

What it costs

Solo 12 months

Available between 1 July 2009 and 5 February 2010

Not available for new customers

Monthly line rental	Solo 15	Solo 20	Solo 25	Solo 30
Contract length	12 month			
Prices from May 2014	£18.96	£22.43	£28.06	£33.67
Inclusive allowance				
Inclusive minutes (each month) to call customers of UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ^{1,2,5}	500	800	1100	1900
Maximum number of users	1			
Inclusive texts (each month) to text customers of UK mobile networks at any time	200	300	500	700
Rollover	No			
Call charges (per minute) ³				
Calls to UK mobile numbers ⁵	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			
Checking voicemail in the UK	50p			
Text message charges (per message)				
Text Messages to UK mobile numbers	15p			
To non-UK mobile operators' customers ^{2,3}	25p			
Picture Messages	50p per message			
Calls to 08, 09 & 118 numbers (not including Freephone 080) ⁸	Access Charge of 50p per minute plus a Service Charge			
Calls to Freephone (080) ⁴ & (116)	Free			
Calls to customer services				
Calls to Customer Services (During Normal Working Hours) ⁷	Free			
Calls to Customer Services (During Extended Working Hours) ⁷	50p per call			

Prices correct as at 31st of March 2019. The monthly line rental shown above includes VAT at 20%.

1. Your inclusive minutes are from the UK to UK mobile customers and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).
2. Calls made within your allowance are charged on a per second basis.
3. Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
4. Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk
5. Calls & text message 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. See 'points to note' for more information.
6. Applies to messages sent from your phone or via the T-Mobile website www.t-mobile.co.uk
7. 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".
8. Please see ee.co.uk/ukcalling for a list of Service Charges.

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

Life's for Sharing



Points to note

- You'll have to promise to stay with us for 12 months, pass our standard credit check and pay by direct debit. Solo 12 months inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Calls to 150 are also not covered by your allowance.
- You may 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 your internet 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 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.
- If your allowance runs out during a call, you will be charged for the remainder of the call.
- Additional charges may apply when using your T-Mobile phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.
- The allowance you have used is worked out when we print your bill. You can get an estimate of the amount used by calling T-Mobile account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry, in the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- Per 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.
- 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.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

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

EE81018702_0319
400000000
Information correct as at
31st of March 2019
SOLO1512
SOLO2012
SOLO2512
SOLO3012

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T-Mobile