

## What it costs

# SIM only

Available from 17 September 2014

SIM only 1 month plans			
Monthly cost (Inc VAT)	£14.17	£17.45	£26.27
Plan length	1 month		
Inclusive minutes	250	500	2000
Inclusive texts	Unlimited		
Inclusive internet (excluding tethering)	250MB	500MB	Unlimited

SIM only 12 month plans			
Monthly cost (Inc VAT)	£10.88	£14.17	£24.13
Plan length	12 months		
Inclusive minutes	250	500	2000
Inclusive texts	Unlimited		
Inclusive internet (excluding tethering)	250MB	500MB	Unlimited

Service Type	Included in Allowance? <sup>1,2,3</sup>	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>4</sup>
Calls to UK mobile numbers	✓	50p per minute
Calls to certain MVNO numbers	✗	50p per minute
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	50p per minute
Calls to numbers starting with 0500, 0800, 0808 <sup>5</sup>	✗	Free
Calls to 08 numbers (not including Freephone 080)	✗	50p per minute
Calls to retrieve voicemail	✓	50p per minute
Text Messages to UK mobile numbers	✓	15p per message
Text Messages to certain MVNOs	✗	15p per message
Picture Messages	✗	50p per message
Calls to Customer Services (During Normal Working Hours) <sup>6</sup>	✗	Free
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	✗	50p per call
Call Divert <sup>7</sup>	✗	Standard Call Rates Apply
Out of Bundle Data Charge <sup>8</sup>	✗	£1.99 per day

All services are for use in the UK only

- 1 Calls made within your allowance are charged on a per second basis.
- 2 Calls & text messages to certain MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. Text messages are charged at 15p per message. See 'points to note' for more information.
- 3 Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03. Calls & texts messages to certain MVNO and call forwarding services are not included in your allowance. See points to note for more information.
- 4 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 5 Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the "Help & Support" section of our website, t-mobile.co.uk
- 6 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".
- 7 Call divert is included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
- 8 If you use up all your data allowance before the end of the month, you'll be charged a simple and straightforward £1.99 a day for the data you use until your next bill date. Additional data is subject to a monthly 2.5GB fair usage policy, but if you don't use any data within a day, you won't be charged.

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, 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.

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## 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.

## Which calls and text messages to UK mobile numbers are included in my allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your allowance. Inclusive calls currently include (but are not limited to) calls to the UK mobile numbers allocated to the national UK GSM cellular network operators T-Mobile, Orange, Three, 02, and Vodafone. On this plan, calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Lebara) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to LycaMobile.

## Which calls and text messages to mobile numbers are excluded from my allowance?

Calls and texts to some numbers starting 07 are not included in your allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges.

For a full list of 07 number ranges that are not included in allowances please visit the "Help & Support" section of our website, t-mobile.co.uk. We may add numbers to the list of excluded mobile numbers from time to time at our discretion.

Please also note that if you are calling someone who has ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

## What happens if my call or text messages to mobile number are excluded from my allowance?

You can still make calls and text messages to UK mobile numbers that are excluded from your allowance. However, you can't use your allowance towards these calls. You will simply be charged the standard mobile call rate for your price plan.

## Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for "follow me" services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Calls to these numbers are not included in allowance, see "non standard what it costs" for details.

## General

- 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 standard landline rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- 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.
- 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 month's 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