

## What it costs

# SIM only 12 month plans<sup>1</sup>

Available between 1 February 2010 and 15 February 2012

Price Guide updated and all charges applicable from 30th of March 2018.

	SIM Only 15	SIM Only 20	SIM Only 25
Monthly line rental (inc. VAT)	£18.47	£24.64	£30.83
<b>Inclusive allowance</b>			
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	600	900	1200
Maximum number of users	1		
Inclusive texts (each month) to text customers of UK mobile networks at any time	500		
Rollover	No		
Call charges (per minute)	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 UK mobile operators' customers	50p		
Checking voicemail in the UK	50p		
Call to customer service on 150 from your T-Mobile phone (per call)	25.5p		
<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 non-UK mobile operators' customers <sup>2,3</sup>	25p		
<b>Calls to 08 numbers</b>			
Calls 08 Numbers (not including Freephone 080)	50p		
Freephone (080)	Free		

Prices correct as at 1st of June 2017. The prices here show VAT at 20%.

### The legal stuff you need to know:

- <sup>1</sup> To join our SIM only 12 month plan you'll have to promise to stay with us for 12 months and pass our standard credit check. Your monthly payment is for your inclusive minutes and texts from the UK to the customers of UK mobile networks and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Calls to customer services on 150 from your T-Mobile phone cost 25.5p if you speak to an advisor. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this.
- <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> You will be charged for messages sent to non GSM networks.

Please go to the "Help & Support" section of our website, [t-mobile.co.uk](http://t-mobile.co.uk), for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

Life's for Sharing

T-Mobile

- Flexible boosters are available with your plan as an additional service. For further information and the legal stuff, please see “non standard what it costs”. “Non standard what it costs” also includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.
- **If your inclusive allowance runs out during a call** we will charge you for the remainder of that call.
- 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 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.
- 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.
- **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.

The Plan Price Guide and Non-Standard Price Guide PDF documents set out the costs of our services. Where a price given elsewhere (for example an article on our Help pages) is different to the price stated in the Price Guide or Non-Standard Price Guide PDFs, the price in the PDF guides shall take precedence.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T S

EE81011196\_0318  
Prices effective from  
30th of March 2018  
SO12M15  
SO12M20  
SO12M25