

What it costs

# Business pay monthly 6 month plan<sup>1</sup>

	Exc. VAT	Exc. VAT
Monthly line rental for contract length	£25	£30
<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	750	1000
Maximum number of users	50	50
Inclusive texts (each month) to text customers of UK mobile networks at any time	250	250
Rollover	No	No
<b>Call charges (per minute)</b>		
Calls to other T-Mobile UK customers and other operators	30p	30p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	30p	30p
<b>Text message charges (per message)</b>		
To other T-Mobile UK customers <sup>2</sup>	10p	10p
To other UK mobile operators' customers <sup>2</sup>	10p	10p
To non-UK mobile operators' customers <sup>2</sup>	20p	20p

#### All numbers prefixed by (exc VAT)<sup>3</sup>

0845, 0870				10.33p per minute
0808, 0800, 0500	Call charges from	Free	to	6.17p per minute
All other 08				20p per minute
070	From	25p per minute	to	75p per minute

Prices correct as at August 2011.

#### The legal stuff you need to know:

- 1 All prices exclude VAT. You'll have to pass our standard credit check and register as a business customer and you may have to pay a deposit. You'll have to promise to stay with us for a minimum term of 6 months. 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. You can have up to 50 plans in total on your account. If you choose a Blackberry phone and want to use it for emails then you'll need to buy an Unlimited BIS and internet booster which costs £5 per month per user. If you buy an always on phone, that means that you understand and agree that your phone is "always on" for using the internet in the UK. You can switch this off by going to settings -> general settings -> Network and then making sure data is switched off. However, we've set up your phone so that it is not always connected to the internet if you travel outside the UK. If you change this set up and then use your phone outside the UK, you also understand and agree that you'll be charged our usual roaming charges, see [www.t-mobile.co.uk](http://www.t-mobile.co.uk). You don't get a flexible booster included as part of this plan and you can't get next day phone replacement as part of business extras.
- 2 You will be charged for messages sent to non GSM networks.
- 3 For details of charges for specific numbers starting with 070, 08 (including 0870), 05 and 09 go to our website at <http://www.t-mobile.co.uk/business/help-advice/our-brochures/>. All calls to these numbers are subject to a 1 minute call charge unless otherwise stated on our website. Calls to these numbers are not included in your monthly allowance.



# Points to note.

- **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 second charging** applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device.
- On the bill, for business 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.
- When you join a T-Mobile business 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.



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Information correct as at August 2011.