

# What it costs.

## Non-standard charges for consumer plans.

Price Guide updated and all charges applicable from 13<sup>th</sup> January 2020

Life's for Sharing



# Price for additional calls and texts that are not included in your price plan<sup>1</sup>

<b>Call charges for a one minute direct dial call (unless otherwise stated)</b>	<b>Incl. VAT</b>
Calls to Customer Services <sup>2</sup> (During Normal Working Hours)	Please refer to your price plan guide for details
Calls to Customer Services <sup>2</sup> (During Extended Working Hours)	50p per call
Calls to Customer Services <sup>2</sup> (priority answer)	50p per call
Calls to Disability Services team (122)	Free
Calls to a TextLink user, using 18002 prefix	Same as local and national calls to other T-Mobile UK customers or other UK mobile operators' customers <sup>3</sup>
International operator assistance (155) per minute <sup>4</sup>	£1.50
UK and international directory enquiries (118xxx) <sup>5</sup>	Access charge of 50p per minute plus a Service Charge
Emergency calls (999, 112)	Free
Standard non-emergency (101)	15p per call
Blind and disabled directory enquiries (195)	Free
Text Relay calls	Free
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time <sup>6</sup>	Same as texts to other UK mobile operators' customers
Text Messaging via the T-Mobile UK website	Charged as your price plan rate <sup>7</sup>
Text Messaging to Third Party short codes *	Charges are set by and vary depending on the Third Party service provider and are excluded from allowances and bundles.
T-Mobile information services (e.g. Club Call lines)	35p
Speaking clock (123)	40p
Pagers flat rate (per call)	76.6p
Pagers other	Same as calls to other UK mobile operators' customers
Premium Rate Services (09)	Access charge of 50p per minute plus a Service Charge
Voicemail greetings per minute <sup>4</sup>	50p
Multimedia services per minute <sup>8</sup>	10p
Higher multimedia services per minute <sup>4</sup>	10p
Group Call	Same as calls to other T-Mobile UK customers
WAP calls and Mobile Email via the T-Mobile WAP service (using CSD, per minute) <sup>9</sup>	10p
(using GPRS/3G, per MB sent/received) <sup>10</sup>	£7.50
<b>Special Access numbers<sup>11</sup></b>	<b>Incl. VAT</b>
07655 22 0000 to 9999	3p
07655 33 0000 to 9999	5p
07655 44 0000 to 9999	6p
07655 55 0000 to 9999	8p
07655 20 0000 to 9999	10p
07655 30 0000 to 9999	15p
All other calls to 07644 xx xxxx, 07655 xx xxxx and calls to access numbers operated by other service providers	12p
<b>New Special Access Numbers<sup>11</sup></b>	
A range of 6 digit short codes in the form 29ppxx The pp digits indicate the price (incl. VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example:	
29 03 00 to 99	3p
29 25 00 to 99	25p
Local Toll	10p per minute
National Toll	40p per minute
<b>All numbers prefixed by (incl. VAT)<sup>12</sup></b>	
Calls to 00800	up to 40p per minute
0500	20p per minute
Calls to Freephone (080)	Free
Calls to 08 Numbers (not including Freephone 080)	Access charge of 50p per minute plus a Service Charge
05	35p per minute
116	Free
070	5p per minute

1. Unless otherwise stated in your price plan WIC.
2. Call charges vary depending on the time of your call as well as other optional selections that you may choose. Charges apply to calls made to 150 as well as alternative numbers including, but not limited to, 08454125150, 08454125000, 07973 100150, 07953966 150, and 07953966250. You will be notified of call costs and have the option to end the call at that point without incurring any charge. For these purposes our 'Normal Working Hours' are currently 8am to 8pm weekdays and 8am to 6pm on weekends. Our 'Extended Working Hours' are currently 8pm to 10pm on weekdays and 6pm to 8pm on weekends.
3. Refer to relevant price plan for call charges.
4. Subject to a minimum charge per call of £1.50.
5. For charges on specific 118 numbers, please visit [ee.co.uk/help](http://ee.co.uk/help)
6. Texts to local and national numbers may be included in your allowance, please refer to your price plan what it costs.
7. Depending on the number you text (e.g. a UK mobile network number), texts may come out of your allowance.
8. Subject to a minimum charge per call of 75p.
9. CSD refers to Circuit Switched Data.
10. GPRS refers to General Packet Radio Service.
11. No minimum charge applies to Special Access numbers or New Special Access Numbers. For New Special Access Numbers, you'll be charged the pence per minute rate (incl. VAT) indicated by the third and fourth digits of the short code that you dial, whether included in the examples above or not.

\*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

## Notes on UK calling

- Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only.
- Calls within the UK only are calls made or received in either England, Wales, Scotland or Northern Ireland.
- As you'll know, the Channel Islands and the Isle of Man are not part of the UK. That means that, although customers of networks there will have a telephone number starting with 01, 02, 03 or 07, calls to those numbers from the UK will be charged as a call to a Zone 2 country.
- What's a UK landline or a local/national call?
  - This is a call made within the UK to a UK number beginning with 01, 02 or 03.
- What's a UK mobile call?
  - This is a call made within the UK to a mobile number allocated to a customer of a national UK GSM cellular network. These are what are commonly known as mobile networks. At the moment, the national UK GSM cellular networks belong to Hutchinson 3G, 02, Vodafone, Orange and T-Mobile. Calls to one of the mobile operators exclusively using numbers allocated to their networks (e.g. Virgin, Tesco, Fresh) are treated the same.
  - There are some newer networks whose customers have a telephone number starting with 07, but which aren't treated as a UK mobile call for the purpose of inclusive allowances. That means that calls to some numbers starting with 07 aren't treated as UK mobile calls. Please go to the "Help & Support" section of our website, [t-mobile.co.uk](http://t-mobile.co.uk), for details around "non inclusive 07 mobile numbers". That means that if you call one of those numbers, that call won't come out of your inclusive allowance and you'll be charged your price plan's rate for a call to a UK mobile. Special Access Numbers also begin with 07, are not included in allowances and are charged as detailed on page 2.
  - As networks like these change from time to time, please contact us if you would like to check a particular number before dialling it from your T-Mobile phone.

## Annual and quarterly line rental

If you are an existing customer who joined T-Mobile on an eligible price plan before 26 March 2006, you may be able to pay quarterly (equivalent to three times the monthly rental) up front, or annually up front (equivalent to twelve times the monthly rental less a 5% discount). This service is available for your monthly line rental for your price plan and your monthly rental for any allowance.

## Call Return

You can return a call directly from your voicemail service just by selecting '#' once you've finished listening to a voicemail message. You will be charged to return the call and charged for calling voicemail for the length of the call you have returned. These charges will be charged at your price plan rate for those two types of call.

Using your voicemail service whilst travelling will be charged as per the normal travelling voicemail service. Call Return will be charged as though you were in the UK. Access to and charging for the voicemail service will continue whilst you use Call Return.

## Group Voice Messaging

Using your Voicemail service to record a Group Voice Message or administer lists will be charged at your price plan rate for calling a T-Mobile customer within the UK for the length of the message recorded for each intended recipient.

Messages sent to other operators' customers or to T-Mobile UK customers using an international prefix or where T-Mobile UK customers have non-activated Voicemail will be charged as a voice call as per your price plan for the length of the call including repetition of message and introduction, for each intended recipient.

Using your Voicemail service to record a Group Voice Message or administer lists whilst travelling will be charged as per the normal travelling Voicemail service. Group Voice Messages sent will be charged as though you were in the UK.

# Prices for additional services that can be added to your price plan and used on a one-off, or on a monthly rolling basis

<b>Internet Services</b>		<b>Incl. VAT</b>
<b>Using your handset: web'n'walk per day and per month</b>		
Web 'n' walk	(per KB sent/received)	
(£1 a day for pay monthly customers) <sup>13</sup>		0.73p
Web 'n' walk <sup>12</sup>	per month	£7.50
Internet on Your Phone <sup>14</sup>	per month	£5.00
<b>Using your handset or your laptop</b>		
Mobile Broadband Plus <sup>16</sup>	per month	£12.50
Mobile Broadband Plus upgrade <sup>16,17</sup>	per month	£5.00
Mobile Broadband Max <sup>18</sup>	per month	£22.50
Mobile Broadband Max upgrade <sup>19</sup>	per month	£15.00
<b>Using your laptop</b>		
Mobile Broadband Pay Per Day <sup>15</sup>	1 day	£2.00
Mobile Broadband Pay Per Day <sup>15</sup>	1 week	£7.00
Mobile Broadband Pay Per Day <sup>15</sup>	Any 7 days	£10.00
Mobile Broadband Pay Per Day <sup>15</sup>	30 days	£15.00
<b>Email</b>		
Instant Email Booster <sup>19</sup>		£3.50
Instant Email on BlackBerry Booster <sup>20</sup>		£7.50
BlackBerry Email Booster <sup>21</sup>		£5.00
Instant Email on BlackBerry & Web'n'Walk booster <sup>22</sup>		£12.50
BlackBerry Internet Email <sup>23</sup>		£5.00
Text and MMS Alert services <sup>24</sup>		
		from free to £1
<b>Download, Internet and Entertainment Services<sup>25</sup></b>		
Games <sup>26</sup>		from free to £15
Music <sup>26</sup>		from free to £20
Video <sup>26</sup>		from free to £4.99
Books <sup>26</sup>		from free to £25
TV <sup>26</sup>		from 20p to £5
GPS Services <sup>26</sup>		from £5.99
Wallpapers <sup>26</sup>		from free to £2.50
Caller Tunes <sup>26</sup>		£1 per month £1.50 per download
Third party information services		Charges vary as published by third party
T-Mobile ringtones and icons <sup>27, 28</sup>	Monophonic	£1.50
	Polyphonic	£2.50
	Realtones	£3.00
<b>Video Calling</b>		
		<b>Incl. VAT</b>
Video Calling to T-Mobile UK customers	per minute	15p
Video Calling to all other UK networks and international	per minute	50p
Video Calling bundle to all UK networks and international	10 minutes	£2.50
<b>Text and Talk Boosters</b>		
		<b>Incl. VAT</b>
<b>Talk Boosters</b>		
Unlimited Landline Talk Booster <sup>29</sup>		£7.50
Unlimited Landline Talk Booster <sup>30</sup>		£5.00
Unlimited T-Mobile to T-Mobile Talk Booster <sup>31</sup>		£7.50
Unlimited T-Mobile Talk Booster <sup>32</sup>		£5.00
<b>Text Boosters</b>		
Unlimited Text Booster <sup>33</sup>		£10.00
Unlimited Text Booster <sup>34</sup>		£5.00
Family Booster <sup>35</sup>		£5.00

Other		Incl. VAT
Text allowance <sup>36</sup>	50 text messages	£3.50
	100 text messages	£6.00
	200 text messages	£10.00
	500 text messages	£20.00
	1000 text messages	£30.00
Interactive text allowance <sup>37</sup>	25 text messages	£2.00
	Picture Messaging allowance <sup>38</sup>	
	15 picture messages	£2.50
	23 picture messages	£3.50
	38 picture messages	£5.50
	75 picture messages	£10.50
GPRS/3G allowance internet bundles	1MB <sup>39</sup>	£2.00
	6 MB <sup>39</sup>	£5.00
	12 MB <sup>39</sup>	£10.00
	20 MB <sup>39</sup>	£15.00
	55 MB <sup>39</sup>	£25.00
	110MB <sup>40</sup>	£40.00
	256MB <sup>40</sup>	£55.00
	512MB <sup>41</sup>	£70.00
	1024MB <sup>41</sup>	£90.00
Third party information services	Charges vary as published by third party	
Picture Messaging	per message sent	Charged as per your price plan rate
Text Email	per message sent	10p

12. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. Web'n'walk option: if you don't have web'n'walk included in your pay monthly plan and you have a web'n'walk compatible phone, you can add a web'n'walk option for an extra £7.50 a month. You can add it by calling us on 878 free from your T-Mobile phone or by visiting My T-Mobile. Your option will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. If you take the option off, if you then use web'n'walk you'll automatically be charged up to £1 a day, see t-mobile.co.uk/fup You'll need internet coverage, check it at t-mobile.co.uk/streetcheck Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This option comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our web'n'walk 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 your plan, depending on how often you go over your amount and by how much.
13. For all new customers who joined us from December 2006 and for customers who joined before that time who are able to and who have opted in. If you are a pay monthly customer who doesn't have web'n'walk included in your plan or added to your account as a booster, a web'n'walk day pass costs up to £1 a day. We'll automatically charge 0.73p per KB each day (midnight to midnight) when you use web'n'walk until you hit £1 a day and then we won't charge you any more. You'll need a compatible phone and internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This plan comes with a fair use policy of 40MB a day (for customers buying internet before 1st Feb 2011) and 500MB a calendar month (for customers buying internet after 1st Feb 2011). We'll monitor how much you send and receive each calendar month so that we can protect our network for all our web'n'walk 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 web'n'walk.
14. For all customers joining a new pay monthly plan from 1 February 2010. To choose the unlimited internet on your phone booster, text WEB to 879, call 150 from your mobile, visit one of our stores or go to www.t-mobile.co.uk The booster costs £5 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. You'll need internet coverage, check it at t-mobile.co.uk/streetcheck 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 or making internet phone calls. \*This booster comes with a fair use policy of 1GB a month (for customers buying internet before 1st Feb 2011) and 500MB a calendar month (for customers buying internet after 1st Feb 2011). 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 your booster. If you remove your booster and then use internet on your phone you'll automatically be charged our daily rate, see t-mobile.co.uk
15. To get Mobile Broadband you'll need a compatible laptop, a Mobile Broadband device (which you'll need to buy) and mobile broadband coverage, check it out at t-mobile.co.uk/mobilebroadband. You'll need to choose if you want a day, a week, any 7 days to use over 30 days (for customers joining from 1 Feb 2011 only), or 30 days of Mobile Broadband. If you're a pay as you go customer, the cost will come straight out of your top up credit. If you're a pay monthly customer, the cost will be added to your monthly bill. Your day will run out exactly 24 hours after you buy it. If you've bought 1 week, it will run out exactly 7 days from when you bought it. And if you've bought 30 days it will run out exactly 30 days from when you bought it. If you've bought any 7 days you'll have 30 days from the time of purchase to use your 7 days, or you'll lose them. Each day will last for exactly 24 hours from the moment you activate it. When your Mobile Broadband runs out you'll then need to buy more days to keep using it. If you want to use Mobile Broadband outside the UK you'll need to pay more. If you don't use your plan for 180 days, we'll cancel it and your Mobile Broadband device won't work. You'll lose any top up credit left on your account. Each plan comes with a fair use policy depending on when you joined T-Mobile. You can buy an additional day, week, Any 7 days and 30 days time periods before your current time runs out. The additional time period will start automatically and immediately the first one stops. The day has a fair use policy of 0.25GB (0.5GB for customers who joined before 1 Feb 2011), the week has a fair use policy of 0.5GB (1GB for customers who joined before 1 Feb 2011), any 7 days has a fair use policy of 0.25GB for each day and the 30 day has a 1GB fair use policy (2GB for customers who joined before 1 Feb 2011). We'll monitor how much you send and receive during your plan so that we can protect our network for all 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 your plan. Remember that you can't use your plan to make internet phone calls. If you want pay monthly Mobile Broadband Pay per day we may need to do a credit check.
16. Already a T-Mobile pay monthly customer? You can add Mobile Broadband Plus to your account and use your phone as an enabled device like a USB modem. If your pay monthly plan already includes web'n'walk, Mobile Broadband Plus will be £5.00 extra a month and if you don't, it will be £12.50 extra a month. Mobile Broadband Plus will stay on your account until you ask us to remove it. You'll need a compatible laptop, compatible phone and mobile broadband coverage. You can check your coverage at t-mobile.co.uk/mobilebroadband. Remember that you can't use your plan to make internet phone calls. If you use your plan outside of the UK, we'll add travelling charges to your pay monthly account, please see the webpage mentioned above for more details. \*This plan comes with a fair use policy of 3GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our Mobile Broadband 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 your plan, depending on how often you go over your amount and by how much.
17. Available to customers with an existing Relax + web'n'walk Plus, Flex + web'n'walk Plus, U-Fix + web'n'walk Plus or Combi + web'n'walk Plus plans.
18. No longer available to buy from 1st Feb 2011. Already a T-Mobile pay monthly customer? You can add Mobile Broadband Max to your account and use your phone as an enabled device like a USB modem. If your pay monthly plan already includes web'n'walk, Mobile Broadband Max will be £15.00 extra a month and if you don't, it will be £22.50 extra a month. Mobile Broadband Max will stay on your account until you ask us to remove it. You'll need a compatible laptop, a compatible phone and mobile broadband coverage. You can check your coverage at t-mobile.co.uk/mobilebroadband If you use your plan outside of the UK, we'll add travelling charges to your pay monthly account, please see the webpage mentioned above for more details. \*This plan comes with a fair use policy of 10GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our Mobile Broadband 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 your plan, depending on how often you go over your amount and by how much.

19. Instant Email Booster If you're a pay monthly customer and have a compatible phone you can buy a booster to get Instant Email on your phone. To get it, simply call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The booster costs £3.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. And we'll give you the very first month of Instant Email free. We'll send you a text containing a weblink to let you know when your booster is ready to use. You'll need to click on this weblink and download some software to your phone for your Instant Email to work. You won't be charged to do this. You'll have to accept some separate legal stuff to download this software. To ask us to remove your booster, simply call 150 from your mobile. Your booster gives you Instant Email on your phone in the UK. Use of Instant Email is subject to a fair use policy of 50MB of email data per month. 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 your booster, depending on how often you go over your amount and by how much. If you want to use your Instant Email outside the UK you'll have to opt-in and roaming charges will apply.
20. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. If you're a pay monthly customer you can buy a booster to get Instant Email on BlackBerry. To get it, simply call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you Instant Email on your BlackBerry. Use of Instant Email on BlackBerry is subject to a fair use policy of 50MB of email data per month. 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 your booster, depending on how often you go over your amount and by how much.
21. For all customers joining a new pay monthly plan from 1 February 2010. To choose the BlackBerry Email booster, simply text BB1 from your BlackBerry to 879, call 150, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) You'll need a compatible BlackBerry phone and the booster is only for use in the UK. The booster costs £5 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your BlackBerry. \*This our booster comes with a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may ask you to lower your data usage. 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 your Booster, depending on how often you go over your amount and by how much.
22. If you're a pay monthly customer you can buy a booster to get Instant Email on BlackBerry and web'n'walk. To get it, simply call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The booster costs £12.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you Instant Email on your BlackBerry and web'n'walk. It comes with a fair use policy of 1GB a month. 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 your plan, depending on how often you go over your amount and by how much. For web'n'walk you'll need internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck) Remember that you can only use web'n'walk in the UK and you can't use your BlackBerry as a modem or use web'n'walk for peer to peer file sharing or making internet phone calls.
23. Connect to a Business 1-Plan, or a Flex plus Web'n'walk plan, on a minimum term contract and add BlackBerry Internet Email at £4.99 extra a month per user. You'll need a BlackBerry phone. Use of BlackBerry Internet Email is subject to a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may ask you to lower their data usage.
24. The messages received come in the form of a text, MMS or Wap push (text with a link to an internet page). These are services that are accessed via the interactive SIM or by sending a text. Where the text includes a link to an internet page Web 'n' walk browsing charges may apply. In all cases, customers are only charged for messages received, not messages sent. Some services are subscription services and are charged per message received. You can unsubscribe by replying STOP to the last message you received.
25. Downloads and internet services are available via T-zones and/or Web 'n' walk either for downloading or streaming. Web 'n' walk browsing charges apply within T-zones and for Web 'n' walk however you are not charged for browsing whilst downloading or streaming content that you have bought. Some services are subscription services, as described below.
26. The individual price you pay will be shown on the portal where you buy the service at the time you pay.
27. Subscription valid for 30 days. Text messages sent requesting this service cost 20p in addition to the service subscription charge.
28. The call duration is approximately 1 minute other than advanced ringtones (polyphonic) which has an approximate call duration of 2 minutes. The full list of ringtones and icons and the ordering process can be found at [www.t-mobile.co.uk/ringtonesandicons](http://www.t-mobile.co.uk/ringtonesandicons).
29. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. If you're a pay monthly customer you can buy a booster to get unlimited calls to UK landline numbers. To get it, simply text BoostE to 878, call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster simply call 150 from your mobile. Your booster gives you unlimited calls from the UK to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to 08 numbers are not included. Once you've bought a booster, the minutes you use will come out of your booster rather than your inclusive allowance.
30. For all customers joining a new pay monthly plan from 1 February 2010. To choose the unlimited landlines booster, text ULAN to 879. The booster costs £5 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you unlimited calls from the UK to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Remember that your calls are not for unlawful or nuisance use.
31. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. If you're a pay monthly customer you can buy a booster to get unlimited calls to other T-Mobile numbers. To get it, simply text BoostF to 878, call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The booster costs £7.50 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster simply call 150 from your mobile. Your booster gives you unlimited calls from your phone to other T-Mobile numbers. Once you've bought a booster, the minutes that you use will come out of your booster rather than your inclusive allowance.
32. For all customers joining a new pay monthly plan from 1 February 2010. To choose the unlimited T-Mobile Talk booster, text UTMO to 879. The booster costs £5 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you unlimited calls from the UK to other T-Mobile numbers. Remember that your calls are not for unlawful or nuisance use.
33. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. If you're a pay monthly customer you can buy a booster to get unlimited texts. To get it, simply text BoostH to 878, call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The booster costs £10 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster simply call 150 from your mobile. Your booster gives you unlimited texts from the UK to the customers of the other UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Once you've bought a booster, the texts that you send will come out of your booster rather than your inclusive allowance.
34. For all customers joining a new pay monthly plan from 1 February 2010. To buy the unlimited texts booster, text UTXT to 879, call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The booster costs £5 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. Your booster gives you unlimited texts from the UK to the customers of UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Remember that your texts are not for unlawful or nuisance use.
35. To choose the Family booster, join any pay monthly plan (apart from a SIM only Fixed plan) for new T-Mobile customers. The booster costs £5 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. The family Booster gives the family organiser and up to 4 family members on T-Mobile unlimited calls and text and picture messages to each other within the UK for their personal use only. Family members can be any kind of T-Mobile customer. You can be an organiser of one family group and a member of one other family group or the member of two groups at any one time. We'll let the family organiser know when they can start inviting family members, which can only be done using My T-Mobile online. Remember that your calls are not for unlawful or nuisance use. Family Booster calls will be used before any other allowance or Booster that a member may have to call other T-Mobile customers. Family organiser: Remember that, as the names that you use for your family group and invitations will be seen by the whole family group, we'll filter out offensive words and ask you to choose a new name. We'll then send them an invite by text message and once we get an acceptance back, that person becomes a family group member and can then enjoy the benefits of the Booster. We'll let any other family members know that this new member has joined the family by text message too. Once someone has joined the family group, you can remove them at any time but can only replace them once a month. If your account is suspended for any reason, the entire family group's use of the family Booster is suspended too. If your account is closed, the family Booster closes down too. We'll tell all the members if these things happen. Family members: If you are on either our 'Standard' or 'Talk and Text' pay as you go price plan, making calls to family members won't count towards your cheaper call rate. If you are not the organiser of your account with us, make sure that you have the account owner's permission before accepting an invitation to join a family group. You'll need to accept an invitation to get the benefits of the family booster and when you do, the other members of your group will see the name the organiser gave you and your phone number. If you respond to an invitation whilst you are outside the UK, your text will cost you 30p. You can remove yourself from the family group at any time and if you do, we'll let the organiser and the other members know. If your account is suspended for any reason, your use of the family Booster will be suspended too.

36. Text allowances include text messages sent from the UK to any UK mobile operator's customers including text messages sent via Group Text, access to RNID Typetalk via BT RelayAssist but excludes all other text messages including text message options and texts sent whilst abroad. Your text allowance will remain on your account until you ask us to remove it.
37. Interactive text allowances apply to text and MMS services which were available for customers who joined before 12 November 2003 and who have already added the allowance to their account.
38. Customers who subscribed to Picture Messaging between 1st June 2002 and 31st October 2002 and who continued to be subscribed to the service will be charged £20 for an allowance of 300 picture messages.
39. Run on rate is £3.00 per MB. GPRS/3G allowance is UK only (incl. VAT).
40. Run on rate is £1.00 per MB. GPRS/3G allowance is UK only (incl. VAT).
41. Run on rate is 75p per MB. GPRS/3G allowance is UK only (incl. VAT).

# Prices for additional services you can add to your price plan for a minimum period of 6, 12, 18 or 24 months

		Price per month (Incl. VAT)
<b>Using your Handset</b>		
Web'n'Walk Booster <sup>42</sup>	6 months	£5.00
Web'n'Walk Booster <sup>43</sup>	12,18, 24 months	£5.00
<b>Email</b>		
Instant Email on BlackBerry Booster <sup>44</sup>	12,18, 24 months	£5.00
Instant Email on BlackBerry and & Web'n'Walk Booster <sup>45</sup>	12,18, 24 months	£10.00
<b>Using your handset or your laptop</b>		
Mobile Broadband Plus Booster <sup>46</sup>	12,18, 24 months	£10.00

42. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. If you're a pay monthly customer and you have a web'n'walk compatible phone, you can buy a Booster to get web'n'walk for each month for 6 months. Simply text WEB12 to 878, call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The Booster costs £5 a month and you'll need to promise to pay that extra £5 each month for 6 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your web'n'walk Booster before the end of these 6 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on if you are on a 12, 18 or 24 month contract), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your web'n'walk Booster. Your Booster gives you web'n'walk on your phone. You'll need internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck). Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This Booster comes with a fair use policy of 1GB a month. 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 your Booster, depending on how often you go over your amount and by how much.
43. For all customers joining before 1st Feb 2010. If you're a new or renewing/upgrading pay monthly customer and you have a web'n'walk compatible phone, you can buy a Booster to get web'n'walk each month for 12,18 or 24 months. Simply text WEB12 to 878, call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The Booster costs £5 a month and you'll need to promise to pay that extra £5 each month for 12,18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your web'n'walk Booster before the end of these 12,18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on whether you have a 12, 18 or 24 month Booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your web'n'walk Booster. Your Booster gives you web'n'walk on your phone. You'll need internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck). Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. This Booster comes with a fair use policy of 1GB a month. 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 your Booster, depending on how often you go over your amount and by how much. No longer on sale.
44. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. If you're a new or upgrading/renewing pay monthly customer you can buy a Booster to get Instant Email on BlackBerry for 12, 18 or 24 months. To get it, simply call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk). The Booster costs £5 a month and you'll need to promise to pay that extra £5 each month for 12,18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your Instant Email on BlackBerry Booster before the end of these 12, 18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on whether you have a 12, 18 or 24 month Booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your Instant Email on BlackBerry Booster. Your Instant Email on your BlackBerry Booster is subject to a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may ask you to lower your data usage. 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 your Booster, depending on how often you go over your amount and by how much.
45. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. If you're a new or upgrading/renewing pay monthly customer you can buy a Booster to get Instant Email on BlackBerry and web'n'walk for 12, 18 or 24 months. To get it, simply call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The Booster costs £10 a month and you'll need to promise to pay that extra £10 each month for 12, 18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your Instant Email on BlackBerry and web'n'walk Booster before the end of these 12, 18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on if you're on a 12, 18 or 24 month booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your Instant Email on BlackBerry and web'n'walk Booster. Your Booster comes with a fair use policy of 1GB a month. 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 your Booster, depending on how often you go over your amount and by how much. You'll need internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck) Remember that you can only use web'n'walk in the UK and you can't use your BlackBerry as a modem or use web'n'walk for peer to peer file sharing or making internet phone calls.
46. For all customers joining before 1st Feb 2010. If you're a new or renewing/upgrading pay monthly customer and you have a compatible phone, you can buy a Booster for 12, 18 or 24 months to use your phone as an enabled device like a USB modem. Simply call 150 from your mobile, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk) The Booster costs £10 a month and you'll need to promise to pay that extra £10 each month for 12, 18 or 24 months. We'll send you a text to let you know when your Booster is ready to use. If you cancel your Mobile Broadband Plus Booster before the end of these 12, 18 or 24 months, you'll have to pay a cancellation charge equal to your remaining monthly Booster charges. At the end of your commitment period (depending on whether you have a 12, 18 or 24 month Booster), unless you renew or upgrade, you'll automatically go on to a monthly rolling contract for your Mobile Broadband Plus Booster. You'll need a compatible laptop, compatible phone and mobile broadband coverage. You can check your coverage at [t-mobile.co.uk/mobilebroadband](http://t-mobile.co.uk/mobilebroadband). Remember that you can't use your Booster outside the UK or to make internet phone calls. This Booster comes with a fair use policy of 3GB a month. 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 your Booster, depending on how often you go over your amount and by how much.



# Prices for Boosters available with selected pay monthly price plans from 1 February 2010<sup>47</sup>

	Price per month (Incl. VAT)
<b>Flexible Booster</b>	
Unlimited Texts <sup>48</sup>	£5.00
Unlimited Landlines <sup>49</sup>	£5.00
Unlimited T-Mobile Talk <sup>50</sup>	£5.00
Internet <sup>51</sup>	£5.00
USA & Canada Talk <sup>52</sup>	£5.00
Europe & Australasia Talk <sup>53</sup>	£5.00

47. New customers joining us on a current SIM Only or Pay Monthly plan from 1 February 2010 can choose to get one flexible booster from those listed included as part of their plan for no cost. If you choose a SIM only Fixed plan you can only choose unlimited texts when you join us, but you can change to another booster from 1 March 2010. You can choose one flexible booster at a time from our current range and it applies from when you make your choice. You can change it by texting us once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice. We'll send you a text when your new booster is ready to use.
48. To choose the unlimited texts flexible booster, text FLXB1 to 879. To buy the booster text UTXT to 879. Your booster gives you unlimited texts from the UK to the customers of UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Remember that your texts are not for unlawful or nuisance use.
49. To choose the unlimited landlines flexible booster, text FLXB3 to 879. To buy the booster text ULAN to 879. Your booster gives you unlimited calls from the UK to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Remember that your calls are not for unlawful or nuisance use.
50. To choose the unlimited T-Mobile Talk flexible booster, text FLXB4 to 879. To buy the booster text UTMO to 879. Your booster gives you unlimited calls from the UK to other T-Mobile numbers. Remember that your calls are not for unlawful or nuisance use.
51. To choose the internet on your phone flexible booster, text FLXB2 to 879. To buy the booster text WEB to 879. You'll need internet coverage, check it at [t-mobile.co.uk/streetcheck](http://t-mobile.co.uk/streetcheck) 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 or making internet phone calls. \*This booster comes with a fair use policy of 1GB a month (for customers buying internet before 1st Feb 2011) and 500MB a calendar month (for customers buying internet after 1st Feb 2011). 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 your booster. If you remove your booster and then use internet on your phone you'll automatically be charged our daily rate, see [t-mobile.co.uk](http://t-mobile.co.uk).
52. To choose the USA and Canada flexible booster, text FLXB7 to 879. To buy the booster text USA5 to 879. You'll get 120 minutes to call mobiles and landlines in the USA and Canada from the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included.
53. To choose the Europe and Australasia flexible booster, text FLXB6 to 879. To buy the booster text EUA5 to 879. You'll get 60 minutes to call mobiles and landlines in selected countries from the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. Your inclusive calls are to Australia, Austria, Belgium, Bulgaria, Channel Islands, China, Croatia, Cyprus, Czech Rep, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Isle of Man, Israel, Italy, Latvia, Lithuania, Luxemburg, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Slovak Rep, South Africa, Spain, Sweden, Switzerland and Turkey.

## Service options

		<b>Incl. VAT</b>
Call restriction <sup>54</sup>	set-up	£3.53
	per month	59p
Fax Messaging <sup>55</sup>	per month	£1.50
Voicemail Extra	per month	£1.50
Fax and Data Plus	set-up charge	£35.00
Instant Email	per month <sup>56</sup>	£10.00

54. Available only to business registered customers.

55. Fax messaging service also requires Voicemail Extra. Retrieval of faxes via the fax messaging service is charges as per diverted calls.

56. First 3MB of Wap GPRS/3G in included. Thereafter a run on rate of £1.00 per MB. For Web 'n' walk customers a charge of £5 incl. VAT applies. Instant Email is subject to a fair use policy of 50MB of data per month. if a customer exceeds 50MB in a given month, we may request the customer reduce their usage of the service. if usage of the Instant Email service continues to exceed 50MB per month, T-Mobile may move the user to another Instant Email plan and they may lose the right to move back to the original Instant Email plan. Access to and use of any other web based email service or web browsing via GPRS/3G is not covered by this fair use policy. We reserve the right to vary this policy but will notify you if we do. You will need a BlackBerry Phone to use this service.

## Administration and other charges

	<b>Incl. VAT</b>
Replacement SIM card	£1.50
Memorable numbers <sup>57</sup>	Prices available on request
Changing your phone number	£35.74
Bill re-issue	£2.54
Allocated Billing per month	£3.06
Online billing via My T-Mobile <sup>58</sup>	Free
Itemised paper billing <sup>59</sup> per month	£1.00 per month plus 50p per month for each selected phone number on the account
E-statement re-issue <sup>60</sup>	£2.54
Unsuspend or reconnection	£24
Unlock mobile phone for use on another compatible network <sup>61</sup>	£8.99
Repeated satisfaction guarantee claims	£24

57. If you're a T-Mobile pay monthly customer (except Solo SIM only or mobile broadband customers) you can obtain a memorable number from our range upon payment of a one off premium. The payment of the one off premium entitles you to use the memorable number. The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave T-Mobile you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavour to give you reasonable notice if we have to do this. If you leave T-Mobile, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one off premium paid to us.
58. It's your responsibility to set up your My T-Mobile account.
59. Excluding registered disabled and business customers. The information above only applies to new customers from 1 July 2009. For customers who joined before 8 November 2005, an itemised paper bill costs £1 a month per customer telephone number. And for customers who joined between that time and 30 June 2014, an itemised paper bill costs £1.50 a month per customer telephone number. But remember that both these types of customers can switch to free online billing at any time by registering with My T-Mobile.
60. Available to business registered customers, invoice receivers only.
61. Handsets can only be unlocked from our network once you've been on the pay monthly plan that the phone came with for at least 6 months.

## Payment related services and charges

	<b>Incl. VAT</b>
Payment failure/non-payment <sup>62</sup> per failure	£5.00
Late payment – a charge for paying your bill late in any one month per payment	£5.00

62. Payments are required to be made by Direct Debit. In the event of a Direct Debit failure, or payment of the bill is not made, a non-payment fee of £5.00 will be charged to the account.

# Prices for international calls and other international services

## Call charges from the UK to abroad<sup>63</sup>

- MMS from the UK to abroad are charged at the standard rate as per your price plan.
- SMS to Premium Services are charged at £2 each (including VAT).

Standard international call charges for pay monthly customers on all price plans	Cost
Calls made to landlines and mobiles within Zone 1	19p per minute
Calls made to landlines and mobiles within Zone 2 (Guernsey, Republic of Ireland, Isle of Man, Jersey)	19p per minute
Calls made to landlines and mobiles within Zone 3, 4, 5	£1.60 per minute
Calls made to landlines and mobiles within Zone 6	£1.00 per minute
Sending a text within Zone 1, 2	6p
Sending a text within Zone 3,4,5,6	35p

## International Option

Calls made to landlines and mobiles within the below zones	Cost
Zone 1, Europe <sup>64</sup>	19p
Zone 2, Ireland, Channel Islands and Isle of Man	19p
Zone 3, USA and Canada	10.2p
Zone 4, Australia and New Zealand	30.6p
Zone 5, Rest of World <sup>65</sup>	81.7p
Zone 6, Andorra, Faroe Islands	£1.00
Satellite numbers	£5.11
Calls to Premium Services within the above zones	£3.50

A pre call announcement will be played prior to connecting your call to an International Premium Service.

## UK to Abroad Boosters<sup>63</sup>

	Incl. VAT
<b>International option (per month)</b>	£2.56
International Light (giving you calls at the following rates:)	
Mobile Rate <sup>66</sup>	per month £2.56
Landline Rate <sup>66</sup>	per minute 20.4p
International Max (giving you calls at the following rates:)	
Mobile Rate <sup>66</sup>	per month £5.10
Landline Rate <sup>66</sup>	per minute 15.3p
International Pass <sup>67</sup>	per minute 4.1p
<b>USA and Canada<sup>68</sup></b>	free
USA and Canada 5 Talk Booster (120mins)	£5.10
<b>Europe and Australasia<sup>69</sup></b>	
Europe & Australasia 5 Talk Booster (60mins)	£5.10
International Texts Booster <sup>70</sup>	£5.10

63. Calls to International Premium Services are charged by the minute.

64. Countries included are as follows: Austria, Belgium, Comoros, Cyprus, Czech Republic, Denmark, Finland, France, French Antilles, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican.

65. All calls to Cuba, Liberia and North Korea are currently barred.

66. For all customers joining before 1 February 2010. This booster is no longer on sale from this date. New or existing Flexi, Combi or Solo customer? You can add the Max or the Light option to your account at any time by contacting us on 150 from your T-Mobile phone or by visiting a T-Mobile store. We're afraid that this plan isn't for business registered customers and you may have to pay a deposit. We'll let you know when the option has been added to your account, which should be immediately. If you choose Max you'll then get 15.3p per minute calls to mobiles and 4.1p per minute calls to landlines in our pick of countries (except to the USA and Canada, when you'll be charged just 4.1p per minute for calls to mobiles and landlines). If you choose Light you'll then get 20.4p per minute calls to mobiles and landlines in those countries. Calls are all from the UK (England, Wales, Scotland and N. Ireland) to: Australia, Austria, Bangladesh, Bulgaria, Canada, China, Croatia, Czech Rep, Estonia, France, Germany, Hong Kong, Hungary, India, Indonesia, Italy, Israel, Jamaica, Japan, Korea, Latvia, Lithuania, Malaysia, Netherlands, New Zealand, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovak Rep, Slovenia, South Africa, Spain, Sri Lanka, Taiwan, Thailand, Trinidad & Tobago and USA, Ireland, Ghana and Turkey. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you're a Max customer, we have a minimum call charge of 15.3p (to mobiles) and 4.1p (to landlines and for all calls to the USA and Canada). If you're a Light customer, we have a minimum call charge of 20.4p. Your option will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. Not already a Flexi, Combi or Solo customer? To find out if you can change your price plan simply dial 150 from your T-Mobile phone to speak to us.

67. As a pay monthly customer you can sign up for free to the pay monthly International Pass on T-Mobile. Get lower call rates to over 60 countries from the UK. See International Pass table below for included countries and rates.

68. To choose the USA and Canada booster, text USA5 to 879. The booster costs £5.10 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. You'll get 120 minutes to call mobiles and landlines in the USA and Canada from the UK. Calls to premium rate numbers and other nongeographic numbers (which can vary over time) aren't included.

69. To choose the Europe and Australasia booster, text EUA5 to 879. The booster costs £5.10 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. You'll get 60 minutes to call mobiles and landlines in selected countries from the UK. Calls to premium rate numbers and other nongeographic numbers (which can vary over time) aren't included. Your inclusive calls are to Australia, Austria, Belgium, Bulgaria, Channel Islands, China, Croatia, Cyprus, Czech Rep, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Isle of Man, Israel, Italy, Latvia, Lithuania, Luxembourg, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Slovak Rep, South Africa, Spain, Sweden, Switzerland and Turkey.

70. To choose the international text booster, text INT5 to 879, call 150, visit one of our stores or go to [www.t-mobile.co.uk](http://www.t-mobile.co.uk). The booster costs £5.10 a month and the cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your booster is ready to use and you can ask us to remove your booster, simply call 150 from your mobile. You'll get 100 texts a month to send from the UK to Australia, Austria, Bangladesh, Bulgaria, Canada, China, Croatia, Czech Rep, Estonia, France, Germany, Hong Kong, Hungary, India, Indonesia, Italy, Israel, Jamaica, Japan, Korea, Latvia, Lithuania, Malaysia, Netherlands, New Zealand, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovak Rep, Slovenia, South Africa, Spain, Sri Lanka, Taiwan, Thailand, Trinidad & Tobago and USA, Ireland, Ghana and Turkey. Texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. Remember that we may ask you for a deposit before you can add the booster to your account.

## International Pass

Country	Landline	Mobile	Text	Country	Landline	Mobile	Text
Algeria	12p	30p	18p	Kazakhstan	5p	15p	18p
Argentina	10p	20p	18p	Kenya	8p	8p	18p
Australia	5p	15p	18p	Latvia	19p	15p	6p
Austria	5p	15p	6p	Lithuania	19p	15p	6p
Bangladesh	5p	5p	18p	Luxembourg	5p	15p	6p
Barbados	12p	20p	18p	Malaysia	5p	5p	18p
Belgium	5p	15p	6p	Mauritius	10p	20p	18p
Brazil	5p	20p	18p	Morocco	15p	30p	18p
Bulgaria	6p	19p	6p	Netherlands	5p	15p	6p
Canada	5p	5p	18p	New Zealand	5p	17p	18p
China	5p	5p	18p	Nigeria	8p	8p	18p
Columbia	5p	15p	18p	Norway	5p	15p	6p
Croatia	5p	15p	6p	Pakistan	10p	10p	18p
Cyprus	5p	15p	6p	Philippines	10p	20p	18p
Czech Republic	5p	15p	6p	Poland	5p	15p	6p
Denmark	5p	15p	6p	Portugal	5p	15p	6p
Egypt	10p	20p	18p	Romania	5p	15p	6p
Estonia	5p	15p	6p	Russia	5p	15p	18p
Finland	5p	15p	6p	Saudi Arabia	10p	20p	18p
France	5p	15p	6p	Singapore	5p	5p	18p
Germany	5p	15p	6p	Slovakia	5p	15p	6p
Ghana	12p	25p	18p	South Africa	5p	15p	18p
Greece	5p	15p	6p	South Korea	7p	10p	18p
Guernsey	5p	15p	6p	Spain	5p	15p	6p
Hong Kong	5p	5p	18p	Sri Lanka	10p	20p	18p
Hungary	5p	15p	6p	Sweden	5p	15p	6p
India	5p	5p	18p	Switzerland	5p	15p	6p
Indonesia	10p	20p	18p	Taiwan	10p	20p	18p
Ireland	5p	15p	6p	Thailand	5p	15p	18p
Israel	5p	20p	18p	Trinidad & Tobago	10p	20p	18p
Italy	5p	19p	6p	Turkey	5p	15p	18p
Jamaica	10p	20p	18p	Uganda	10p	20p	18p
Japan	5p	15p	18p	United Arab Emirates	15p	20p	18p
Jersey	5p	15p	6p	United States	5p	5p	18p

# Prices for calls and other services whilst travelling abroad

- From 15th June you can use your plan minutes, texts and data whilst abroad within the EU (zones 1a-2b) at no extra cost. Calls to premium numbers are not permitted within allowance. The EU charges in the table below (zones 1a-2b) will be applicable if you exceed your plan allowances and are the same as standard UK rates.
- Call charges are in pence for a one minute direct-dial voice, fax or data call. These charges also apply to any calls made to T-Mobile UK Customer Services (150/+44 7853 966150) whilst travelling outside of Europe.
- There are minimum call charges for all pay monthly customers who make and receive a call abroad. A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.
- Calls made or received while you are outside the European Union are not subjected to UK VAT.
- Multimedia Messaging usage whilst abroad is charged at the standard rate of your price plan.
- If you use Mobile Broadband, Web'n'walk or Instant Email in our Aeronautical zone you will be charged £10 a MB.
- Premium numbers are determined by our partner networks overseas and vary according to the country visited.
- Any undelivered text messages will be charged as per the standard rate for sending the text message.

Zone (you are in)	Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK (incl. VAT)	Making a call to outside of the EU (Zones 3-9, Including satellite numbers) (incl. VAT)	Receiving a call (incl. VAT)	Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK (incl. VAT)	Sending a text to outside of the EU (Zones 3-9) (incl. VAT)	Sending a picture message (incl. VAT)
Zone 1a, Ireland, Isle of Man	50p	£1.20	Free	15p	50p	50p
Zone 1b, Channel Islands		£1.44			60p	
Zone 2a, Europe (EU/EEA) <sup>71</sup>		£1.20			50p	
Zone 2b, Europe (EU/EEA) <sup>72</sup>		£1.44			60p	
Zone 3, other Europe <sup>73</sup>	£1.20		60p	60p		
Zone 4, USA and Canada	£1.44					
Zone 5, Australia and New Zealand						
Zone 6, Rest of World <sup>74</sup>	£1.80					
Zone 7, Maritime – Ships and Ferries	£2.16					
Zone 8, Rest of World <sup>75</sup> (exceptional)	£3.00		£1.20			
Zone 9, Aeronautical – Planes; Satellite numbers						

## Voicemail charges whilst travelling

When roaming in zones 3-8, you'll be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country.

## Travel Boosters

	Allowance	Incl. VAT
<b>World Email Boosters</b>		
BlackBerry® Daily Roaming Cap <sup>76</sup> (Maximum daily charge)	(Max £49.021 incl. VAT per month)	£4.085
World Email Booster <sup>76</sup> BlackBerry® Email	for 30 days	£15.32

\*daily charge activates when you make a call, receive a call or receive a text in while in Europe.

Roaming Data add-ons outside of EU/EEA/Switzerland countries <sup>77,78</sup> 90 (incl. VAT)														
Zone A			Zone B			Zone C			Zone D			Zone E		
£	Days	MB	£	Days	MB	£	Days	MB	£	Days	MB	£	Days	MB
£5	1d	50	£5	1d	15	£5	1d	8	£5	1d	4	£36	1d	5
£10	1d	150	£10	1d	35	£10	1d	20	£10	1d	10	£66	1d	10
£25	7d	300	£25	7d	100	£25	7d	45	£25	7d	22			
£50	7d	900	£50	7d	225	£50	7d	110	£50	7d	50			

71. Zone 2a, EU/EEA countries include Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden, Vatican.
72. Zone 2b, EU/EEA countries include Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, Switzerland, French Antilles, French Guiana.
73. Zone 3, Europe – other Europe includes Andorra, Faroe Islands.
74. All calls from Antarctic Australian Territory, Comoros and Mayotte, Palau, Papua New Guinea, Telespazio Satellite, Tokelau, are currently barred. Other destinations may be barred, please refer to Customer Services for details.
- Zone 6 countries include: Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Botswana, Bosnia-Herzegovina, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chile, China, Colombia, Comoros, Cook Islands, Costa Rica, Democratic People's Republic of Korea, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Eritrea, Equatorial Guinea, Ethiopia, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guyana, Guinea-Bissau, Guinea, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Myanmar, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, Oman, Pakistan, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, Sao Tome & Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena Ascension & Tristan da Cunha, St. Kitts & Nevis, St. Lucia, St Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Togo, Tonga, Trinidad & Tobago, Turkey (Incl. North Cyprus), Turks & Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Vanuatu, Venezuela, Vietnam, Yemen, Wallis and Futuna, Zambia, Zimbabwe.
75. Zone 8, Rest Of World (exceptional) countries include: Bahamas, Benin, Cape Verde, Chad, Congo, Cuba, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan.
76. If you've got an Instant Email or Business Email on BlackBerry plan or Booster, you can buy a Booster to let you check your email when travelling abroad in many countries world-wide. Simply text BBROAM to 879 to buy the Booster, call us on 150 or go to My T-Mobile. Or you can contact your dedicated T-Mobile contact if you're a business customer. The cost will be added to your monthly bill if you're a pay monthly customer and taken from your credit if you're a pay as you go customer. We'll let you know when the option has been added to your account. If you're a pay monthly customer your Booster will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. If you don't want the Booster any more simply call us on 150. There's a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may request you lower your data usage. If you don't buy a Booster you'll be charged 19.8p per MB for countries in our Euro Travel Zone and £7.660 per MB for countries in our six travel calling zones up to a maximum of £4.085 a day (midnight to midnight UK time), with an overall maximum charge of £49.021 a month. See [t-mobile.co.uk/travel](http://t-mobile.co.uk/travel) for more details. Our Euro Travel Zone countries are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.
77. To use internet on your phone in a country in one of our international zones you'll need to buy one of our Internet Travel Boosters. When you try and go on the internet either through your phone browser or via an app you'll be offered a choice of Boosters relevant to the country you are in. You'll need a compatible phone. Internet Travel Boosters are not available for Blackberry customers. A Booster lasts for the stated duration from when you buy it or until you have used your data allowance up, whichever comes first. If you're a pay monthly customer the cost of the Booster will be added to your monthly bill, if you're a pay as you go customer you'll need to have enough top-up credit on your account to be able to buy. Remember we count the stated duration period based on UK time. Once your Booster runs out, you'll have to buy another one in order to connect to the internet on your phone in that Zone. Remember you can't use your phone for making internet phone calls. By purchasing a booster you are confirming you have the account holders permission.
78. Our Data Roaming Europe Zone countries are: Austria, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland. Our Data Roaming Zone A countries are: Andorra, Armenia, Australia, Canada, China, Hong Kong, India, Israel, Malaysia, Mexico, New Zealand, Peru, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA. Our Data Roaming Zone B countries are: Albania, Algeria, Argentina, Bahrain, Bermuda, Brazil, Caribbean, Columbia, Dominican Republic, Ecuador, Indonesia, Isle of man, Kenya, Kuwait, Macedonia, Moldova (Republic of), Montenegro, Nicaragua, Nigeria, Oman, Philippines, Saudi Arabia, Serbia, South Korea, Sri Lanka, Taiwan, Ukraine, United Arab Emirates, Uruguay, Venezuela. Our Data Roaming Zone C countries are: Benin, Botswana, Cambodia, Cameroon, Caribbean, Egypt, Gabon, Ghana, Guinea, Ivory Coast, Jordan, Madagascar, Mali, Mongolia, Monserrat, Morocco, Panama, Senegal, Sudan, Tanzania, Vietnam, Zambia. Our Data Roaming Zone D countries are: Air and Maritime, Afghanistan, Angola, Bangladesh, Belize, Burundi, Bhutan, Bolivia, Bosnia and Herzegovina, Brunei Darussalam, Burkina Faso, Central African Republic, Cape Verde, Chad, Chile, Congo, Cook Islands, Costa Rica, Cuba, Djibouti, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gambia, Georgia, Greenland, Guam, Guatemala, Guyana, Honduras, Iran, Iraq, Kazakhstan, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Malawi, Mauritius, Mozambique, Namibia, Nepal, Netherland Antilles, Niger, Pakistan, Palestine, Papua new Guinea, Paraguay, Sierra Leone, Suriname, Swaziland, Syria, Tajikistan, Tunisia, Uganda, Uzbekistan, Yemen, Zimbabwe. Our Data Roaming Zone E countries are: Azerbaijan, Belarus, Maldives, Rwanda, Seychelles.

## HotSpot charges whilst travelling

Zonal travelling rates apply as follows:

- **Zone 1a** – £1.00 per 10 mins Incl. VAT<sup>80</sup>
- **Zone 1b** – £1.00 per 10 mins<sup>81</sup>
- **Zone 2** – £0.60 per 10 mins<sup>82</sup>

80. Includes BT WiFi in the UK or abroad, plus T-Mobile partner network Wi-Fi sites in Austria, Germany, Netherlands, Slovakia, Hungary, Poland, Italy, Spain, Portugal, Latvia, Luxembourg, Belgium, France, Czech Republic, Greece.
81. Includes T-Mobile partner network Wi-Fi sites in Switzerland.
82. Includes T-Mobile partner network Wi-Fi sites in U.S.A., Malaysia

# Points to note

<http://www.t-mobile.co.uk/whatitcosts>

- 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.
- VAT All Our Charges are exclusive of VAT. You shall pay an amount inclusive of VAT. As of 4th January 2011 the VAT rate increased to 20%. If the rate is increased the amount that you pay will automatically be increased by an equivalent amount (meaning that the amount in the inc VAT column of our charges table will be revised upwards to reflect the rate increase).
- On the bill, for pay monthly customers the charge for each call is rounded to the nearest tenth of a penny. For Mix It/U-Fix, Solo Fixed and Sim Only customers all VAT will be charged per individual call. Customers should look at the travelling section within this document for the minimum call charge for travelling calls.
- Allowances and options
  - a) Multiple allowances can be purchased, e.g. you can purchase a 50 text allowance and a 100 text allowance, giving you a total text allowance of 150 per month. If you purchased your allowance prior to June 2002 you can only have one allowance per month.
  - b) The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge and allowance will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill.
  - c) Customers must keep an allowance for a minimum of one month. The monthly charge will continue until the customer requests a customer service agent to cancel the allowance, which will be effected at the customer's next bill date.
- 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 will be charged per text message sent to non GSM networks.
- GPRS/3G usage for pay monthly customers is billed per kilobyte and rounded up to the nearest kilobyte. A kilobyte (kB) is equivalent to 1024 bytes. A megabyte (MB) is equivalent to 1024 kB. All data sent and received, other than that added to control the flow of data over the network that is transferred, is chargeable.
- If your allowance runs out during a call or GPRS/3G session, we will charge you for the remainder of that call or session at the relevant rate as per your price plan. Once your allowance has been used, you will be charged for all subsequent calls or GPRS/3G data transferred at your price plan rate.
- Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle.
- 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.
- Where a price plan has call charges which vary depending on the time of day, the new call rate will take effect within 1 second of the published time.
- Terminating your agreement with us. You can terminate your agreement with us at any time by calling customer services. Your agreement will terminate one calendar month from when we receive your call stating that you wish to terminate the agreement. You are free to change your mind and call us to restore your agreement at any time during that month's notice period. You must pay as everything you owe us if you terminate your agreement with us. If you are terminating once your existing minimum term contract has run out, you will be responsible for all charges including the price plan charges up to and including the date that your agreement terminates. If you are terminating whilst you are within your existing minimum term, a cancellation charge will apply. We calculate a cancellation charge by firstly adding together all outstanding monthly (or other periodic) monthly charges (or any other charges stated in the terms and conditions for any service) for the remainder of your minimum term. We then take off 4% of that figure to get the final charge.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower



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Information correct as  
at August 2019