

Daytime 3000 Business plan

	Inc VAT	Exc VAT
Monthly line rental	£17.63	£15
Inclusive minutes (each month) Local and national calls and calls to other T-Mobile UK customers during the week daytime	3000	3000
Rollover	No	No
Call charges (per minute) for voice, fax and data calls		
Daytime		
Local and national calls	5p	4.3p
Calls to other T-Mobile UK customers	5p	4.3p
Calls to other UK mobile operators' customers	30p	25.5p
Voicemail message retrieval	Free	Free
Evenings and weekends		
Local and national calls	30p	25.5p
Calls to other T-Mobile UK customers	30p	25.5p
Calls to other UK mobile operators' customers	30p	25.5p
Voicemail message retrieval	Free	Free
Text message charges (per message)		
To other T-Mobile UK customers ^{1,2}	10p	8.5p
To other UK mobile operators' customers ^{1,2}	10p	8.5p
To other non-UK mobile operators' customers ^{1,2}	20p	17p
All numbers prefixed by (ex VAT)		
	Call charges range from	to
0800, 0500, 0808 (per Min)	Free	6.17p
0845, 0870 (per Min)	Free	8.51p
All Other 08 (per Min)		8.51p

Prices correct as at August 2011.

The legal stuff you need to know:

- 1 Mobile Broadband Plus is for use in the UK only. You'll need to promise to stay with us for 12, 18 or 24 months and pass our standard credit check. You'll need a compatible laptop, an enabled device like a USB modem 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. You can use all of our T-Mobile HotSpots in the UK, but you'll need to accept our HotSpots legal stuff first. If you use your plan outside the UK, we'll add any roaming 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.
- 2 Applies to messages sent direct from your SIM card or via the T-Mobile website; www.t-mobile.co.uk
- 3 You will be charged for messages sent to non GSM networks.
- 4 Please call customer services on 150 for further information about charges for specific numbers starting with 08.



Points to note.

- Your **inclusive minutes allowance** (shown on your bill as 'inclusive minutes' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls (but excludes calls to the T-Mobile WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance.
- **Fair Use Policy:** To ensure the provision of a quality service to all our customers and to ensure that the behaviour of some does not disadvantage the majority of our customers, we may request customers who make excessive use of inclusive calls to reduce their usage of these calls. If usage continues to be excessive, T-Mobile may move these users to another plan from a selected range, and they may lose the right to move back to that original plan. T-Mobile currently considers 'excessive' use to be more than 3000 minutes of inclusive calls per month. We reserve the right to vary this policy, but we will notify you if we do.
- **If your inclusive minute allowance runs out during a call,** we will charge you for the remainder of that call.
- If a pay monthly plan has rollover, unused inclusive minutes from one monthly billing period are 'rolled over' for use during the next monthly billing period, up to the amount of inclusive minutes in your monthly allowance. Unused inclusive minutes are not refundable. Any inclusive minutes we may allow you are limited to the specific circumstances in which it was given. You cannot add it to any allowances you may already have from previous promotions.
- If you **move between any of these pay monthly plans with rollover,** you can carry forward any unused allowance from your previous plan to your next plan.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the T-Mobile account enquiry service (dial 150). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- When you join a T-Mobile pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer.** Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **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. The call is billed at the rate applicable at the start of the call. However, if the call exceeds two hours in length and crosses into a different part of the day (for example, from 'daytime' to 'evening'), the remainder of the call will be charged at the new rate.
- **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.
- On the bill, 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 minimum charge per call of 2p unless otherwise stated.
- **Free voicemail retrieval** applies to the retrieval of messages when using the T-Mobile service in the UK.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. Diverted calls are not included in any inclusive time you may have.
- Additional charges may apply whilst using your T-Mobile phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on www.t-mobile.co.uk/whatitcosts or our 'Non standard charges' leaflet.
- T-Mobile reserves the **right to vary or withdraw** any individual or additional service with 30 days notice.
- 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.



LOW CHLORINE PAPER



SUSTAINABLE FORESTS

MC36018510

700001856

Information correct as at

August 2011.

MBBPLUS1815

	Midnight	7am	6pm	Midnight
Monday				
Tuesday				
Wednesday				
Thursday				
Friday		Evening	Daytime	Evening
Saturday				
Sunday				Weekends

Daytime, Evening and Weekend times for this pay monthly plan. Weekend/Evening rates apply all day on official public holidays in England and Wales.