

What it costs

Business Unlimited.

	Business Unlimited SIM Only ^{1,2}	Business Unlimited ^{1,3}	Business Unlimited (i-Phone) ^{1,3}
	Exc VAT	Exc VAT	Exc VAT
Monthly line rental for contract length	£35.00	£35.00	£50.00
Contract length	30 day	24 months	24 months

Inclusive allowance

Internet & Email (excluding BES and BESX)	Unlimited ^{2,3}	Unlimited ^{2,3}	Unlimited ^{2,3}
Inclusive minutes (each month) to call customers of UK mobile networks, including Orange customers and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	Unlimited ¹	Unlimited ¹	Unlimited ¹
Inclusive texts (each month) to text customers of UK mobile networks, including Orange customers and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) at any time.	Unlimited	Unlimited	Unlimited
Maximum number of users	1-100	1-100	1-100
Rollover	No	No	No

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

Calls to other T-Mobile UK customers	N/A	N/A	N/A
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	N/A	N/A	N/A
Calls to other UK mobile operators' customers including Orange customers	N/A	N/A	N/A

Text message charges (per message)

To other T-Mobile UK customers	N/A	N/A	N/A
To other UK mobile operators' customers including Orange customers	N/A	N/A	N/A
To non-UK mobile operators' customers ⁴	17.02p	17.02p	17.02p

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 for additional services that can be added to your price plan.

BlackBerry®	Per month
Unlimited BlackBerry® Business E Mail and Internet with BlackBerry® Enterprise Server Express (BESX)	£2.50 ⁵
Unlimited BlackBerry® Business E Mail and Internet with BlackBerry® Enterprise Server (BES)	£5.00 ⁵

Prices correct as at August 2011. All prices exclude VAT.

1. You'll have to pass our standard credit check and register as a business customer and you may have to pay a deposit. If you choose a 24 month plan you'll have to promise to stay with us for a minimum term of 24 months. You may have to pay a deposit. You can have up to 100 Business Unlimited plans on your account. Business Unlimited gives you unlimited inclusive minutes and unlimited texts from the UK to 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. A fair use policy applies to the use of unlimited minutes. So, if the average use on your account is over 1800 minutes a month per user, we may ask you to reduce the usage on your account 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 your account to another, more appropriate, price plan. Any SIM only plan user will need a compatible mobile which may mean that their existing phone needs unlocking, which the previous network provider may charge for. If you choose a 30 day SIM only plan and decide to upgrade or cancel your plan, you'll need to give 30 days' notice to us by phone. We'll issue you a final bill at the end of the 30 days to cover the notice period, any services used and any charge that will apply if you leave before the end of any minimum term.

2. You'll get BlackBerry® Instant email included in your plan. A fair use policy of 1GB a month also applies. 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. For mobile internet you'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use internet in the UK and you can't use your phone or BlackBerry® as a modem or use internet for peer to peer file sharing or making internet phone calls.

3. You'll also get internet on your phone. You'll need internet coverage, check it at t-mobile.co.uk/streetcheck. Remember that you can only use internet in the UK and you can't use your phone as a modem or use internet for peer to peer file sharing or making internet phone calls. This 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. 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>> .

4. Applies to messages sent from your mobile phone or from the T-Mobile website, t-mobile.co.uk. You will be charged for messages sent to non-GSM networks.

5. You can add an unlimited email booster for £5 extra a month for either 1 or 24 months. If you choose the monthly booster, the cost will be added to your next bill and then every bill each month until you ask us to remove it. If you choose the 24 month booster, you'll need to promise to pay that extra £5 each month for at least 24 months. If you cancel your BESX before the end of the 24 months, you'll have to pay a cancellation charge equal to the remaining monthly charges. At the 24 months you'll automatically go on to a monthly rolling contract for your BESX email service and the cost will be added to every bill each month until you ask us to remove it. Business Email using the BlackBerry® Enterprise Server Express (BESX) service offers all the core functionality currently offered by our existing BlackBerry® Exchange Server (BES), which costs £10 a month per user. Core functionality excludes advanced IT features and over the air installation support. Installing our BES service typically costs £2320 in addition to the price per month per user. That figure includes the first 20 user licences and additional licences would then cost £245 per 5 users. Installation charges of up to £150 may apply if you don't install BESX yourself. BlackBerry® Business Email with BESX is subject to a fair use policy of 1GB of data per 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 booster, depending on how often you go over your amount and by how much.

6. You can either add BlackBerry® Exchange Server ("BES") to your existing plan or just sign up for BES services from us. You'll need to have a compatible Microsoft Exchange Server. BES works with the following email servers: Microsoft Exchange, IBM Lotus Domino, Novell and Groupwise. You'll have to pay a monthly charge for the minimum period of your contract to use the service and also purchase one off client access licences for each BlackBerry® user. The exact costs will depend on the number of BlackBerry® phones and other services you add to your account. You will also have to pay an installation charge. If you install BES yourself and have under 150 users, we'll just need to do a remote health check first which will cost up to £150. If you want us to install BES for you at your offices, it will cost up to £750, including ongoing technical support for the length of your minimum term commitment for BES. You can have up to 2000 users on one BES server. BES is subject to a fair use policy of 1GB of data per 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 BlackBerry® email, depending on how often you go over your amount and by how much.

Points to note.

www.t-mobile.co.uk/whatitcosts

- Your **inclusive allowance** (shown on your bill as 'allowance') is the amount you have to spend on selected T-Mobile service each month. Your inclusive minutes and text allowance exclude calls to the T-Mobile WAP service, calls or texts to International destinations, calls or texts made whilst abroad and calls to numbers prefixed with 08 or 09. Additional charges will apply to these types of calls.
- All additional charges 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 4.26p exc VAT unless otherwise stated.
- For charges for making calls from the UK to International numbers, 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 part months used, except where this would cause conflict with any other part of the agreement.



LOW CHLORINE
P A P E R



SUSTAINABLE
F O R E S T S

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Information correct as at

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