

## Points to note.

- Your inclusive minutes allowance (shown on your bill as 'allowance') is the amount you have to spend on selected T-Mobile service each month. Your inclusive minutes allowance exclude calls to the T-Mobile WAP service, calls made whilst abroad and calls to numbers prefixed with 08.
- If your inclusive allowance runs out during a call, we will charge you for the remainder of that call at our published run on rates.
- 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' what it costs 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 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.
- All charges are stated exclusive of Value Added Tax.
- 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 the final figure. All chargeable calls will be subject to a minimum charge per call of 4.25p exc VAT unless otherwise stated.
- Free voicemail retrieval applies to the retrieval of messages when using the T-Mobile service in the UK.
- For charges for making calls from the UK to international numbers once your allowance is used up, see the 'Non Standard Charges' what it costs leaflet.
- 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 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.

## What it costs

# Business 1-Plan.



## What it costs

### Business 1-Plan (12 months)<sup>1</sup>

#### Business 1-Plan shared minute allowances<sup>5,7</sup>

Monthly line rental per SIM card for contract length	£15.00
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(All prices exclude VAT)

Monthly cost	£10	£20	£30	£40	£60	£80	£120	£160	£200	£240	£280	£320	£360	£400	£600	£800	£1,000	£1,200	£1,600	£2,000	£2,400	£3,200	£4,000
Inclusive minutes (each month) to call customers of UK mobile networks, numbers starting with 01, 02 and 03, and calls to Europe and North America (International Zones 1,2,3 <sup>1b</sup> ) from the UK at any time.	250	500	750	1,000	1,500	2,000	3,000	4,000	5,000	6,000	7,000	8,000	9,000	10,000	15,000	20,000	25,000	30,000	40,000	50,000	60,000	80,000	100,000
Calls to Colleagues on Business 1-Plan	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Checking voicemail in the UK	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Unlimited calls to UK Landlines starting with 01, 02 or 03 (excluding Jersey, Guernsey and the Isle of Man) from the UK at any time	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50
Unlimited texts to UK mobile networks and numbers starting with 01, 02 and 03 (excluding Jersey, Guernsey and the Isle of Man) at any time	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50	£2.50

#### Call charges (per minute) for voice, fax and data calls

Calls to other T-Mobile UK customers	8.5p
Calls to numbers starting with 01,02 or 03 (excluding Jersey, Guernsey and the Isle of Man) from the UK at any time.	10.2p
Calls to other UK mobile operators' customers	29.8p
Mobile Internet, Mobile Email and WAP calls via the T-Mobile WAP service (using GPRS, per MB sent/received) <sup>2</sup>	85p
Text message charges (per message)	
To other T-Mobile UK customers <sup>2,3</sup>	10.2p
To other UK mobile operators' customers <sup>2,3</sup>	10.2p
To non-UK mobile operators' customers <sup>2,3</sup>	17p

Prices correct as at September 2011.

The legal info you need to know:

1 You'll have to promise to stay with T-Mobile for a minimum term of 12, 24 or 36 months, pass our standard credit check and register as a business customer. You may have to pay a deposit.

Choose how many people will be on your plan and then add bundles of services for those users to share and use. You'll have to take a bundle of at least 250 minutes. You can have up to 250 people on your plan and all of them must be on the same length of minimum term. Your minimum term is applied to the charge for each person on your plan and for your minutes bundle. The minimum term for your minutes bundle will always be renewed whenever you upgrade or renew a person on your plan. Minutes bundles are for calls to local and national numbers, to customers of any UK mobile network numbers and for calls to international Zones 1, 2 or 3<sup>1b</sup> from the UK. International calls to premium rate and non-geographic numbers aren't included in your bundle. Text bundles are for texts to customers of any UK mobile network and to local and national numbers from the UK. Local or national numbers start with 01, 02 or 03 but don't cover Jersey, Guernsey and the Isle of Man. When you're in the UK you can check your voicemail for free. Hotspot minutes can be used at T-Mobile Hotspots in the UK only. Your colleagues on the plan can call each other at no extra cost when they're in the UK only. Join on a 24 or 36 month contract and get unlimited calls to UK landline numbers and unlimited texts to all UK landline and mobile numbers. Unlimited landlines are to local or national numbers starting with 01, 02 or 03 except Jersey, Guernsey and the Isle of Man. Unlimited texts are the same as inclusive texts. A fair use policy applies so if, in the reasonable opinion of T-Mobile, your use of texts is excessive, we may ask you to reduce your usage so that we can protect our network for all our customers. If you fail to reduce your usage, we reserve the right to ask you to move to another, more appropriate price plan

Unlimited UK landlines: Join Business 1-Plan on a 12 month contract and add unlimited calls to UK local and national landline numbers to your account for £2.50 per user per month. Unlimited landlines are to local or national numbers starting with 01, 02 or 03 except Jersey, Guernsey and the Isle of Man.

Unlimited UK texts: Join Business 1-Plan on a 12 month contract and add unlimited texts to all UK landline and mobile numbers to your account for £2.50 per user per month. Unlimited texts are the same as inclusive ones and are for normal use on a phone

Euro Calling Allowance: You can add an allowance of minutes to your Business1-Plan for making and receiving calls in most of Europe. The allowance can be shared by all users on your account for making or receiving calls while they are in our Euro Travel Zone countries. Each bundle will last for one calendar month and we'll add it every month until you ask for it to be removed. If you don't use it, you'll lose your allowance. Calls are to most mobile and landline numbers in the countries in T-Mobile's six travel calling zones and exclude non geographic and premium rate numbers. Our Euro Travel zone covers the following European countries: Ireland, Isle of Man, Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.

1b Refer to the "Business 1-Plan countries included within inclusive minutes" table.

2 Applies to messages sent from your mobile phone from the UK or via the T-Mobile website; www.t-mobile.co.uk

3 You will be charged for messages sent to non GSM networks.

4 All numbers prefixed by 08 or 09 are not included in your allowance.

5 Please call customer services on 150 or go to www.t-mobile.co.uk/08-09 for further information about charges for specific numbers starting with 08 and 09.

6 Multiple minute, text and data allowances can be purchased. E.g. you can purchase a 2000 minute allowance and a 500 minute allowance giving you a total minute allowance of 2500 minutes per month.

7 Allowances apply for one month and do not rollover from one month to the next.

#### All numbers prefixed by (Ex VAT)

Call charges from	to
0800, 0500, 0808 (per Min)	Free 6.17p
0845, 0870 (per Min)	Free 8.51p
All Other 08 (per Min)	8.51p

#### Business 1-Plan shared text allowance<sup>6,7</sup>

Texts allowance (each month) to text customers of UK mobile networks and numbers starting with 01, 02 and 03 (excluding Jersey, Guernsey and the Isle of Man) at any time <sup>2,3</sup>	Additional Monthly charge
50	£1.50
100	£3
200	£6
300	£9
400	£12
500	£15
750	£22.50
1,000	£30
1,500	£45
2,000	£60
3,000	£90
4,000	£120
5,000	£150

#### Business 1-Plan Euro Calling Allowance<sup>6,7</sup>

Allowance (minutes)	Additional monthly charge
125	£25.00
250	£50.00
500	£100.00
1,250	£250.00
2,500	£500.00
5,000	£1,000.00

#### Business 1-Plan countries included within inclusive minutes when calling from the UK<sup>1b</sup>

Zone	Countries included in Zone
Zone 1 – Europe	Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican
Zone 2 – Ireland, Channel Islands and Isle of Man	Guernsey, Ireland, Isle of Man, Jersey
Zone 3 – USA, Canada	Canada, USA, US Virgin Islands

#### Business 1-Plan shared data allowances<sup>6,7</sup>

Data Allowance	Additional monthly charge
5MB	£2.75
10MB	£5.50
25MB	£13.75
50MB	£27.50
100MB	£55
250MB	£137.50
500MB	£275
1,000MB	£550
1,500MB	£825
2,000MB	£1,100

#### Business 1-Plan shared T-Mobile HotSpot allowances<sup>6,7</sup>

Allowance (minutes)	Additional monthly charge	Run-on rate (T-Mobile UK usage, per 10 minutes)
250	£15	£0.851
500	£30	£0.851
750	£45	£0.851
1,000	£60	£0.851
2,000	£120	£0.851
3,000	£180	£0.851
4,000	£240	£0.851
5,000	£300	£0.851
10,000	£600	£0.851
15,000	£900	£0.851