to numbers starting with 0500 are included too. All these calls cost 40.9p per minute, both whilst you are using your allowance and once it's been used up. Remember that you won't be able to get any discounts on the charges to call or text inclusive international countries. If you add an international calling booster offering a bundle of international minutes to one of the countries included here, the minutes from your booster will be used first.
- 2 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).
- 3 You will be charged for messages sent to non GSM networks.
- 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".
- 5 Please go to the "help & support" section of our website, [ee.co.uk](http://ee.co.uk) for detailed tables of charges for specific numbers starting with 070, 08 and 09. All calls to the numbers above are subject to a 1 minute minimum call charge unless otherwise stated in the table on our website. Remember that calls to these numbers, and calls to numbers starting with 0500 (amongst other types of calls), are not included in your monthly allowance.

**Points to note.**

- 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 as described overleaf.
- 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 months 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.
- 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 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.
- 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 in 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.
- You may be asked to pay a deposit before you can make any call, including an inclusive call, from the UK to an international number. So, if you do not pay any deposit that we ask for, you won't be able to make inclusive international calls as described above. You will therefore only be able to use your inclusive allowance to make the other calls and texts described above.

