

Pay as you go.

Life's for sharing

T-Mobile

Mates Rates Pay as you go and Mates Rates International

Call charges for a one minute direct dial call at any time	
Calls to other T-Mobile customers in the UK ¹	10p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	25p
Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK	25p
Checking voicemail in the UK	20p

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

Text Messaging per message sent	
Text Messaging (per message sent to other T-Mobile customers in the UK) ²	5p
Text Messaging (per message sent to other UK mobile operators' customers, including messages to Orange customers in the UK) ^{3,4}	10p
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ²	10p
Text Messaging (per message sent to a non-UK mobile customer) ^{2,3,4}	20p

1 Calls to other T-Mobile customers will be subject to a minimum charge of 10p per call.

Text Appeal pay as you go

Call charges for a one minute direct dial call at any time	
Calls to other T-Mobile customers in the UK ¹	20p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	25p
Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK	25p
Checking voicemail in the UK	10p
Text Messaging per message sent	
Text Messaging sent to other T-Mobile UK customers ¹	3p
Text Messaging sent to other UK mobile operators' customers in the UK ^{1, 2, 4}	3p
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ¹	3p
Text Messaging sent to a non-UK mobile customer ^{1, 2, 4}	20p

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

2 We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged.

3 Includes messages sent from the T-Mobile website; www.t-mobile.co.uk.

4 You will be charged per text message sent to non GSM networks.

Price plans no longer available

Everyone pay as you go (no longer sold from 1st Sept 2008)

Call charges for a one minute direct dial call at any time	
Calls to other T-Mobile customers in the UK	15p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	15p
Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK	15p
Checking voicemail in the UK	10p

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

Text Messaging per message sent	
Text Messaging (per message sent to other T-Mobile UK customers) ²	10p
Text Messaging in the UK (per message sent to other UK mobile operators' customers) ^{2,3,4}	10p
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ⁴	10p

Standard pay as you go plan (no longer sold from 1st Sept 2008)

	Charges when less than 2 minutes of 'qualifying calls' have been made in a day	Charges when 2 minutes of 'qualifying calls' have been made in a day
Call charges for a one minute direct dial call		
Calls to T-Mobile customers in the UK and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey or the Isle of Man)	25p	5p
Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK	25p	25p
Checking voicemail in the UK ¹	Free	Free

Text Messaging per message sent	
Text Messaging (per message sent to a UK mobile customer) ^{2,3,4}	10p
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ²	10p

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

- 1 Free Voicemail retrieval applies when using the T-Mobile service in the UK.
A day is defined as 12am–12am.
- 2 We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged.
- 3 Includes messages sent from the T-Mobile website; www.t-mobile.co.uk
- 4 You will be charged per text message sent to non GSM networks.

Relax (no longer sold from 1st Sept 2008)

Call charges for a one minute direct dial call	Charges when the months' airtime usage is less than £10	Charges when the months' airtime usage is more than £10 but less than £20	Charges when the months' airtime usage is more than £20	Charges when the months' airtime usage is more than £40 ¹
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time and calls to any UK mobile operators' customers at any time ⁶	30p	20p	10p	5p
Checking voicemail in the UK ⁷	Free	Free	Free	Free

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

Text Messaging per message sent	
Text Messaging (per message sent to a UK mobile customer) ^{2,3,4}	10p
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ²	10p
Text Messaging (per message sent to a non-UK mobile customer) ^{2,3,4}	10p

Pay as you go Talk and Text (no longer sold from 1st June 2009)

Call charges for a one minute direct dial call at any time	Charges when less than 2 minutes of 'qualifying calls' have been made in a day ¹	Charges when 2 minutes of 'qualifying calls' have been made in a day ¹
Calls to other T-Mobile customers in the UK	20p	10p
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	20p	10p
Calls to the customers of other UK mobile operators, including calls to Orange customers in the UK	20p	10p
Checking voicemail in the UK	10p	10p
10p		
Text Messaging per message sent		
Text Messaging (per message sent to other T-Mobile UK customers) ²	10p	10p
Text Messaging in the UK (per message sent to other UK operators' customers) ^{2,3,4}		
Text Messaging to numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time ²		
Text Messaging (per message sent to a non-UK mobile customer) ^{2,3,4}		
	20p	20p

All charges are inclusive of amounts in respect of VAT. You pay an amount inclusive of all amounts in respect of VAT on our charges where VAT is applicable (shown in the Inc VAT column). The standard rate of VAT in the UK is currently 17.5%. If the rate of VAT is increased the amount you pay will automatically be increased by an equivalent amount (i.e. the rates in the Inc VAT column will be revised upwards to reflect the rate increase).

- 1 A day is counted as midnight to midnight. If you start a call before midnight and it continues past midnight into the next day, you will be charged as if the call was taking place during one day only. Qualifying calls are calls to other T-Mobile customers, calls to numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time, calls to other UK mobile operators' customers and checking voicemail in the UK. There is always a one minute minimum call charge.
- 2 We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged.
- 3 Includes messages sent from the T-Mobile website; www.t-mobile.co.uk
- 4 You will be charged per text message sent to non GSM networks.
- 5 Only applicable to customers whose airtime usage is greater than £40 per month, for 3 consecutive months.
- 6 Airtime usage is all voice calls only.
- 7 Free Voicemail retrieval applies when using the T-Mobile service in the UK.

All plans

Non standard call charges

Call charges for a one minute direct dial call at any time	
Special Access Numbers ⁴	Inc VAT
07755 22 0000 to 9999	3p
07755 33 0000 to 9999	5p
07755 44 0000 to 9999	6p
07755 55 0000 to 9999	8p
07755 20 0000 to 9999	10p
07755 30 0000 to 9999	15p
All other calls to 07744 xx xxxx, 07755 xx xxxx and calls to access numbers operated by other service providers	12p
New Special Access Numbers ⁴	Inc VAT
A range of 6 digit shortcodes in the form 29ppxx	
The pp digits indicate the price (inc VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example:	
29 03 00 to 99	3p
29 25 00 to 99	25p

All numbers prefixed by (inc VAT)	
0870, 0871, 0844, 0845 ^{1,2}	40p per minute
0800/0500 ¹	Call charges from Free to 40p
0808 ¹	Call charges from Free to 40p
All other 08 ^{1,3}	Call charges from Free to £2.50

- 1 All number prefixed by 08 or 09 are not included in your allowance.
- 2 Certain numbers starting with these prefixes are charged at more than this. All chargeable calls will be subject to a 40p minimum charge unless otherwise stated.
- 3 Please call go to www.t-mobile.co.uk/08-09 for specific and detailed up-to-date information about these charges.
- 4 No minimum charge applies to Special Access numbers or New Special Access Numbers. For New Special Access Numbers, you'll be charged the pence per minute rate (inc VAT) indicated by the second two digits of the shortcode that you dial, whether included in the examples above or not;

Non standard call charges continued...

Call charges for a one minute direct dial call	
Picture Messaging (per message sent to a UK mobile customer)	20p
Mobile Email from T-Mobile via Text Messaging (per sent/received message)	10p
Access to the T-Mobile WAP and email service (using CSD, per minute) ¹	10p
(using GPRS, per kB) ²	0.73p/kB
Notification of email (per message sent to you) (optional service)	10p
Calls to T-Mobile customer service advisor (150) per call	25p
Calls to Disability Services team (122)	Free
International operator assistance (155) per minute ³	£1.50
UK and international directory enquiries (118xxx) ⁵ (Group 1) ⁶	60p
(Group 2) ⁶	65p
(Group 3) ⁶	75p
(Group 4) ⁶	£1.00
(Group 5) ⁶	£1.50
(Group 6) ⁶	£2.50
Blind and disabled directory enquiries (195) ⁶	Free
Access to RNID Typetalk™ via BT RelayAssist	15p
Emergency calls (999, 112)	Free
T-Mobile information services	35p
Third party information services	Charges vary as published by third party
Speaking clock (123)	40p
Flat rate services (per call)	75p
Higher flat rate services (per call)	£1.50
Personal number services	30p
Higher personal number services	75p
Pagers flat rate (per call)	75p
Pagers other	30p
Premium services	75p
Premium plus services	£1.50
Higher premium services	£2.50
Voicemail greetings per minute ⁷	30p
Multimedia services per minute ⁷	10p
Higher multimedia services per minute ⁷	10p
Group Call	Same as calls to other T-Mobile UK customers

1 CSD refers to Circuit Switched Data.

2 For all data sent/received, GPRS refers to General Packet Radio Service.

3 Subject to a minimum charge per call of £1.50.

4 See www.t-mobile.co.uk/118 for all current Directory Enquiry numbers.

5 Subject to a 1 minute minimum call charge.

6 Call connect through this service will be charged at 65p per minute.

7 Subject to a minimum charge per call of 75p.

Call Return

If you use Call Return you will be charged to return the call as per your price plan.

Using your Voicemail service whilst roaming will be charged as per the normal Roaming Voicemail service. Call Return will be charged as though you were in the UK. Access to and charging for the Voicemail service will continue whilst you use Call Return.

Boosters

Details

Cost

30 Day

Talk and Text 10 ^{1,2,4}	100 minutes and 400 texts	£10
Talk and Text 15 ^{1,2,4}	200 minutes and 600 texts	£15
Talk and Text 20 ^{1,2,3,4}	300 minutes and unlimited texts	£20

5 Day

5 day pass ^{1,2,5,7}	unlimited mins and texts to T-Mobile customers	£7.50
Unlimited texts ^{1,2,3,5,6}	Unlimited texts	£7.50
Talk 100 ^{1,2,5,8}	100 minutes to mobiles and landlines on any network for 5 days	£10
Talk 100 ^{1,2,5,8}	100 minutes to mobiles and landlines on any network for 5 days	£10
Internet ^{1,12}	5 days unlimited internet on your phone	£2.50

Travel abroad

Euro 5 travel booster ^{1,2,9}	£7.50 worth of roaming credit in a selection of European countries	£5
Euro 10 travel booster ^{1,2,9}	£15 worth of roaming credit in a selection of European countries	£10
Euro 20 travel booster ^{1,2,9}	£30 worth of roaming credit in a selection of European countries	£20
Euro 30 travel booster ^{1,2,9}	£45 worth of roaming credit in a selection of European countries	£30

Calling abroad from UK

International Text (30 days) ^{1,2}	50 texts to over 50 countries	£5
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- You'll need to have enough top-up credit on your phone as the cost of the booster comes out of your credit.
- If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we will remove this pass from you and/or disconnect your SIM card from our network without giving you any advance warning.
- We'd like to remind you that your terms and conditions say that you mustn't use our services to do anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking this condition if you text more than 200 different phone numbers over the course of the 30 days. Remember, we're free to decide that other types of use may also be breaking this condition. If you do break this condition, we'll disconnect your SIM card from our network without giving you any advance warning.
- We'll send you a text to let you know when your Booster is ready to use. You then have 30 days to use your Booster, or lose it. We'll let you know when your 30 days is up and when your minutes run out, if this happens first. We'll also remind you 5 days before your Booster is due to expire. Use your minutes and texts from the UK to call and text the customers of the other UK mobile networks and to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to your voicemail also come out of your minutes. You can only have one Talk & Text Booster on your account at any one time. Remember, when you swap your credit for a Talk & Text Booster you'll need to opt-out of any top-up reward offer you're in and you'll lose any top-up reward you have. You also can't earn any top-up rewards while you have a Talk & Text Booster active.
- We'll send you a text to let you know when your pass is ready to use. We'll start counting your 5 days the next day and you can use your pass until midnight five days later. We'll let you know when your pass has run out. You can have up to 4 boosters on your account at one time and each booster will start as soon as a previous one runs out.
- Your booster gives you unlimited texts from the UK to the customers of the other UK mobile networks. This booster is for your personal use only.
- Your booster gives you unlimited calls and texts from the UK to other customers on T-Mobile in the UK. You can call up to 90 different numbers over the 5 days but if you call more than this your booster won't work any more.
- We'll let you know when your 5 days is up, or when you have used up your 100 minutes, whichever is sooner. Your booster gives you 100 minutes of calls from the UK to the customers of the other UK mobile networks and to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man).
- Use your travel credit for calls and texts to the UK or to countries in our six travel calling zones (excluding non geographic and premium rate numbers) whilst you're travelling in Europe. We'll send you a text to let you know when it has worked. Your booster then lasts for 20 days, so if you don't use it you lose it. When you're in: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (excluding the Canary Islands and Balearics) and Sweden, calls you make will cost 38p per minute, calls you receive will cost 14p per minute and each text costs 10p. See t-mobile.co.uk/travel for more details.
- We'll send you a text to let you know when it has worked. You'll have 30 days from the day you buy the Booster to use your Booster texts. We'll let you know when these 30 days are up. Your International Text Booster can be used for sending texts from the UK to overseas mobile networks in our rest of the world zone: Australia, Austria, Bangladesh, Belgium, Canada, Channel Islands, China, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Ghana, Greece, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy, Jamaica, Japan, Korea, Latvia, Lithuania, Luxembourg, Malaysia, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovakia, South Africa, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Turkey and USA.
- Once your pass has run out you'll then be charged up to £1 a day to browse the internet. See the legal stuff and fair use policy at www.t-mobile.co.uk/fup. You'll 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 internet on your phone for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls. Each plan comes with a fair use policy of. 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 internet on your phone, depending on how often you go over your amount and by how much.
- This plan comes with a fair use policy of 40MB a day.

Customise your price plan (UK only)

Text allowance (90 days) ^{1,2}	200 text messages	£12.00
	500 text messages	£25.00
	1000 text messages	£30.00
Text Play	per message sent	15p
Text Chat	per message sent	10p
	per message received	5p
Group Text ³	per message sent to each UK mobile operators' customers	10p
	per message sent to each non-UK mobile operators' customers	20p
Match and Chat	per message sent	10p
T-Mobile information services	per message sent	20p
Football Services	your team Scores ⁴	per message received
	your team News ⁴	per message received
	your team Plus ⁴	per message received
	your team Gossip ⁴	per message received
	Single Shot	per message sent
	Celticfc.txt ⁵	per message received
Score service subscription ⁶		£4.00
News service subscription ⁶		£2.50
Formula1 Services	F1 News	per message sent
	F1 Results	per message sent
	F1 Tables	per message sent
	F1 News subscription ⁴	per message received
	F1 Results subscription ⁴	per message received
	F1 Tables subscription ⁴	per message received
Third party information services	Charges vary as published by third party	
T-Mobile ringtones and icons ⁸	Monophonic	£1.50
	Polyphonic	£2.50
		Realtones
		£3.00
Java games (per game downloaded)	Bronze	£1.00
	Silver	£2.00
	Gold	£3.00
	Platinum	Charges vary between £3 and £10
Caller Tunes ⁹	Monthly service subscription	£1.00
	per download	£1.50
What's on	per message received	35p
What's nearby	per message received	35p
Streetmap ⁹	per message sent	10p
Text Email	per message sent	10p
Web and Walk	per kB sent/received	0.73p
(This charge applies up to a daily maximum of £1 (inc VAT) running from midnight to midnight. ^{10,11,12} Charges not applicable to connection via CSD).		

- Text allowances have a 90 day expiry period and include text messages sent to any UK mobile operators' customers in the UK, including text messages sent via Group Text, but excludes all other text message options and text messages sent whilst abroad.
- There is no rollover of allowances after the 90 day period has expired.
- You will be charged for each message sent to each individual within the group (e.g. if you send a message to five individuals, you will be charged for five messages).
- Requests for all these services will be charged 20p per message sent.
- Requests for all these services will be charged 10p per message sent.
- Subscription valid for 30 days. Text messages sent requesting this service cost 20p in addition to the service subscription charge.
- The call duration is approximately 1 minute other than advanced ringtones (polyphonic) which has an approximate call duration of 2 minutes. The full list of ringtones and icons and the ordering process can be found at www.t-mobile.co.uk/ringtonesandicons
- Request for this service will be charged at 10p per minute.
- Please note once this service has been requested, standard WAP browsing charges will apply as per the customers price plan.
- Subject to coverage.* To ensure a high quality of service for all our customers a fair use policy of 40MB (of data both sent and received in the UK) per day applies. We monitor use on a monthly basis. If, in our reasonable opinion, you regularly exceed 40MB per day, we may tell you to reduce your future use. If you again regularly exceed 40 MB per day, we may tell you that we are going to apply network protection controls, resulting in a reduced network speed for 14 days. If you exceed 40 MB per day for a third time, we may tell you that we are going to apply further network protection controls, resulting in a permanently reduced network speed. We do not permit use of this service to provide modem access for a computer or for peer to peer file sharing, internet phone calls or instant messaging.
- Charges of 0.73p per kB apply until £1 per day (midnight to midnight) is spent. If you have already spent £1 and you browse for a continuous period from before midnight to after midnight, all of that period will be charged at the new day's rate of 0.73p per kB.
- The web 'n' walk day pass does not include calls made whilst roaming. Standard charges apply, see international call charges for more details.

International call charges

Charges from UK to abroad

Call charges are in pence for a one minute direct-dial voice, fax or data call originating within the UK. All calls will be subject to a 1 minute minimum charge.

	Any time Standard charges
Calls made to zones	Inc VAT
Europe	£1.00
Ireland, Channel Islands and Isle of Man	70p
USA and Canada	90p
Australia and New Zealand	£1.00
Rest of World ³	£1.80
Satellite	£5.00
Across to the T-Mobile WAP and email service (using CSD, per minute)	10p
(using GPRS, per kB)	0.73p

Charges whilst abroad

- For all customers making a call in Zones 1 and 2, there is a minimum call charge of 30 seconds, after which calls are billed per second. However, there is no minimum call charge for receiving a call in those Zones and calls are just billed per second. Calls made or received in Zones 3, 4, 5 and 6 are subject to a minimum call charge of 60 seconds, after which calls are billed per second.

Prices for calls and other services whilst travelling abroad.

- Call charges are in pence for a one minute direct-dial voice, fax or data call. These charges also apply to any calls made to T-Mobile UK Customer Services (150/+44 7853 966150) whilst travelling.
- Call made or received while you are outside the European Union are not subjected to UK VAT.
- To use Web'n'walk, Mobile Broadband and Instant Email whilst in the EU¹ you will need to buy one of our Boosters listed below. If you are in the any other part of the world it will cost £7.50 a MB^{2,3}.
- For BlackBerry[®] you will be charged £1.50 per MB in our Euro Travel Zone and £7.50 per MB in the rest of the world. Or you can add a World Email Booster for £15 a month. If you don't buy this booster you will never be charged more than £4 a day with an overall maximum charge of £48 per month.
- Multimedia Messaging usage whilst abroad is charged at 20p inc VAT.
- You can't make Video Calls whilst abroad.
- If you use Mobile Broadband, Web'n'walk or Instant Email in our Aeronautical zone you will be charged £10 a MB.

Travel Boosters

World Email Boosters			
BlackBerry [®] Daily Roaming Cap ² (Maximum daily charge)	(Max £48 inc VAT per month)	£4	£3.40
World Email Booster ²	BlackBerry [®] Email for 30 days	£15	£12.76
Euro Internet Boosters ³			
3MB		£1	
20MB		£5	
50MB		£10	

- The EU countries included in our Euro Internet or Euro Broadband Boosters are: Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark (excluding Greenland), Estonia, Finland, France (including Monaco, French Guyana, Guadeloupe, Martinique and Reunion), Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal (including the Azores and Madeira), Romania, San Marino, Slovakia, Slovenia, Spain (including the Balearic Islands and the Canary Islands), Sweden, Switzerland and The Vatican.
- If you've got an Instant Email or Business Email on BlackBerry plan or Booster, you can buy a Booster to let you check your email when travelling abroad in many countries world-wide. Simply text BBROAM to 879 to buy the Booster, call us on 150 or go to My T-Mobile. Or you can contact your dedicated T-Mobile contact if you're a business customer. The Booster will cost you £15 a month and will be added to your monthly bill if you're a pay monthly customers and taken from your credit if you're a pay as you go customer. We'll let you know when the option has been added to your account. If you're a pay monthly customer your Booster will stay on your account until you ask us to take it off, which we try to do before it goes onto your next bill. If you don't want the Booster any more simply call us on 150. There's a fair use policy of 50MB of email data per month. If you go over 50MB in a given month, we may request you lower your data usage. If you don't buy a Booster you'll be charged £1.50 per MB for countries in our Euro Travel Zone and £7.50 per MB for countries in our six travel calling zones up to a maximum of £4 a day (midnight to midnight UK time), with an overall maximum charge of £48 a month. See t-mobile.co.uk/travel for more details. Our Euro Travel Zone countries are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain and Sweden.
- To use internet on your phone in any of our Euro Travel Zone countries you'll need to buy one of our Euro Internet Boosters. A Euro Internet 3MB Booster for £1 lasts for exactly 24 hours from when you buy it or until you use the 3MB, whichever comes first. Or buy a Euro Internet 20MB Booster for £5: it lasts 7 days from when you buy it, or until you reach 20MB, whichever comes first. Our Euro Internet 50MB Booster for £10 lasts for 30 days from when you buy it or until you reach 50MB, whichever comes first. If you're a pay monthly customer the cost of the Booster will be added to your monthly bill, if you're a pay-per-day customer you'll need to have enough top-up credit on your account to be able to buy. Remember we count the all time periods based on UK time. Once your Booster runs out, you'll have to buy another one to be able to continue surfing the internet on your phone in our Euro Travel Zone. Remember you can't use your phone as a modem or use internet on your phone for peer to peer file sharing, instant messaging (except if you have a Sidekick) or making internet phone calls.

International call charges continued...

	Anytime	
	Calls made	Calls received
Calls made or received in zones	Inc VAT	Inc VAT
Zone 2a, Europe (EEA ⁴) – Vatable	38p	14p
Zone 2b, Europe (EEA ⁴) – No VAT	33p	12p
Zone 3, Europe (non-EEA ⁵) – Other Europe	£1.00	£1.00
Zone 1a, Ireland	38p	14p
Zone 1b, Channel Islands and Isle of Man	33p	12p
Zone 4, USA and Canada	£1.20	£1.20
Zone 5, Australia and New Zealand	£1.20	£1.20
Zone 6, Rest of World ⁷	£1.50	£1.50
Zone 7, Rest of World Exceptional	£2.50	£2.50
Calls to (from all zones)		
Satellite numbers		£1.80
Premium numbers ¹⁰	£2.00	n/a
Text message charges (per message)	Texts made	Texts received
To other T-Mobile UK customers in zones 1a and 2a ⁹	10p	n/a
To other UK mobile operators' customers in zones 1a and 2a ⁹	10p	n/a
To non-UK mobile operators' customers in zones 1a and 2a ⁹	10p	n/a
To other T-Mobile UK customers in zones 1b and 2b ⁸	9p	n/a
To other UK mobile operators' customers in zones 1b and 2b ⁸	9p	n/a
To non-UK mobile operators' customers in zones 1b and 2b ⁸	9p	n/a
To other T-Mobile UK customers in zones 3, 4, 5 and 6 ⁹	40p	n/a
To other UK mobile operators' customers in zones 3, 4, 5 and 6 ⁹	40p	n/a
To non-UK mobile operators' customers in zones 3, 4, 5 and 6 ⁹	50p	n/a

4 The Europe EEA zone 2a countries included are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Lithuania, Liechtenstein, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (inc Balearics), Sweden.

5 The Europe EEA zone 2b countries included are: Canary Islands (Spain), French Guyana, Gibraltar, Guadelope, Guernsey, Jersey, Iceland, Liechtenstein, Martinique, Norway, Reunion, San Marino, St Barthelemy and St Martin (French West Indies territories), Vatican City.

6 Europe non-EEA countries included are Andorra, Faroe Islands, Switzerland.

7 The following countries are in zone 7 and not zone 6, and are charged at £2.50 per minute to send & receive call: Bahamas, Cuba, Kuwait, Mongolia, Uzbekistan, Tajikistan, Turkmenistan, Laos, Maldives, Republic Of Palau, Tunisia, Benin, Chad, Cape Verde, Congo (Republic of the), Djibouti, Falkland Islands, Bahamas, Cuba, Kuwait, Mongolia, Uzbekistan, Tajikistan, Turkmenistan, Laos, Maldives, Republic Of Palau, Tunisia, Benin, Chad, Cape Verde, Congo (Republic of the), Djibouti, Falkland Islands. All calls from Antarctic Australian Territory, Comoros and Mayotte, Micronesia, Niue, Kiribati, Palau, Papua New Guinea, Solomon Islands, St Helena, Telespazio Satellite, Tokelau, Tuvalu, Vanuatu, Wallis and Futuna are currently barred. Other destinations may be barred, please refer to Customer Services for details.

8 Any undelivered text messages will be charged at 9p.

9 Any undelivered text messages will be charged at 10p.

10 Premium numbers are determined by our partner networks overseas and vary according to the country visited.

Points to note.

- You can move from any plan to either Mates Rates or Text Appeal. You are not able to move to any other plan.
- You must make a **connection action** at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited.
 'Connection actions' are:
 - Making a chargeable outbound call
 - Sending a text message
 - Topping up your account
 - Making a payment for a value added service
 - Registering your details
 - Making/sending or receiving a Family Booster call, text or picture message
- We can place a charge on your account **if a bank reverses a debit or credit card payment to your account**. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.
- **Any text message sent to you**, which doesn't get through because you are out of credit will be lost.
- **To make or receive a chargeable call or receive a voicemail message**, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1pence credit available.
- T-Mobile information services rate applies when using **short code dialling** from your mobile phone (unless otherwise stated).
- **Calls are charged by the second** (unless otherwise stated) and rounded up to the nearest penny.
- **Administration charges:**
 - Unlocking mobile phone for use on another compatible network (subject to being connected for at least 3 months): £15.00.
 - Replacement SIM card: £10.00.
 - Reconnect your phone to the T-Mobile network: £10.00.
- All **prices include VAT** at the current rate of 17.5% (includes those calls made or received whilst abroad).
- **Charging for calls will commence when:**
 - A call has been answered
 - Connected to a customer services advisor
 - Indicated within the Roaming automated service
- **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.
- All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- 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.
- While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.