

What it costs

# Solo Fixed.

	Solo Fixed 15		Solo Fixed 20		Solo Fixed 25		Solo Fixed 30		Solo Fixed 35	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Contract length <sup>1</sup>	1 month rolling		1 month rolling		1 month rolling		1 month rolling		1 month rolling	
Monthly line rental	£16.48	£13.73	£21.95	£18.29	£26.36	£21.97	£31.63	£26.36	£36.91	£30.76

## 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	350	600	800	1400	1800
Maximum number of users	1	1	1	1	1
Inclusive texts (each month) to text customers of UK mobile networks and numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	150	200	300	500	500
Rollover	No	No	No	No	No

## Call charges (per minute)

Calls to other T-Mobile UK customers	50p	41.66p	50p	41.66p	50p	41.66p	50p	41.66p	50p	41.66p
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	41.66p	50p	41.66p	50p	41.66p	50p	41.66p	50p	41.66p
Calls to UK mobile operators' customers	50p	41.66p	50p	41.66p	50p	41.66p	50p	41.66p	50p	41.66p
Checking voicemail in the UK	50p	41.66p	50p	41.66p	50p	41.66p	50p	41.66p	50p	41.66p

## Text message charges (per message)

To other T-Mobile UK customers <sup>2,3</sup>	15p	12.5p	15p	12.5p	15p	12.5p	15p	12.5p	15p	12.5p
To other UK mobile operators' customers <sup>2,3</sup>	15p	12.5p	15p	12.5p	15p	12.5p	15p	12.5p	15p	12.5p

Calls to Customer Services on connection to a customer service agent will be charged at 50p inc VAT(per call)

Prices correct as at September 2018.

## The legal stuff you need to know:

<sup>1</sup> Solo Fixed inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Picture messages and calls to 150 are also not covered by your allowance. The 150 service is free if you only use the automatic self service options but you'll be charged a total of 25p if you select the option to speak to an advisor. You can't add any further bundles of minutes or texts or additional services to Solo Fixed, except for mobile internet. Solo Fixed inclusive minutes and texts can't be used to make premium rate calls, international calls, or for calling and sending texts when you are outside the UK. If you want to make a call or send a text which isn't included in your plan, call outside the UK, send a picture message or purchase or subscribe to any of our content services, such as ringtones, music or TV you'll 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 Solo Fixed 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. We'll need to run some standard credit checks and some services, such as mobile internet and calling outside the UK may not be available to you if your credit score falls below a certain level. If you renew or upgrade to Solo Fixed from U-Fix Lite or Solo Lite, you won't be able to go back to either of these plans. If you're already a T-Mobile pay monthly customer, you'll need to be outside your minimum contract term. You'll need a compatible phone which may mean your phone needs unlocking. Your previous network provider may charge you to do this. If you decide to cancel your plan you'll need to give 30 days notice to us by phone. We'll issue you a final bill at the end of the 30 days to cover the notice period and any services used.

<sup>2</sup> Applies to messages sent from your mobile from the UK or via the T-Mobile website [www.t-mobile.co.uk](http://www.t-mobile.co.uk)

<sup>3</sup> 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.



# Points to note.

- Your **inclusive minutes and texts allowance** (shown on your bill as 'allowance') is the amount you have to spend on selected T-Mobile service each month. Your inclusive minutes and texts allowance exclude calls to the T-Mobile WAP service, calls made whilst abroad, calls to numbers prefixed with 08, and calls to the Isle of Man, Jersey and Guernsey.
- **If your inclusive allowance runs out during a call**, you will have to top up to make further calls. You will need to top up to make calls outside of your minute and text allowance.
- Additional charges may apply when using your T-Mobile phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- 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.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount used** by calling T-Mobile account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry, in the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- **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 over into different parts of the day (for example, from, 'daytime' to 'evening') the remainder of the call will be charged at the new rate. The call is billed at the rate applicable at the start of the 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.
- **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.
- T-Mobile reserves the **right to vary or withdraw** any individual service with 30 days notice.
- When you join a T-Mobile pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge and inclusive minutes will be proportionate to the number of days from your date of joining to the end date of your bill. All monthly charges and inclusive minutes and texts allowances will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.

