



## T-Mobile Company Price Plan

Our home for T-Mobile Business Customer Service Plans

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**This Price Plan and the terms in here will apply to you if you have signed up to any of the subscription options, or purchased any of the products set out below either from T-Mobile directly in one of our stores, online, through our telesales team; or through one of our indirect partners. Some subscription options and products may not be available through our Indirect Partners. The information in here was correct at the time of publication, unless otherwise stated below. We will keep it up to date and notify you of any changes where the terms of our agreement with you would require us to do so. Don't forget that if you do have any questions you can call us on 150 from an EE mobile or +44 (0)7953 966 150 from any other phone.**

**T-Mobile is a brand of EE Limited, with registered offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW**

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**Roaming:** From 15 June 2017, roaming changes mean that some roaming benefits and charges may differ from what was in your original plan. Customers on T-Mobile small business mobile voice & text and mobile broadband plans will be able to use their minutes, texts and data allowances at no extra cost when roaming in our Europe Zone, which currently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Note: Turkey (you may connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone.

**Calls & texts:** When you're roaming in our Europe Zone, you can check your voicemail, use your minutes & texts allowance to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03; and you can also call and text customers of mobile networks in our Europe Zone. You'll be charged the same rate in our Europe Zone as in the UK for any calls or texts outside your allowance. Unless you have an international calling allowance or add-on, you still cannot use inclusive minutes to call and text customers of EU mobile networks and EU landlines when in the UK. Calls to premium rate numbers in the EU will be charged at your normal plan rate.

**Data:** If your plan's domestic data allowance is greater than 15GB, a fair usage policy of 15GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 15GB from your allowance while roaming). This fair usage policy does not apply to all plans, except the T-Mobile Business One plan. Once you've used your fair use policy amount when roaming, we will notify you and you'll have to buy an additional add-on to continue using data when roaming.

Whether you are subject to a fair use policy or not, if you use up all your domestic allowance when outside the UK, you will need to buy an out of bundle UK/EU data add-on to continue using data. Details of the out of bundle data add-ons currently available for purchase can be found in our EE Price Guide for Small Business at: [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms) (under the Price Guide section).

**Speed:** Data speeds outside the UK always depend on the network you connect to and 3G may or may not be available. We aren't responsible for the speeds or coverage users get outside the UK. As in the UK, coverage and speeds will vary depending on the user's location, the number of people on the network and other factors such as weather and geography.

**Stable links:** These roaming benefits are available to UK based customers only and our plans are intended for customers and users with a stable link to the UK who travel abroad periodically. We will consider a user to have a stable link to the UK if they spend a total of 60 days or more during any 120 day period within the UK. If usage of the plan abroad in the EU/EEA exceeds this, they will be alerted by text, and after a 2-week period we may charge a surcharge for further use of services or block the SIM card and roaming services. We'll give notice before we do anything.

The surcharges are as follows:

Item	Price (Ex VAT)
calls - outbound	2.7p/minute
calls - inbound	0.9p/minute
SMS	0.8p/SMS
data	0.65p/MB

In limited circumstances, customers may be required to pay a deposit to activate roaming on their account – this includes EU and non EU countries. To check you are set up you'll need to call customer services on **07953966150** before you travel.

See [www.ee.co.uk/euroam-sb-tmuk](http://www.ee.co.uk/euroam-sb-tmuk) for more details.

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## Voice & Text Plans

You will no longer be charged for calls to numbers beginning 0800, 0808 or 116. For calls to numbers beginning 084, 087, 09 and 118, please see our current pricing information available [here](#), which, due to Ofcom's reforms, may differ from that in your original price plan. For calls to these numbers you will be charged EE's access charge of 39 pence per minute excluding VAT and the applicable service charge, [click here](#).

Charges are per Connection per month. See the Terms and Conditions section for more information. Plans with Unlimited UK minutes and UK Texts included within them can be used as Shared Plans unless otherwise specified.

## Business SIM Only (30 days)

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. 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. Each 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 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. You can get a flexible booster included as part of your plan. You can choose one flexible booster at a time from our current range and it applies from when you make your choice. You can change it once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice. We'll send you a text when your new booster is ready to use. A fair use policy applies to internet on your phone and other legal stuff applies to each booster as set out in your agreement with EE or as otherwise notified to you

by EE. If you don't have an internet booster, then using the internet on your phone costs up to £1 a day. We'll automatically charge 50p for each MB you use, until you hit £1 a day (midnight to midnight) and then we won't charge you anymore. You'll need a compatible phone and internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem (tethering) or use internet on your phone for peer to peer file sharing, instant messaging or making internet phone calls. \*This plan comes with a fair use policy of 1GB per calendar 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 anymore, 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.

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 please see section 1.25 of this Price Plan and the section of your price plan which starts, "All numbers prefixed by (exc VAT)" or call customer services on 150. 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.



## What it costs - Business SIM Only (30 day term)

Monthly line rental for contract length <sup>1</sup>				
Price from 28/05/2015 to 31/05/2016	£15.69	£20.90	£26.15	£31.38
Price from 01/06/2016 to 29/03/2017	£15.93	£21.24	£26.55	£31.86
Price from 30/03/2017 to 29/03/2018	£16.32	£21.77	£27.21	£32.65
Price from 30/03/2018	£16.98	£22.66	£28.32	£33.98
Inclusive Allowance				
Inclusive minutes 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	500	750	1000	2000
Maximum number of users	50			
Inclusive texts to texts customers of UK mobile networks at any time	250	250	250	500
Rollover	No			
Call charges (per minute)				
Calls to other T-Mobile UK customers, other operators and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey & the Isle of Man) from the UK	44p			
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge			
Calls to 070 numbers	4.7p			
Calls to 0808, 0800 & 0500 numbers	Free of Charge			
Text message charges (per message)				
To other T-Mobile UK customers <sup>2</sup>	12p			
To other UK mobile operators' customers <sup>2</sup>	12p			
To non-UK mobile operators' customers <sup>2</sup>	32p			

1. Details on Service Charges can be found at [www.ee.co.uk/ukcalling](http://www.ee.co.uk/ukcalling).

## Business SIM Only (12 months)

### 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 12 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. Each 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. You can get a flexible booster included as part of your plan. You can choose one flexible booster at a time from our current range and it applies from when you make your choice. You can change it once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice. We'll send you a text when your new booster is ready to use. A fair use policy applies to internet on your phone and other legal stuff applies to each booster, as set out in your agreement with EE or as otherwise notified to you by EE. If you don't have an internet booster, then using the internet on your phone costs up to £1 a day. We'll automatically charge 50p for each MB you use, until you hit £1 a day (midnight to midnight) and then we won't charge you anymore. You'll need a compatible phone and internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem (tethering) or use internet on your phone for peer to peer file sharing, instant messaging or making internet phone calls. \*This plan comes with a fair use policy of 1GB per calendar 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 anymore, 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.

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 [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms). 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.

### What it costs - Business SIM Only (12 month term)

1. If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.

7. 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.
8. 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.

Monthly line rental for contract length <sup>1</sup>				
Price from 28/05/2015 to 31/05/2016	£11.09	£16.63	£22.17	£27.71
<b>Price from 01/06/2016 to 29/03/2017</b>	£11.26	£16.89	£22.51	£28.14
<b>Price from 30/03/2017 to 29/03/2018</b>	£11.54	£17.31	£23.07	£28.84
<b>Price from 30/03/2018</b>	£12.01	£18.01	£24.01	£30.02
Inclusive Allowance				
Inclusive minutes 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	500	750	1000	2000
Maximum number of users	50			
Inclusive texts to texts customers of UK mobile networks at any time	250	250	250	500
Rollover	No			



Call charges (per minute)	
Calls to other T-Mobile UK customers, other operators and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey & the Isle of Man) from the UK	44p
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge
Calls to 070 numbers	4.7p
Calls to 0808, 0800 & 0500 numbers	Free of Charge
Text message charges (per message)	
To other T-Mobile UK customers <sup>2</sup>	12p
To other UK mobile operators' customers <sup>2</sup>	12p
To non-UK mobile operators' customers <sup>2</sup>	32p
All numbers prefixed by (exc VAT) <sup>3</sup>	

1. Details on Service Charges can be found at [www.ee.co.uk/ukcalling](http://www.ee.co.uk/ukcalling).

## Business Pay Monthly (6 months)

### 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 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 <http://business1.ee.co.uk/roaming>. 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 [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms). 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.

### What it costs – Business Pay Monthly (6 month term)

1. If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
2. 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.
3. 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.
4. 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.
5. 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.





6. 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.
7. A call ends when:
- you end the call on your device;
  - 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
  - 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.
8. 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.

Monthly line rental for contract length <sup>1</sup>		
Price from 28/05/2015 to 31/05/2016	£27.71	£33.26
Price from 01/06/2016 to 29/03/2017	£28.14	£33.77
Price from 30/03/2017 to 29/03/2018	£28.84	£34.61
Price from 30/03/2018	£30.02	£36.02
Inclusive Allowance		
Inclusive minutes 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	750	1000

Maximum number of users	50
Inclusive texts to texts customers of UK mobile networks at any time	250
Rollover	No
Call charges (per minute)	
Calls to other T-Mobile UK customers, other operators and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey & the Isle of Man) from the UK	44p
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge
Calls to 070 numbers	4.7p
Calls to 0808, 0800 & 0500 numbers	Free of Charge
Text message charges (per message)	
To other T-Mobile UK customers <sup>2</sup>	12p
To other UK mobile operators' customers <sup>2</sup>	12p
To non-UK mobile operators' customers <sup>2</sup>	32p

## Business Pay Monthly (12 months)

### The legal stuff you need to know:

- 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 12 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. You'll also get internet on your phone. You'll get 100MB of internet a month if you choose a plan costing £25 or £30 a month. You'll get 250MB a month if you choose the £35 a month plan. If you use more than the MB



included in those plans and don't have an internet booster, we'll automatically charge you 50p for each MB you use, up to a total of £1 each day (midnight to midnight) and then we won't charge you anymore. \*This plan comes with a fair use policy of 1GB per calendar 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 anymore, 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. You'll get 500MB a month if you choose the £40 a month plan. You'll get 1GB a month if you choose the £45 a month plan. \*The £40 a month plan comes with a fair use policy of 500MB per calendar month. The £45 a month plan comes with a fair use policy of 1GB per calendar 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 anymore, but we may restrict how you can use your data, depending on how often you go over your amount and by how much. You'll need a compatible phone and internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem (tethering) or use internet on your phone for peer to peer file sharing, or making internet phone calls. 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 <http://business1.ee.co.uk/small-business/roaming> You don't get a flexible booster included as part of this plan, but you can add a chargeable booster to your account for £5 a month per user.

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 [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms). 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.

#### What it costs - Business Pay Monthly (12 month term)

1. If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
2. 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.
3. 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.
4. 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
5. 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.
6. 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.



7. 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.

8. 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.

Monthly line rental for contract length <sup>1</sup>					
Price from 28/05/2015 to 31/05/2016	£27.71	£33.26	£38.79	£44.35	£49.98
Price from 01/06/2016 to 29/03/2017	£28.14	£33.77	£39.39	£45.03	£50.66
Price from 30/03/2017 to 29/03/2018	£28.84	£34.61	£40.37	£46.15	£51.25
Price from 30/03/2018	£30.02	£36.02	£42.02	£48.04	-
Inclusive Allowance					
Inclusive minutes 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	750	1000	2000	2000	2000
Maximum number of users	50				
Inclusive texts to texts customers of UK mobile networks at any time	250	250	250	500	500
Inclusive internet on your phone	100MB	100MB	250MB	500MB	1GB
Rollover	No				
Call charges (per minute)					
Calls to other T-Mobile UK customers, other operators and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey & the Isle of Man) from the UK	44p				

Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge
Calls to 070 numbers	4.7p
Calls to 0808, 0800 & 0500 numbers	Free of Charge
Text message charges (per message)	
To other T-Mobile UK customers <sup>2</sup>	12p
To other UK mobile operators' customers <sup>2</sup>	12p
To non-UK mobile operators' customers <sup>2</sup>	32p

## Business Pay Monthly (18 months)

### 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 18 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. You'll also get internet on your phone. You'll get 100MB of internet a month if you choose a plan costing £25 or £30 a month. You'll get 250MB a month if you choose the £35 a month plan. If you use more than the MB included in those plans and don't have an internet booster, we'll automatically charge you 50p for each MB you use, up to a total of £1 each day (midnight to midnight) and then we won't charge you anymore. \*This plan comes with a fair use policy of 1GB per calendar 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 anymore, 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. You'll get 500MB a month if you choose the £40 a month plan. You'll get 1GB a month if you choose the £45 a month plan. \*The £40 a month plan comes with a fair use policy of 500MB per calendar month. The £45 a month plan comes with a fair use policy of 1GB per calendar month. The £50 a month plan comes with a fair use policy of 3GB per calendar 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 anymore, but we may restrict how you can use your data, depending on how often you go over your amount and by how much. You'll need a compatible phone and internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem (tethering) or use internet on your phone for peer to peer file sharing, or making internet phone calls. You can get a flexible booster included as part of your plan. You can get the internet booster if you have the £25, £30 or £40 a month plan, but the internet booster's fair use amount of 500MB a month replaces your existing monthly data allowance, it does not get added on top. As you already have lots of data with the £40, £45 and £50 a month plan you can't get the internet booster with those plans. You can choose one flexible booster at a time from our current range and it applies from when you make your choice

If you choose a Blackberry phone and want to use it for emails then you'll need an Unlimited BIS and internet booster. You can change your flexible booster once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice. We'll send you a text when your new booster is ready to use. A fair use policy applies to internet on your phone and other legal stuff applies to each booster, check it all out in sections 2, 3 and 4 of this Price Plan. 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 <http://business1.ee.co.uk/small-business/roaming>

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 [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms). 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.

#### What it costs - Business Pay Monthly (18 month term)

1. If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
2. 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.
3. 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.
4. 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
5. 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.



6. 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.
7. A call ends when:
- you end the call on your device;
  - 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
  - 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.
8. 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.

Monthly line rental for contract length <sup>1</sup>							
Price from 28/05/2015 to 31/05/2016	£22.17	£27.71	£33.26	£38.79	£44.35	£49.89	£53.46
Price from 01/06/2016 to 29/03/2017	£22.51	£28.14	£33.77	£39.39	£45.03	£50.66	£54.28
Price from 30/03/2017 to 29/03/2018	£23.07	£28.84	£34.61	£40.37	£46.15	£51.25	£55.63
Price from 30/03/2018	£24.01	£30.02	£36.02	£42.02	£48.04	-	-
Inclusive Allowance							
Inclusive minutes to call customers of UK mobile networks and numbers starting with 01, 02 and 03 (not	500	750	1000	2000	2000	2000	2000

including Jersey, Guernsey and the Isle of Man) from the UK							
Maximum number of users	50						
Inclusive texts to texts customers of UK mobile networks at any time	250	250	250	500	500	500	500
Inclusive internet on your phone	-	100MB	100MB	250MB	500MB	1GB	3GB
Rollover	No						
Call charges (per minute)							
Calls to other T-Mobile UK customers, other operators and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey & the Isle of Man) from the UK	44p						
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge						
Calls to 070 numbers	4.7p						
Calls to 0808, 0800 & 0500 numbers	Free of Charge						
Text message charges (per message)							
To other T-Mobile UK customers <sup>2</sup>	12p						
To other UK mobile operators' customers <sup>2</sup>	12p						
To non-UK mobile operators' customers <sup>2</sup>	32p						





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## Business Pay Monthly (24 months)

### 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 24 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. You'll also get internet on your phone. You'll get 100MB of internet a month if you choose a plan costing £20 or £25 a month. You'll get 250MB a month if you choose the £30 a month plan. If you use more than the MB included in those plans and don't have an internet booster, we'll automatically charge you 50p for each MB you use, up to a total of £1 each day (midnight to midnight) and then we won't charge you anymore. \*This plan comes with a fair use policy of 1GB per calendar 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 anymore, 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. You'll get 500MB a month if you choose the £35 a month plan. You'll get 1GB a month if you choose the £40 a month plan. \*The £40 a month plan comes with a fair use policy of 500MB per calendar month. The £45 a month plan comes with a fair use policy of 3GB per calendar 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 anymore, but we may restrict how you can use your data,

depending on how often you go over your amount and by how much. You'll need a compatible phone and internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem (tethering) or use internet on your phone for peer to peer file sharing, or making internet phone calls. You can get a flexible booster included as part of your plan. You can get the internet booster if you have the £20, £25, £30 or £30 a month plan, but the internet booster's fair use amount of 500MB a month replaces your existing monthly data allowance, it does not get added on top. As you already have lots of data with the £35, £40 and £45 a month plan you can't get the internet booster with those plans. You can choose one flexible booster at a time from our current range and it applies from when you make your choice.

If you choose a Blackberry phone and want to use it for emails then you'll need an Unlimited BIS and internet booster. You can change your flexible booster once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice. We'll send you a text when your new booster is ready to use. A fair use policy applies to internet on your phone and other legal stuff applies to each booster, check it all out in sections 2, 3 and 4 of this Price Plan. 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 <http://business1.ee.co.uk/small-business/roaming>

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 [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms). 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.

### What it costs - Business Pay Monthly (24 month term)

1. If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
2. 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.
3. 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.
4. 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
5. 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.
6. 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.
7. 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.
8. 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.

Monthly line rental for contract length <sup>1</sup>							
Price from 28/05/2015 to 31/05/2016	£16.63	£22.17	£27.71	£33.26	£38.79	£44.35	£48.10
Price from 01/06/2016 to 29/03/2017	£16.89	£22.51	£28.14	£33.77	£39.39	£45.03	£48.84
Price from 30/03/2017 to 29/03/2018	£17.31	£23.07	£28.84	£34.61	£40.37	£46.15	£50.06
Price from 30/03/2018	£18.01	£24.01	£30.02	£36.02	£42.02	£48.04	£52.11
Inclusive Allowance							
Inclusive minutes 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	500	750	1000	2000	2000	2000	2000
Maximum number of users	50						
Inclusive texts to texts customers of UK mobile networks at any time	250	250	250	500	500	500	500
Inclusive internet on your phone	-	100MB	100MB	250MB	500MB	1GB	3GB
Rollover	No						



Call charges (per minute)	
Calls to other T-Mobile UK customers, other operators and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey & the Isle of Man) from the UK	44p
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge
Calls to 070 numbers	4.7p
Calls to 0808, 0800 & 0500 numbers	Free of Charge
Text message charges (per message)	
To other T-Mobile UK customers <sup>2</sup>	12p
To other UK mobile operators' customers <sup>2</sup>	12p
To non-UK mobile operators' customers <sup>2</sup>	32p

## Business Unlimited

### The legal stuff you need to know:

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 anymore, 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 [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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 [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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 anymore, 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





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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 <http://business1.ee.co.uk/small-business/roaming>

4. Applies to messages sent from your mobile phone. 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 anymore, 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 on-going 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 anymore, but we may restrict how you can use BlackBerry® email, depending on how often you go over your amount and by how much.

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 – please see (i) <http://business1.ee.co.uk/small-business/roaming> and section 1.24 of this Price Plan (international calls); (ii) section 1.25 of this Price Plan and the section of your price plan which starts, "All numbers prefixed by (exc VAT)" (premium rates) or call 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 subcategories 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 section 1.24 of this Price Plan.

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.

### What it costs - Business Unlimited

	Business Unlimited SIM Only	Business Unlimited	Business Unlimited (iPhone)
<b>Monthly line rental for contract length<sup>1</sup></b>			
Price from 28/05/2015 to 31/05/2016	£31.38	£38.79	£55.44
Price from 01/06/2016 to 29/03/2017	£31.86	£39.39	£56.29
Price from 30/03/2017 to 29/03/2018	£32.65	£40.37	£57.69
Price from 30/03/2018	£33.98	£42.02	£60.05
<b>Contract length</b>	30 Days	24 Months	24 Months
<b>Inclusive Allowance</b>			
Internet & Email (excluding BES and BESX)	Unlimited	Unlimited	Unlimited
Inclusive minutes 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	Unlimited	Unlimited	Unlimited
Maximum number of users	1 – 100		
Inclusive texts to texts customers of UK mobile networks at any time	Unlimited	Unlimited	Unlimited
Rollover	No	No	No
<b>Call charges (per minute) for voice, fax and data calls</b>			
Calls to other T-Mobile UK customers, other operators and numbers starting with 01, 02 or 03 (not including Jersey, Guernsey & the Isle of Man) from the UK	N/A		



Text message charges (per message)	
To other T-Mobile UK customers <sup>2</sup>	N/A
To other UK mobile operators' customers <sup>2</sup>	N/A
To non-UK mobile operators' customers <sup>2</sup>	32p
All numbers prefixed by (exc VAT) <sup>3</sup>	
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge
Calls to 070 numbers	4.7p
Calls to 0808, 0800 & 0500 numbers	Free of Charge
Prices for additional services that can be added to your price plan	
Blackberry	Per Month
Unlimited BlackBerry® Business Email and Internet with BlackBerry® Enterprise Server Express (BESX)	£2.50
Unlimited BlackBerry® Business Email and Internet with BlackBerry® Enterprise Server (BES)	£5.00

## Business 3000 Business Plan

### 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 [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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. \*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 anymore, 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.
3. You will be charged for messages sent to non GSM networks. Please see the section of your price plan which starts, "All numbers prefixed by (exc VAT)" or call customer services on 150 for further information about charges for specific numbers starting with 08.

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



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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 subcategories 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 calls or premium rates etc.) can be found by looking at: (i) <http://business1.ee.co.uk/small-business/roaming> and section 1.24 of this Price Plan (international calls); and (ii) section 1.25 of this Price Plan and the section of your price plan which starts, "All numbers prefixed by (exc VAT)" (premium rates), or calling customer services on 150.

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.

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

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

#### What it costs – Daytime 3000 Business plan

Monthly line rental for contract length <sup>1</sup>	Inc VAT	Exc VAT
Price from 28/05/2015 to 31/05/2016	£19.96	£16.63
Price from 01/06/2016 to 29/03/2017	£20.27	£16.89
Price from 30/03/2017 to 29/03/2018	£20.77	£17.31
Price from 30/03/2018	-	£18.01
<b>Inclusive Allowance</b>	3000	
Inclusive minutes (each month) Local and national calls and calls to other T-Mobile UK customers during the weekday time.		
Rollover	No	
<b>Daytime</b>		
Local and national calls	52.8p	44p
Calls to other T-Mobile UK customers	52.8p	44p
Calls to other UK mobile operators' customers	52.8p	44p
Voicemail message retrieval	Free	Free
<b>Evenings &amp; Weekends</b>		
Local and national calls	52.8p	44p
Calls to other T-Mobile UK customers	52.8p	44p

Calls to other UK mobile operators' customers	52.8p	44p
Voicemail message retrieval	Free	Free
<b>Text message charges (per message)</b>		
To other T-Mobile UK customers <sup>1,2</sup>	14.4p	12p
To other UK mobile operators' customers <sup>1,2</sup>	14.4p	12p
To non-UK mobile operators' customers <sup>1,2</sup>	38.4p	32p
<b>All numbers prefixed by (exc VAT)<sup>3</sup></b>		
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge	
Calls to 070 numbers	4.7p	
Calls to 0808, 0800 & 0500 numbers	Free of Charge	

## Business 1-Plan – 12, 24 & 36 month plans

### The Legal info you need to know:

1. a) 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 31b from the UK. International calls to premium rate and nongeographic 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.

1. b) Refer to the "Business 1-Plan countries included within inclusive minutes" table.
2. Applies to messages sent from your mobile phone from the 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 see section 1.25 of this Price Plan and the section of your price plan which starts, "All numbers prefixed by (exc VAT)" or by calling customer services on 150 for further formation 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. 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: (i) <http://business1.ee.co.uk/small-business/roamingand> section 1.24 of this Price Plan (international calls); and (ii) section 1.25 of this Price Plan and the section of your price plan which starts, "All numbers prefixed by (exc VAT)" (premium rates), or 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.





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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 subcategories 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, please see section 1.24 of this Price Plan.

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

1. 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.
2. 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.
3. Additional charges may apply when using your T-Mobile phone abroad.
4. Additional charges (e.g. international calls or premium rates etc.) can be found by looking at: (i) <http://business1.ee.co.uk/small-business/roaming> and section 1.24 of this Price Plan (international calls); and (ii) section 1.25 of this Price Plan and the section of your price plan which starts, "All numbers prefixed by (exc VAT)" (premium rates), or calling customer services on 150.



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5. 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.
  6. 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.
  7. 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.
  8. 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.
  9. All charges are stated exclusive of Value Added Tax.
  10. On the bill, the charge for each call is rounded to the nearest tenth of a penny. The total of each of the subcategories 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.
  11. Free voicemail retrieval applies to the retrieval of messages when using the T-Mobile service in the UK.
  12. For charges for making calls from the UK to international numbers once your allowance is used up, see section 1.24 of this Price Plan.
  13. 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.
  14. 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.
  15. Additional legal terms apply as set out below under the Business 1-Plan (12 months) pricing tables





## What it costs – Business 1-Plan (12 months)

Business 1-Plan shared minute allowances	
Monthly line rental per SIM card for contract length	
Price from 28/05/2015 to 31/05/2016	£16.63
Price from 01/06/2016 to 29/03/2017	£16.89
Price from 30/03/2017 to 29/03/2018	£17.31
Price from 30/03/2018	£18.01

### All prices exclude VAT

Monthly line rental for contract length <sup>1</sup>																							
Monthly Cost	£10	£20	£30	£40	£60	£80	£120	£160	£200	£240	£280	£320	£360	£400	£600	£800	£1000	£1200	£1600	£2000	£2400	£3200	£4000
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) from the UK at any time	250	500	750	1000	1500	2000	3000	4000	5000	6000	7000	8000	9000	10000	15000	20000	25000	30000	40000	50000	60000	80000	100000
Calls to Colleagues on Business 1-Plan	Unlimited																						
Checking voicemail in the UK	Unlimited																						
Unlimited calls to UK Landlines starting with 01, 02 and 03 (excluding Jersey, Guernsey and the Isle of Man) from the UK at any time	£2.50																						
Unlimited texts to UK mobile networks and numbers starting with 01, 02 and 03 (excluding Jersey, Guernsey and the Isle of the Man) at any time	£2.50																						



## What it costs – Business 1-Plan (24 & 36 month plans)

Business 1-Plan shared minute allowances	24 Month Plans	36 Month Plans
Price from 28/05/2015 to 31/05/2016	£16.63	£14.95
Price from 01/06/2016 to 29/03/2017	£16.89	£15.18
Price from 30/03/2017 to 29/03/2018	£17.31	£15.55
Price from 30/03/2018	£18.01	£16.18

### All prices exclude VAT

Monthly line rental for contract length <sup>1</sup>																				
Monthly Cost	£10	£20	£30	£40	£60	£80	£120	£160	£200	£240	£280	£320	£360	£400	£600	£800	£1000	£1200	£1600	£2000
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) from the UK at any time	500	1000	1500	2000	3000	4000	6000	8000	10000	12000	14000	16000	18000	20000	30000	40000	50000	60000	80000	100000
Calls to Colleagues on Business 1-Plan	Unlimited																			
Checking voicemail in the UK	Unlimited																			
Unlimited calls to UK Landlines starting with 01, 02 and 03 (excluding Jersey, Guernsey and the Isle of Man) from the UK at any time	Unlimited																			
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	Unlimited																			

## What it costs – Business 1-Plan Common Charges – 12/24/46 Month plans

Call charges (per minute) for voice, fax and data calls	
Calls to other T-Mobile UK customers	44p
Calls to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and the Isle of Man) from the UK at any time.	44p
Calls to other UK mobile operators' customers	44p
Mobile Internet, Mobile Email and WAP calls via the T-Mobile WAP service (using GPRS, per MB sent/received)	85p
Text message charges (per message)	
To other T-Mobile UK customers <sup>2,3</sup>	12p
To other UK mobile operators' customers <sup>2,3</sup>	12p
To non-UK mobile operators' customers <sup>2,3</sup>	32p

All numbers prefixed by (exc VAT) <sup>3</sup>	
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge
Calls to 070 numbers	4.7p
Calls to 0808, 0800 & 0500 numbers	Free of Charge

Business 1-Plan shared text allowance													
Additional monthly charge	£1.50	£3	£6	£9	£12	£15	£22.50	£30	£45	£60	£90	£120	£150
Text 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 the Man) at any time	50	100	200	300	400	500	750	1000	1500	2000	3000	4000	5000

Business 1-Plan Euro Calling allowance						
Additional monthly charge	£25	£50	£100	£250	£500	£1000
Allowance (minutes)	125	250	500	1250	2500	5000

Business 1-Plan shared Data allowances										
Additional monthly charge	£2.75	£5.50	£13.75	£27.50	£55	£137.50	£275	£550	£825	£1100
Data Allowance	5MB	10MB	25MB	50MB	100MB	250MB	500MB	1000MB	1500MB	2000MB

Business 1-Plan shared T-Mobile HotSpot allowances										
Additional monthly charge	£15	£30	£45	£60	£120	£180	£240	£300	£600	£900
Allowance (minutes)	250	500	750	1000	2000	3000	4000	5000	10000	15000
Run-on rate (T-Mobile UK usage per 10)	£0.851									

Business 1-Plan countries included within inclusive minutes when calling from the UK	
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, Morocco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican City
Zone 2 – Ireland, Channel Islands and Isle of Man	Guernsey, Ireland, Isle of Man, Jersey
Zone 3 – USA, Canada	Canada, USA, US Virgin Islands



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## Full Monty for Business – 12 month plan

All services are for use in the UK only and all charges are stated exclusive of Value Added Tax.

1. Applies to messages sent from your phone.
2. Your inclusive minutes and texts are from the UK to customers of UK mobile networks, voicemail, services and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Please see 'Notes on UK calling' for more information on UK mobile networks.
3. Calls & text message to MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. See points to note for more information on UK mobile networks.
4. Internet on your phone excludes using your phone as a modem (tethering) <http://ee.co.uk/help/mobile-and-home-connections/checking-and-improving-your-network-coverage/our-network/network-management#tmobile>. Other terms apply.
5. A one minute minimum call charge applies. Thereafter, calls are charged on a per second basis.
6. Calls to our technical customer operations team will cost 83p.
7. Calls to some charity help lines (e.g. Childline) are free to call. For a full list please visit the "help & support" section of our website, [www.ee.co.uk](http://www.ee.co.uk).
8. Call divert is included in your allowance where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to out of allowance calls.
9. Please go to the "Support" section of our website, [www.ee.co.uk](http://www.ee.co.uk), for details around "Non-Standard" service charging. This includes charges for numbers starting with 05, 070, 07 (non UK mobile numbers) 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

### Notes on UK calling

Unless we tell you otherwise, all charges for UK calls made or received within the UK only. Calls within the UK are only calls made or received in England, Wales, Scotland or Northern Ireland. As you'll know, the Channel Islands and the Isle of Man are not part of the UK. That means, although customers of networks there will have a telephone number starting with 01, 02, 03 or 07, calls to those numbers from the UK will be charged as a call to a Zone 2 country.

### What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to a customer of a national UK GSM cellular network. These are what are commonly known as mobile networks. At the moment the national UK GSM cellular networks belong to Hutchison 3G, 02, Vodafone, Orange and T-Mobile. Calls to one of the mobile operators exclusively using numbers allocated to their networks (e.g. Virgin, Tesco, Fresh) are treated the same. Please see [www.ee.co.uk/](http://www.ee.co.uk/) or dial 150 for more information.

### Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for 'follow me' services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Calls to these numbers are not included in allowances. Please see section 1.25 of this Price Plan for more information.

### Additional charges

You can find out about our additional charges, like international calling, call forwarding and premium rate numbers, by looking at: (i) <http://business1.ee.co.uk/small-business/roamingand> section 1.24 of this Price Plan (international calls); and (ii) section 1.25 of this Price Plan and

the section of your price plan which starts, "All numbers prefixed by (exc VAT)" (premium rates), or calling customer services on 150.

### General

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.

Where a number would ordinarily fall outside of your allowance, diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. 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.

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, the 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.

Inclusive voicemail retrieval applies to the retrieval of messages when using the T-Mobile service in the UK.

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 Pay Monthly Full Monty – 12 Month Plans

Monthly line rental for contract length <sup>1</sup>		
Price from 28/05/2015 to 31/05/2016		£37.42
Price from 01/06/2016 to 29/03/2017		£38.00
Price from 30/03/2017 to 29/03/2018		£38.95
Price from 30/03/2018		£40.54
Inclusive Allowance		
Inclusive Minutes		Unlimited
T-Mobile Minutes		Unlimited
Inclusive texts		Unlimited
Inclusive internet on your phone + WiFi		Unlimited
Service Type		
	Included in Allowance	Cost of Calls Made Outside of Allowances (exc. VAT)
Calls to Customers of UK mobile networks	✓	NA
Calls to Landlines (numbers starting with 01, 02 or 03) excluding Jersey, Guernsey and the Isle of Man	✓	NA



Calls to numbers starting with 070 or 08	x	Refer to table below
Calls to retrieve voicemail	✓	NA
Text messages to customers of UK mobile networks	✓	NA
Picture messages	x	38p per message
T-Mobile Customer Services	✓	Free
Call Divert	✓	Free
<b>All numbers prefixed by (exc VAT)<sup>3</sup></b>		
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge	
Calls to 070 numbers	4.7p	
Calls to 0808, 0800 & 0500 numbers	Free of Charge	

## Additional Voice terms and conditions for Blackberry

### if you choose a BlackBerry® phone running BBOS7.x or earlier and Full Monty (12 and 24 months) & BlackBerry® on 12 months, these terms apply

1. Unlimited Mins / Texts / Internet on your phone To join, you'll need to pass our standard credit checks and promise to stay with us for 12 or 24 months (depending on which plan you select). All services are within the UK only. Your monthly payment is for your internet access on your phone, your WiFi allowance and your inclusive minutes and texts. £1 / day price is based on 30 day months.
2. On our Full Monty plan for business you'll get unlimited minutes to call other customers of UK mobile networks (but not to customers of a mobile virtual network), to check your voicemail and to call landlines starting with 01, 02 and 03 (excluding the Channel Islands and the Isle of Man). You'll also get unlimited texts to UK mobile networks and landlines starting 01, 02 and 03 (excluding the Channel Islands and the Isle of Man).
3. Our Full Monty plan will give you unlimited use of our internet on your phone service when you're in the UK. Please note, internet on your phone

excludes using your phone as a modem (tethering) and network traffic controls apply. Your peer to peer file sharing experience will also be slower during peak hours. Remember, you can only use your SIM card in a mobile phone and you'll need internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). If you choose a BlackBerry® phone running BBOS 7.x or earlier from us, you'll also get BlackBerry® Mail and BBM free (usually £5 a month) too. No fair use policy applies to the BlackBerry® Mail booster.

4. In addition to our internet on your phone service, you'll also get access to our preferred WiFi partner's WiFi network; presently this is the BT WiFi excluding any sites providing access to any organisation or location which is part of the Olympic Games in London in 2012 . The BT WiFi terms, including those about acceptable use, will also apply to you. You can see these at [www.btwifi.co.uk/terms-and-conditions/](http://www.btwifi.co.uk/terms-and-conditions/). As we aren't the provider of the WiFi service, we aren't responsible for whether there is WiFi available where you want it, or for the quality of that service. We might swap your WiFi service to another preferred partner in future, provided that you get the same experience.
5. These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.
6. Calls to 08 (including 0870) or 070 numbers are not included in pay monthly allowances and will be charged as follows:



All numbers prefixed by (exc VAT) <sup>3</sup>	
Calls to premium (09), NGCS (084 & 087) & Directory enquiry (118) numbers	48p + Service charge
Calls to 070 numbers	4.7p
Calls to 0808, 0800 & 0500 numbers	Free of Charge

7. Calls to mobiles on a Mobile Virtual Network will be charged at 30p/min; see <http://ee.co.uk/business/small/help/accounts-billing-and-topping-up/billing-and-payment/your-bill-explained/my-bill-charges-explained#tmobile> for further information. All costs are excl. VAT.

## Other pay monthly plans

1. To join our SIM Only or Pay Monthly plans, you'll have to pass our standard credit check. If you choose a Pay Monthly plan you'll have to promise to stay with us for 18 or 24 months. If you choose a 12 month SIM Only plan, you'll have to promise to stay with us for 12 months. 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.
2. If you choose any SIM Only plan, calls to customer services on 150 from your T-Mobile phone cost 25.5p if you speak to an advisor. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this. If you choose a SIM Only Fixed plan and you want to text or make a call which isn't included in your plan, then you'll need to top up first like a pay as you go customer (other terms also apply).
3. 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.
4. New customers joining us on a current SIM Only or Pay Monthly plan from 1 February 2010 can choose to get a flexible booster included as part of their plan. If you choose a SIM only Fixed plan, you can only choose unlimited texts when you join us, but you can change to another booster

from 1 March 2010. You can choose one flexible booster at a time from our current range and it applies from when you make your choice. You can change it once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice. We'll send you a text when your new booster is ready to use. A fair use policy applies to internet on your phone and other legal stuff applies to each booster as described in this Price Plan or at [www.ee.co.uk](http://www.ee.co.uk).

5. If you choose a Pay Monthly plan which includes internet on your phone, you'll need internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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 or making internet phone calls. \*Internet on your phone comes with a fair use policy of 500MB 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 anymore, but we may restrict how you can use your booster, depending on how often you go over your amount and by how much. If you remove your booster and then use internet on your phone you'll automatically be charged £1 (one pound) per day for internet on your phone in the United Kingdom.
6. You'll have to promise to stay with us for 18 or 24 months and pass our standard credit check.
7. 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.
8. New customers joining us on a current Pay Monthly plan from 1 February 2010 get a flexible booster included as part of their plan. You can choose one flexible booster at a time from our current range and it applies from when you make your choice. You can change it once every 30 days, counting from the last time that you changed it. To change your choice of booster, just send us a text with the code of your new choice. We'll send





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you a text when your new booster is ready to use. A fair use policy applies to internet on your phone and other legal stuff applies to each booster as set out in this Price Plan.

9. If you choose a Pay Monthly plan which includes internet on your phone, you'll need internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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 or making internet phone calls. \*Internet on your phone comes with a fair use policy of 500MB 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 anymore, but we may restrict how you can use your booster, depending on how often you go over your amount and by how much. If you remove your booster and then use internet on your phone you'll automatically be charged £1 (one pound) per day for internet on your phone in the United Kingdom.

## iPhone Business Unlimited (24 months)

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 24 months. You may have to pay a deposit.
2. When you're in the UK you can check your voicemail for free. You'll also get free conference calls in the UK for up to 20 participants at any time. Remember that the other conference participants will just pay up to the cost of calling a T-Mobile number.
3. 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.

4. You'll also get internet on your phone. You'll need internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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 anymore, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much.
5. If you buy this 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. <http://business1.ee.co.uk/small-business/roaming>
6. You can have up to 100 Business Unlimited plans on your account
7. If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
8. 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.
9. 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





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there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.

10. 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.
11. 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.
12. 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.
13. 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.
14. 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



## Using your phone abroad (Business)

All prices exclude VAT. Call prices shown are per minute for making a call

See note on roaming at start of price guide - From 15 June 2017, roaming changes mean that some roaming benefits and charges may differ from what was in your original plan. Customers on Orange small business mobile voice & text and mobile broadband plans will be able to use their minutes, texts and data allowances at no extra cost when roaming in our Europe Zone, which currently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Any roaming add ons that Orange customers had which included European roaming will no longer be chargeable for European roaming in the countries listed above. Note that IDD (International Direct Dial – calling abroad from the UK - is unchanged)

World Zones	Countries	Making a Call		Receiving a call	Sending a text within zone	Sending a text to Rest of the World
		Standard call (per Minute)	Non-geographic calls (per min)			
Eire <sup>1</sup>	Ireland, Isle of Man	44p	48p	Free	12p	1p
Channel Islands <sup>1,2</sup>	Guernsey, Jersey	44p	48p	Free	12p	1p
Europe (EEA) <sup>1</sup>	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, Mala, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (inc Balearics), Switzerland, Sweden	44p	48p	Free	12p	1p
Europe (EEA) <sup>1,2</sup>	Canary Islands (Spain), French Guyana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion, San Marino, St Barthelemy and St Martin (French West Indies territories), Vatican City	44p	48p	Free	12p	1p
Europe (Non EEA) <sup>3</sup>	Andorra, Faroe Islands,	£1.30	N/A	£1.30	65p	65p
USA, Canada <sup>3</sup>	Canada, USA	£1.56	N/A	£1.56	65p	65p
Australia, NZ <sup>3</sup>	Australia, New Zealand	£1.56	N/A	£1.56	65p	65p
Rest of the World 1 <sup>3</sup>	See Rest of the World Countries Table 1	£1.95	N/A	£1.95	65p	65p
Rest of World 2	See Rest of the World Countries Table 2	£3.26	N/A	£3.26	£1.30	£1.30
Maritime & Satellite	Maritime & Satellite	£2.34	N/A	£2.34	65p	65p
Aircraft	Aircraft	£3.26	N/A	£3.26	£1.30	£1.30

Info you need to know:

1. When making calls in these countries, there is a minimum call charge of 30 seconds, calls are charged per second after that. When received calls in these countries, calls are charged per second with no minimum charge.
2. These countries are Non EU Vatable
3. When making and receiving calls in these countries, there is a minimum call charge of 60 seconds, calls are charged per second after that.

Rest of World Countries Table 1	TABLE 1 – Countries
A	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Azerbaijan
B	Bahrain, Bangladesh, Barbados, Belarus, Belize,, Bermuda, Bolivia, Bosnia & Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi
C	Cambodia, Cameroon, Cayman Islands, Central African Republic, Chile, China, Colombia, Congo, Cook Islands, Costa Rica, Croatia,
D	Dominica, Dominican Republic, Dutch Antilles
E	Ecuador, Egypt, El Salvador, Equatorial Guiana, Ethiopia
F	Falkland Islands, Fiji, French West Indies
G	Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guyana
H	Honduras, Hong Kong
I	India, Indonesia, Iran, Iraq, Israel, Ivory Coast
J	Jamaica, Japan, Jordan
K	Kazakhstan, Kenya, Kosovo, Kyrgyzstan
L	Lebanon, Lesotho, Liberia, Libya
M	Macau, Macedonia, Madagascar, Malawi, Malaysia, Mali, Mauritania, Mauritius, Mexico, Moldova, Montenegro, Montserrat, Morocco, Mozambique
N	Namibia, Nepal, Nicaragua, Niger, Nigeria
O	Oman
P	Pakistan, Palestinian Authority, Panama, Paraguay, Peru, Philippines, Puerto Rico
Q	Qatar
R	Reunion, Romania, Russia, Rwanda
S	Saudi Arabia, Senegal, Serbia and Montenegro, Seychelles, Sierra Leone, Singapore, Slovenia, South Africa, South Korea, Sri Lanka, St. Kitts and Nevis, St. Lucia St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, Syria
T	Taiwan, Tanzania, Thailand, Togo, Trinidad, Tobago, Turkey (inc N Cyprus), Turks and Caicos Islands
U	Uganda, Ukraine, United Arab Emirates, Uruguay,
V	Venezuela, Vietnam
Z	Zambia, Zimbabwe



Rest of World Countries Table 2	TABLE 2 – Countries
A	N/A
B	Bahamas, Benin, Mongolia,
C	Cape Verde, Chad, Congo (Democratic Republic of), Cuba
D	Djibouti
E	N/A
F	N/A
G	N/A
H	N/A
I	N/A
J	N/A
K	Kuwait
L	Laos
M	Maldives
N	N/A
O	N/A
P	Palau
Q	N/A
R	N/A
S	N/A
T	Tajikistan, Turkmenistan, Tunisia
U	Uzbekistan
V	N/A
Z	N/A



## Business Travel Boosters (Single user – call and texts)

See note on roaming at start of price guide. From 15 June 2017, roaming changes mean that some roaming benefits and charges may differ from what was in your original plan. Customers on Orange small business mobile voice & text and mobile broadband plans will be able to use their minutes, texts and data allowances at no extra cost when roaming in our Europe Zone, which currently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Any roaming add ons that T-Mobile customers had which included European roaming will no longer be chargeable for European roaming in the countries listed above. Note that IDD (International Direct Dial – calling abroad from the UK - is unchanged)

1. To get a Business Travel Booster Euro, Business Travel Booster International 1 or Business Travel Booster International 2, text the relevant short code or call 150 from your T-Mobile phone. You'll have to be on any business pay monthly plan. We'll send you a text to let you know when your Travel Booster is ready to use. You'll get a number of minutes (to make and receive calls) and texts to mobiles and landlines in any country from the destinations specified below, depending on which booster you choose. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you have a Business 1 plan, the account holder (or a person authorised by the account holder) can add one of the boosters for a single user. Remember

the allowance of minutes and texts will only be available to be used by that single user.

2. The cost of the Travel Booster will be added to your next bill and you will continue to be charged each month for the Booster unless you stop it. You can stop it by calling 150 from your T-Mobile phone or cancel it online through My T-Mobile. If you don't use your allowance or minutes and texts when roaming in any monthly billing period, any unused minutes or texts will be rolled over for use during the next monthly billing period, up to the amount of inclusive minutes or texts in your monthly allowance. Remember you'll have to keep the Travel Booster on your account in the following billing period to be able to use any unused minutes or texts that are rolled over. If you move between any of the Travel Boosters you cannot carry forward any unused allowance from your previous Travel Booster to your next Travel Booster. If you remove the Travel Booster from your account, unused minutes and texts will not be rolled over and you'll lose them. Unused inclusive minutes or texts are not refundable. Any inclusive minutes or texts 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.
3. You can check how much of your Travel Booster allowance you've used when roaming by texting AL to 150. Remember this is an estimate only as there might be a delay in us receiving usage information from the roaming country.
4. If you've purchased the Travel Booster Euro, your inclusive calls and texts are for use within these countries and to the UK, from Austria, Azores, Balearic Islands (Spain), Belgium, Bulgaria, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden. Ireland, Canary Islands (Spain), French Guyana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique,



Reunion, San Marino, Vatican City, Norway, Jersey, Guernsey, Isle of Man, Switzerland, Andorra, Faroe Islands.

- If you've purchased the Travel Booster International 1, your inclusive calls and texts are for use within these countries and to the UK from Australia, Canada, China, Egypt, Hong Kong, India, Israel, New Zealand, Pakistan, S. Africa, Turkey, USA.

- If you've purchased the Travel Booster International 2, your inclusive calls and texts are for use within these countries and to the UK from all other destinations not included in the Travel Booster Euro and Travel Booster International 1, excluding Nigeria and Cuba.

## Travel Boosters Euro

See note on roaming at start of price guide - From 15 June 2017, roaming changes mean that some roaming benefits and charges may differ from what was in your original plan. Customers on Orange small business mobile voice & text and mobile broadband plans will be able to use their minutes, texts and data allowances at no extra cost when roaming in our Europe Zone, which currently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Any roaming add ons that T-Mobile customers had which included European roaming will no longer be chargeable for European roaming in the countries listed above. Note that IDD (International Direct Dial – calling abroad from the UK - is unchanged). Any countries not included in the above list will still be chargeable at the same standard rates as applicable prior to 15<sup>th</sup> June 2017.

Countries Included in the Euro	Andorra, Austria, Azores, Balearic Islands (Spain), Belgium, Bulgaria, Canary Islands (Spain), Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	
<b>Booster Name</b>	<b>Description</b>	<b>Cost of Booster</b>
Euro Travel 100	100 minutes to make or receive calls and 75 texts to send when travelling in the Euro countries as defined above	£3
Euro Travel 200	200minutes to make or receive calls and 150texts to send when travelling in the Euro countries as defined above	£6
Euro Travel 500	500 minutes to make or receive calls and 350 texts to send when travelling in the Euro countries as defined above	£15
Euro Travel 1000	1000minutes to make or receive calls and 750 texts to send when travelling in the Euro countries as defined above	£30



### Travel Boosters International 1

<b>Countries Included</b>	Australia, Canada, China, Egypt, Hong Kong, India, Israel, New Zealand, Pakistan, South Africa, Turkey, USA	
<b>Booster Name</b>	<b>Description</b>	<b>Cost of Booster</b>
Int Travel 1 30	30 minutes to make or receive calls and 10 texts to send when travelling in the International 1 countries as defined above	£20
Int Travel 1 60	60 minutes to make or receive calls and 20 texts to send when travelling in the International 1 countries as defined above	£40
Int Travel 1 125	125 minutes to make or receive calls and 50 texts to send when travelling in the International 1 countries as defined above	£80
Int Travel 1 250	250 minutes to make or receive calls and 50 texts to send when travelling in the International 1 countries as defined above	£160

### Travel Boosters International 2

<b>Countries Included</b>	All other countries not in Euro and International 1, excluding Nigeria and Cuba	
<b>Booster Name</b>	<b>Description</b>	<b>Cost of Booster</b>
Int Travel 2 30	30 minutes to make or receive calls and 10 texts to send when travelling in the International 2 countries as defined above	£30
Int Travel 2 60	60 minutes to make or receive calls and 20 texts to send when travelling in the International 2 countries as defined above	£60
Int Travel 2 125	125 minutes to make or receive calls and 50 texts to send when travelling in the International 2 countries as defined above	£120
Int Travel 2 250	250 minutes to make or receive calls and 50 texts to send when travelling in the International 2 countries as defined above	£240



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## Business Travel Boosters (Shared users – calls only)

See note on roaming at start of price guide - From 15 June 2017, roaming changes mean that some roaming benefits and charges may differ from what was in your original plan. Customers on Orange small business mobile voice & text and mobile broadband plans will be able to use their minutes, texts and data allowances at no extra cost when roaming in our Europe Zone, which currently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

1. Any roaming add ons that T-Mobile customers had which included European roaming will no longer be chargeable for European roaming in the countries listed above. Note that IDD (International Direct Dial – calling abroad from the UK - is unchanged). Any countries not included in the above list will still be chargeable at the same standard rates as applicable prior to 15th June 2017. To get a Business Travel Booster Euro, Business Travel Booster International 1 or Business Travel Booster International 2, you'll need to be on the Business 1 Plan. The account holder (or a person authorised by the account holder) can call 150 from your T-Mobile phone and the relevant booster will be added to the plan. All users on the plan will be able to share the allocation of number of minutes to make and receive calls to mobiles and landlines to any country from the destinations specified below, depending on which booster you choose. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included.
2. The cost of the monthly Travel Booster will be added to your next bill and you will continue to be charged each month for the booster unless you stop it. You can stop it by calling 150 from your T-Mobile phone.
3. You can also purchase a 24 month Travel Booster to share between all users on your account if you take out a 24 month Business 1 Plan with us. You'll need to have the Travel Booster activated on your account when your plan begins. The cost of the booster will be added to your bill each month. Remember you can't remove the 24 month Travel Booster without incurring cancellation charges.
4. If you don't use your allowance of minutes when roaming in any monthly billing period, any unused minutes will not roll over and you'll lose them. So, if you move between any of these Travel Boosters, you cannot carry forward any unused allowance from your previous Travel Booster to your next Travel Booster. If you remove the Travel Booster from your account, unused minutes will not be rolled over and you'll lose them.
5. 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.
6. If you've purchased the Travel Booster Euro, your inclusive calls are for use within these countries and to the UK from Austria, Azores, Balearic Islands (Spain), Belgium, Bulgaria, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden. Ireland, Canary Islands (Spain), French Guyana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Reunion, San Marino, Vatican City, Norway, Jersey, Guernsey, Isle of Man, Switzerland, Andorra, Faroe Islands.
7. If you've purchased the Travel Booster International 1, your inclusive calls are for use within these countries and to the UK from Australia, Canada, China, Egypt, Hong Kong, India, Israel, New Zealand, Pakistan, S. Africa, Turkey, USA.
8. If you've purchased the Travel Booster International 2, your inclusive calls are for use within these countries and to the UK from all other destinations



not included in the Travel Booster Euro and Travel Booster International 1, excluding Nigeria and Cuba.

## Travel Boosters Euro

See note on roaming at start of price guide - From 15 June 2017, roaming changes mean that some roaming benefits and charges may differ from what was in your original plan. Customers on Orange small business mobile voice & text and mobile broadband plans will be able to use their minutes, texts and data allowances at no extra cost when roaming in our Europe Zone, which currently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Any roaming add ons that T-Mobile customers had which included European roaming will no longer be chargeable for European roaming in the countries listed above. Note that IDD (International Direct Dial – calling abroad from the UK - is unchanged). Any countries not included in the above list will still be chargeable at the same standard rates as applicable prior to 15<sup>th</sup> June 2017.

Booster Name	Description	Cost of Booster	
		1 Month	24 Months
Euro Travel 250 1 plan	250minutes to make or receive calls when travelling in the Euro countries as defined above	£6.00	£6.00
Euro Travel 550 1 plan	550minutes to make or receive calls when travelling in the Euro countries as defined above	£12.50	£12.50
Euro Travel 1100 1 plan	1,100 minutes to make or receive calls when travelling in the Euro countries as defined above	£25.00	£25.00
Euro Travel 2200 1 plan	2,200minutes to make or receive calls when travelling in the Euro countries as defined above	£50.00	£50.00
Euro Travel 5500 1 plan	5,500minutes to make or receive calls when travelling in the Euro countries as defined above	£125.00	N/A
Euro Travel 11000 1 plan	11,000minutes to make or receive calls when travelling in the Euro countries as defined above	£250.00	N/A
Euro Travel 22000 1 plan	22,000 minutes to make or receive calls when travelling in the Euro countries as defined above	£500.00	N/A

## Travel Boosters International 1

Countries Included	Australia, Canada, China, Egypt, Hong Kong, India, Israel, New Zealand, Pakistan, South Africa, Turkey, USA
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Booster Name	Description	Cost of Booster	
		1 Month	24 Months
Int Travel 1 30 1 plan	30 minutes to make or receive calls when travelling in the International 1 countries as defined above	£20	£20
Int Travel 1 60 1 plan	60 minutes to make or receive calls when travelling in the International 1 countries as defined above	£40	£40
Int Travel 1 125 1 plan	125 minutes to make or receive calls when travelling in the International 1 countries as defined above	£80	£80
Int Travel 1 250 1 plan	250 minutes to make or receive calls when travelling in the International 1 countries as defined above	£160	£160

## Travel Boosters International 2

<b>Countries Included</b>	All other countries not in Euro and International 1, excluding Nigeria and Cuba		
Booster Name	Description	Cost of Booster	
		1 Month	24 Months
Int Travel 2 30	30 minutes to make or receive calls when travelling in the International 1 countries as defined above	£30	£30
Int Travel 2 60	60 minutes to make or receive calls when travelling in the International 1 countries as defined above	£60	£60
Int Travel 2 125	125 minutes to make or receive calls when travelling in the International 1 countries as defined above	£120	£120
Int Travel 2 250	250 minutes to make or receive calls when travelling in the International 1 countries as defined above	£240	£240



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## Business calling abroad from the UK

1. If your inclusive allowance runs out during a call, we will charge you for the remainder of that call.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. A call ends when:
8. (a) you end the call on your device;
9. (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

10. (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.
11. 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 would cause conflict with any other part of the agreement.

## Data Service Plans

### Mobile Broadband – pay per day

To get Mobile Broadband you'll need a compatible laptop, a Mobile Broadband device (which you'll need to buy) and mobile broadband coverage, check it out at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). You'll need to choose if you want a day, a week, any 7 days to use over 30 days, or 30 days of Mobile Broadband.

If you're a pay as you go customer, the cost will come straight out of your top up credit. If you're a pay monthly customer, the cost will be added to your monthly bill. Your day will run out exactly 24 hours after you buy it. If you've bought 1 week, it will run out exactly 7 days from when you bought it. And if you've bought 30 days it will run out exactly 30 days from when you bought it. If you've bought any 7 days you'll have 30 days from the time of purchase to use your 7 days, or you'll lose them. Each day will last for exactly 24 hours from the moment you activate it. When your Mobile Broadband runs out you'll then need to buy more days to keep using it. If you want to use Mobile Broadband outside the UK you'll need to pay more. If you don't use your plan for 180 days, we'll cancel it and your Mobile Broadband device won't work. You'll lose any top up credit left on your account.

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Each plan comes with a fair use policy. You can buy an additional day, week, Any 7 days and 30 days' time periods before your current time runs out. The additional time period will start automatically and immediately the first one stops. We'll monitor how much you send and receive during your plan so that we can protect our network for all customers. If you use more than your fair use policy amount, we won't charge you anymore, but we may restrict how you can use your plan. Remember that you can't use your plan to make internet phone calls. If you want pay monthly Mobile Broadband Pay per day we may need to do a credit check.

## Mobile broadband for 90 days

You get 90 days of Mobile Broadband and a Mobile Broadband USB Stick. You'll need a compatible laptop and mobile broadband coverage, check it out at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). You'll need to activate your Mobile Broadband by clicking on the 'Activate' button on the Mobile Broadband landing page. When your 90 days of Mobile Broadband is up, you can then buy one of our other great pay per day options or another 90 days. Remember that your 90 days of Mobile Broadband has been paid for up front and that you won't be able to get a refund if you stop using it within that time. To make sure all our customers get a high quality of service, a fair use policy of 1GB per calendar month 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 anymore, but we may restrict how you can use your plan. Remember that you can't use Mobile Broadband to make internet phone calls and if you want to use it outside the UK you'll need to pay more.

## Mobile Broadband 18 month plans

**(£8.50 for 1GB; £12.50 for 3 GB; £)**

**Price from 30/03/2017**

**(£8.95 for 1GB; £13.14 for 3 GB)**

Mobile Broadband is for use in the UK only. You'll need to promise to stay with us for 18 months and pass our standard credit check. You'll need a compatible laptop, an enabled device like a Mobile Broadband USB stick and mobile broadband coverage. You can check your coverage at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage).

Remember that you can't use your plan to make internet phone calls or for peer to peer file sharing. If you use your plan outside the UK, we'll add any roaming charges to your pay monthly account.

The £8.50 plan comes with a fair use policy of 1GB of data a month. The £12.50 plan comes with a fair use policy of 3GB of data 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. Until 1 November 2012, if you use more than your fair use policy amount, we won't charge you anymore, but we may restrict how you can use your plan.

From 1 November 2012, once you have exceeded your inclusive data monthly allowance, your service will not be restricted but it will cost you a flat rate of £3 a day for out of bundle usage. You will be charged once for each day you use out of bundle data between the date you exceed your inclusive data monthly allowance and the date of your next bill. The total will be added to your next monthly bill. You won't be charged this rate if you don't use the service on a particular day. For this £3 daily flat rate you can continue to use your plan as normal and you can use as much data as you want that day.

If you joined one of our plans before 24 August 2012, you will be unaffected by this and the fair use policy outlined above will continue to apply.

**Unlimited WiFi:** You'll also get access to our preferred WiFi partner's WiFi network. The BT Wi-Fi terms, including those about acceptable use, will also apply to you. You can see these at [www.btwifi.co.uk/terms-and-conditions](http://www.btwifi.co.uk/terms-and-conditions). As we aren't the provider of the WiFi service, we aren't responsible for whether there is WiFi available where you want it, or for the quality of that service. We might swap your



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WiFi service to another preferred partner in future, provided that you get the same experience. There is a 3GB a month fair use policy. If you go over the 3GB, we may monitor your usage and suspend your usage or withdraw the offer from your account.

## Mobile broadband – fair use policy

However much you use the internet, you'll never get charged extra

We're the only operator to offer you a fixed price for browsing and emailing on your mobile broadband connection with no limits and no extra charges.

- a) Never pay more than your monthly fixed price
- b) You can always browse and email with no limits
- c) Perfect for getting online when you're out and about

### Is there an allowance?

You can browse and email as much as you want.

Your plan will come with an allowance which varies depending on the plan that you select however we will not charge you if you go over your allowance. If they go over their allowance we will not charge any extra or prevent them from using the internet however we may restrict their usage on downloads and streaming.

If you've bought a tablet, iPad or iPad 2 on a pay monthly plan, you'll get 1GB of data to use a month. But, great news for night owls; you'll also get an extra 1GB 'quiet time' allowance to use between midnight and 10a.m.

## Plan costs (outside contract)

Please refer to the plan tables for plan costs outside contract set out in this Price Guide.

All chargeable calls will be subject to a one-minute minimum charge unless otherwise stated.

## Mobile internet abroad

See note on roaming at start of price guide - From 15 June 2017, roaming changes mean that some roaming benefits and charges may differ from what was in your original plan. Customers on Orange small business mobile voice & text and mobile broadband plans will be able to use their minutes, texts and data allowances at no extra cost when roaming in our Europe Zone, which currently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Any roaming add ons that T-Mobile customers had which included European roaming will no longer be chargeable for European roaming in the countries listed above. Note that IDD (International Direct Dial – calling abroad from the UK - is unchanged). Any countries not included in the above list will still be chargeable at the same standard rates as applicable prior to 15<sup>th</sup> June 2017.

### Background

Buying one of our Internet or Broadband Travel Boosters will allow you to use internet on your phone, mobile broadband or email while abroad.

These can be added to your account the first time you go online after you arrive – you don't need to buy a Booster before you leave. There's no need to worry about running up a large bill either, as your phone or laptop can't go online without one, unless you've opted out of Boosters. If you've opted out, data will cost 38.2p per MB in zones 1A and 2A, and £7.50 per MB in zones 1B, 2B and anywhere else in the world.



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## Internet travel boosters for your phone

Adding an Internet Travel Booster to your phone will allow you to access the internet and use important apps wherever you go. We offer Boosters in a range of sizes to suit your needs. Passes last until either the days or MB allowance run out.

### Charges

We'll just add the cost of your chosen Booster to your monthly bill.

## Broadband Travel Boosters (for your laptop)

Adding a Broadband Travel Booster to your laptop will allow you to go online, surf the internet and access important emails wherever you go. We offer Boosters in a range of sizes to suit your needs. The boosters last for 30 days from when you buy them.

All passes valid for 30 days. Passes last until either the days or MB allowance run out.

### Charges

We'll just add the cost of your chosen Booster to your monthly bill.

You can use them worldwide, with very few exceptions. Please check the table above to find out which countries are covered by Travel Boosters, and the costs for the country you're visiting.

### Will my Internet Booster still be valid if I move between countries?

If you travel from one country to another in the same zone, any remaining data allowance on your Booster can still be used. For example, if you buy a Booster in France and then drive to Germany, you'll still be able to get online as long as you have an allowance left.

If you travel to a country in a different zone, you'll need to buy a new Booster for that country, but you'll then be able to use it in any other countries in that zone.

When you buy a new Booster, it doesn't replace any existing Boosters you have. It's possible to have all six Boosters on your account at the same time if you do a lot of travelling, and each will only expire when you use up your allowance, or after 30 days.

### Can I use the internet on my phone or mobile broadband abroad without buying a Booster?

You can only go online when you're abroad without a Booster if you have opted out of Boosters. If you've done this, data will cost 38.2p per MB in zones 1A and 2A, and £7.50 per MB in zones 1B, 2B and anywhere else in the world.

If you're eligible for Boosters, it's not possible to go online without one, so you can't run up a large bill, and you'll always know how much you've spent. If you need to opt out of Boosters, please call us on 150 from your T-Mobile phone.

Please note that BlackBerry® smartphones have their own pricing for use abroad (see below).

Remember that downloading large files or maps, streaming video and video-conferencing can eat through your data allowance very quickly.

We make sure that you always know how much your internet use is costing you. So, when a Booster runs out or expires you can simply buy another one straight away. That way, you'll always know exactly how much you're spending.

### What happens if I don't buy a Booster?

Unless you have opted out of Boosters, internet on your phone and mobile broadband won't work until you buy a Booster. This means that you can't run up



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large bills without knowing. The choice to buy a Booster appears when you try to use the internet.

### **How do I buy a Booster?**

When you first try to access the internet when you're abroad, you'll see our Internet Travel Boosters page. Just choose the Booster you want on this page and you'll then be able to access the internet in the normal way until the Booster expires or is used up.

### **What are the run-on rates?**

There are no run-on rates. You can buy another Booster when either the time expires or you reach the Booster allowance. So you can't run up a big bill without knowing it.

### **What happens when I use up my Booster?**

You can buy another Booster when either the data allowance is reached or the time expires. If you use up your data allowance, you'll receive a text message to let you know. The next time you try to use the internet, you'll be taken to our Internet Travel Boosters page, where you can buy a new Booster.

### **If I go over the data allowance, what will I be charged?**

You can't go over the data allowance and you won't be charged anything until you buy another Booster. If you reach the data allowance, you'll have to buy another Booster to continue using the internet. This means you can never unknowingly run up a large bill.

### **What if I have a phone that is 'always on' like an iPhone or Android?**

If you turn on data and try to use an app or send an email, we'll send you a text. This text will have the web address of our Booster page so you can decide how much you want to buy before any charges are incurred. The text will say: 'You are

trying to access the internet but you have not purchased/activated a Booster. Please go to [www.tzones.co.uk/apps/ebdc/en/purchase-SMS](http://www.tzones.co.uk/apps/ebdc/en/purchase-SMS).

### **I have a BlackBerry® - will Internet Travel Boosters work with it?**

No, as the pricing for BlackBerry® use abroad is different from other phones.

If you're using a BlackBerry® in Europe it will cost £1.50/MB up to a maximum of £4 per day. This is also capped at a maximum amount of £48 in any month. If you're using a BlackBerry® outside Europe, it costs £7.50/MB up to a maximum of £4 per day.





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## Voice, Text and Data Service Plan Boosters

### Flexible Boosters

#### Text Booster

Your Booster gives you 3000 texts from the UK to the customers of UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man).

#### Internet Booster

You'll need internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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, or making internet phone calls. \*This comes with a fair use policy of 500MB 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 anymore, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much. If you remove your Booster and then use internet on your phone you'll automatically be charged £1 (one pound) per day for internet on your phone in the United Kingdom. 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 <http://business1.ee.co.uk/small-business/roaming>

#### Landline Booster

Your Booster gives you 3000 minutes from the UK to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man).

#### USA and Canada Booster

You'll get 120 minutes to call mobiles and landlines in the USA and Canada from the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included.

#### Europe and Australasia Booster

You'll get 60 minutes to call mobiles and landlines in selected countries from the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. Your inclusive calls are to Australia, Austria, Belgium, Bulgaria, Channel Islands, China, Croatia, Cyprus, Czech Rep, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Isle of Man, Israel, Italy, Latvia, Lithuania, Luxemburg, Netherlands, New Zealand, Norway, Pakistan, Poland, Portugal, Romania, Slovak Rep, South Africa, Spain, Sweden, Switzerland and Turkey.

#### Unlimited BIS and internet Booster

You'll need internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). 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, or making internet phone calls. \*This comes with a fair use policy of 500MB 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 anymore, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much. If you remove your Booster and then use internet on your phone you'll automatically



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be charged £1 (one pound) per day for internet on your phone in the United Kingdom.

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 <http://business1.ee.co.uk/small-business/roaming>

Please note that if you're roaming in USA or Canada, you're advised not to buy a Voice Travel Booster.

### **International text Booster**

You'll get 50 texts a month to send from the UK to Australia, Austria, Bangladesh, Bulgaria, Canada China, Croatia, Czech Rep, Estonia, France, Germany, Hong Kong, Hungary, India, Indonesia, Italy, Israel, Jamaica, Japan, Korea, Latvia, Lithuania, Malaysia, Netherlands, New Zealand, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovak Rep, Slovenia, South Africa, Spain, Sri Lanka, Taiwan, Thailand, Trinidad & Tobago and USA, Ireland, Ghana and Turkey. Texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. Remember that we may ask you for a deposit before you can add the Booster to your account.

### **T-Mobile Talk Booster**

Your Booster gives you 3000 minutes from the UK to other T-Mobile customers.

## Chargeable Boosters

### **Text Booster**

To choose the 3000 texts Booster, text BUCB1 to 879 or call 150 from your T-Mobile phone. You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready to use and you can ask us to remove your Booster, simply call 150 from your mobile. Your Booster gives you 3000 texts from the UK to the customers of UK mobile networks and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man).

### **Internet Booster**

To choose the unlimited internet on your phone Booster, text BUCB2 to 879 or call 150 from your T-Mobile phone. You'll need internet coverage, check it at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready to use and you can ask us to remove your Booster, simply call 150 from your mobile. Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem (tethering) or use internet on your phone for peer to peer file sharing or making internet phone calls. \*This Booster comes with a fair use policy of 500MB 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 anymore, but we may restrict how you can use your Booster, depending on how often you go over your amount and by how much. If you remove your Booster and then use internet on your phone you'll automatically be charged you'll automatically be charged £1 (one pound) per day for internet on your phone in the United Kingdom.



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### **Landline Booster**

To choose the 3000 landline minutes Booster, text BUCB3 to 879 or call 150 from your T-Mobile phone. You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready to use and you can ask us to remove your Booster, simply call 150 from your mobile. Your Booster gives you 3000 minutes from the UK to numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man).

### **USA and Canada Booster**

To choose the USA and Canada Booster, text BUCB4 to 879 or call 150 from your T-Mobile phone. You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready to use and you can ask us to remove your Booster, simply call 150 from your mobile. You'll get 120 minutes to call mobiles and landlines in the USA and Canada from the UK. Calls to premium rate numbers and other nongeographic numbers (which can vary over time) aren't included. Please note that if you're roaming in USA or Canada, you're advised not to buy a Voice Travel Booster.

### **Europe and Australasia Booster**

To get the Europe and Australasia Booster, text BUCB5 to 879 or call 150 from your T-Mobile phone. You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready to use and you can ask us to remove your Booster, simply call 150 from your mobile. You'll get 60 minutes to call mobiles and landlines in selected countries from the UK. Calls to premium rate numbers and other nongeographic numbers (which can vary over time) aren't included. Your inclusive calls are to Australia, Austria, Belgium, Bulgaria, Channel Islands, China, Croatia, Cyprus, Czech Rep, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Isle of Man, Israel, Italy, Latvia, Lithuania, Luxemburg, Netherlands, New Zealand,

Norway, Pakistan, Poland, Portugal, Romania, Slovak Rep, South Africa, Spain, Sweden, Switzerland and Turkey.

### **Unlimited BIS and Internet Booster**

To get the BlackBerry® internet email Booster, text BUCB7 to 879 or call 150 from your T-Mobile phone. You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready to use and you can ask us to remove your Booster, simply call 150 from your mobile. You'll need a compatible BlackBerry® phone and the Booster is only for use in the UK. This Booster comes with a fair use policy of 500MB 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 anymore, 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 [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage). Remember that you can only use internet in the UK and you can't use your BlackBerry® as a modem or use the internet for peer to peer file sharing or making internet phone calls.

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 <http://business1.ee.co.uk/small-business/roaming>

### **International Text Booster**

To get the international text Booster, text BUCB8 to 879 or call 150 from your T-Mobile phone. You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready



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to use and you can ask us to remove your Booster, simply call 150 from your mobile. You'll get 50 texts a month to send from the UK to Australia, Austria, Bangladesh, Bulgaria, Canada China, Croatia, Czech Rep, Estonia, France, Germany, Hong Kong, Hungary, India, Indonesia, Italy, Israel, Jamaica, Japan, Korea, Latvia, Lithuania, Malaysia, Netherlands, New Zealand, Pakistan, Poland, Portugal, Romania, Russia, Singapore, Slovak Rep, Slovenia, South Africa, Spain, Sri Lanka, Taiwan, Thailand, Trinidad & Tobago and USA, Ireland, Ghana and Turkey. Texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. Remember that we may ask you for a deposit before you can add the Booster to your account.

### **3000 T-Mobile minutes**

To get the 3000 T-Mobile minutes Booster, text BUCB9 to 879 or call 150 from your T-Mobile phone. You'll have to be on a selected business pay monthly plan to get it. The cost will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your Booster is ready to use and you can ask us to remove your Booster, simply call 150 from your mobile. Your Booster gives you 3000 minutes from the UK to other T-Mobile customers.

### **How does the single Travel Booster work?**

When the Travel Booster is added to your account, you'll receive the full allowance for the Booster type selected. Then, unless you cancel it, you'll receive a new allowance at the start of the next billing period.

If you haven't used your previous month's allowance, this will be rolled over and added to your new allowance. Unused allowances can only be rolled over once.

If you call us on 150 and tell us your requirements, we can tell you the best Boosters for your needs, and set them up for you.

Please note that shared Travel Boosters work differently.

### **How do shared Travel Boosters work?**

When the Travel Booster is added to the account, a pro-rated cost and allowance will be available to all users on the shared plan.

Users will receive the full allowance of the Travel Booster at the next billing date. Any allowance left over at the end of a billing period will be lost.

Please note that single Travel Boosters work differently.

### **What happens if I don't buy a Travel Booster?**

If you don't buy a Travel Booster, you won't be able to use the internet on your phone when roaming.

### **How do I buy a Travel Booster?**

Just call us on 150 (or +44 7953 966 150 if you're already abroad), and we'll let you know the most appropriate Travel Booster to suit your needs.

You can also log in to My T-Mobile and buy Boosters in the 'My plan' section.

### **Can I buy a Travel Booster when I'm abroad?**

Yes you can. When you arrive and connect to the local network, you'll receive a text explaining how to add a suitable Travel Booster.

### **What happens when I use up my Booster allowance?**

Once you have used up your Booster allowance of minutes or texts, or both, you can simply add another Booster. If you do not do so, you'll start being charged the usual roaming costs for the country you're in.

### **What happens to my remaining minutes or texts when I add a new Booster?**

If you have a single account, any remaining texts or minutes will be carried over to your next Booster. For shared accounts, minutes and texts won't be carried over.

### **How do I remove a Travel Booster from my account?**

Simply call 150 when you come back from abroad, to cancel your Booster.



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If you set up your Travel Booster in advance by calling 150, you can also tell us the date you'll no longer require your Booster. We'll set an expiry date for the Booster, and it won't be renewed after that date.

### **When will my Travel Booster start working?**

Your Travel Booster will start working as soon as you add it to your account, so we suggest getting it on the day of travel, or as close to the day as possible.

### **How long will my Travel Booster last?**

The Travel Booster will remain on your account until you cancel it by calling us on 150, or by logging in to My T-Mobile. If you gave us an end date when you called us to set the Booster up, you don't need to do anything at all, as the Booster will simply expire on that date.

### **Premium numbers**

Premium numbers in the UK are normally numbers starting with a special code such as 0900. Non-geographic numbers don't have an area code and in the UK they start with numbers from 04 to 09. We have no control over the costs of these numbers and they can be very expensive, so be cautious about calling them from abroad.

## **Business extras**

Next working day phone replacement applies to phones on 12, 18 or 24 month plans within their manufacturer warranty period, ordered before 4.30pm and other legal stuff also applies. See Next day phone replacement for further details.

International option gives a discount of up to 85% on calls from the UK to selected countries abroad. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included and a minimum one minute minimum call charge applies. For more information, please see: (i) <http://business1.ee.co.uk/small-business/roaming> and section 1.24 of this Price Plan (international calls); and (ii) section 1.25 of this Price Plan and the section of

your price plan which starts, "All numbers prefixed by (exc VAT)" (premium rates), or calling customer services on 150.5.1

## **Next day phone replacement**

If you are a registered T-Mobile Business customer with a handset bought from T-Mobile, next day replacement is available for you for the length of the manufacturer's warranty applicable to your handset ("handset" includes a BlackBerry®, Mobile Digital Assistant or Personal Digital Assistant and accompanying accessories).

Just so you know, the terms of any Corporate Master Agreement will take precedence over this agreement and the next day phone replacement service does not apply to iPhone or 6 month business pay monthly contracts.

We recommend that you check through the terms of the manufacturer's warranty before you report a fault.

If you need to report a fault with your handset, please contact T-Mobile customer services. You can speak to them by calling 150 from your T-Mobile phone or 0845 412 5000 from a landline (landline calls are charged at local rates if you're a BT customer, but if you're with another provider it may cost a bit more, so do check).

Working days are 8am to 4:30pm Monday to Friday. You'll need to report any faults to us on a working day to qualify for next working day replacement. Reports received after 4:30pm will be processed on the next working day.

We can only accept reports from the authorised account user(s) who are also able to answer the appropriate security questions.

To get a replacement you'll need to send us all the equipment (faulty or otherwise) that we ask for from you.

If your phone is faulty, you should return it to us without the SIM card.

The replacement handset remains the property of T-Mobile until any repair charges (as set out below) are paid in full. We will confirm the address (UK only)



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for courier collection of your faulty phone and also for delivery of your replacement phone. The courier will try to exchange handsets and if this is not successful, then a card will be left giving details of how to rearrange the exchange. If this is not done within 5 working days, the replacement phone will be returned to us and you will need to contact us to request the exchange.

Once collected, we (and/or our agents) will assess the nature of the handset fault.

We will let you know by letter within 14 days of the handset exchange if the repairs to your handset are not covered by the manufacturer's warranty. If they aren't, we will charge you the costs of repairing that handset. If the handset is not capable of repair, we reserve the right to charge you the equivalent purchase price of the handset (on a handset only basis and at our discretion). This charge will be applied to your next bill. In the event that you do not pay that charge, we have the right to terminate your agreement and/or to blacklist the replacement handset. You are not able to take advantage of Next day phone replacement if your account is in arrears, suspension, collection, or if you have given notice to terminate your agreement with us.

Therefore we suggest you back up any data that you want to hold on to from the handset memory to the SIM card (e.g. contacts) and/or to a personal computer (e.g. pictures).

We reserve the right to provide reconditioned handsets as replacement handsets and to provide replacement handsets of a similar specification to the faulty handset if an identical model is not available.

These terms do not affect the terms of your telephone service agreement with us.

Your statutory rights are unaffected.

## General Terms

### Coverage checker

Please see our coverage checker at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage).

In areas where high quality outdoor coverage is indicated, it's usually possible to use mobile broadband within buildings, but this does depend on the construction of the building. Please also note that the service areas are based on computer prediction. Whilst we have tried to make this guide as accurate as possible, as at the date of publication, the information provided is not a guarantee of service availability. All products using radio technology, including television and car radios, can be affected by local physical conditions which may interfere with radio signals. As with other mobile broadband services, T-Mobile mobile broadband can be affected in tunnels, dips, cuttings and wooded areas. In some cases, use of your mobile broadband will be impaired inside buildings. Therefore, even in high quality service areas, additional sites might be planned to improve the level of in-building coverage in known problem areas.

## Roaming – General Terms

### Inadvertent roaming in border regions

Mobile phone signals can travel over many miles, so when you are close to the border of one country it's possible to pick up the signal from the transmitters from another. For example if you were in Northern Ireland and close to the border with the Republic of Ireland, you could pick up the signal from the Republic of Ireland. Doing so would mean you would be roaming onto another network (and paying charges according to your roaming tariff). We'll text you the first time you pick up a network while roaming so you know this has happened. Remember to check the name of the network displayed on your mobile before you make a call if you're near the border of another country. Also remember to turn off data roaming via your handset if you don't want to roam onto another network.

### iZettle

For more information please see here: [www.ee.co.uk/business/small/tech/taking-mobile-payments](http://www.ee.co.uk/business/small/tech/taking-mobile-payments).





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## VAT

All Charges in this Price Plan are exclusive of VAT and, unless specified, are for use in the UK only.

## 4G

Subject to coverage. A compatible plan on EE is required. Charges may apply and you'll have to agree to a new minimum term on EE. Other terms apply. Superfast 4GEE: just how fast your 4G will be depends on a couple of things: where you are and how many other people are using 4G too. Have a quick look at [www.ee.co.uk](http://www.ee.co.uk) for more info.





## List of Changes

Date	Description of Change	Applicability
28.05.2014	Launch Version	T-Mobile Business Customers
19.04.2016	Updated all historical plans into EE template; updated pricing	All eligible Customers
28.09.2016	Update charges for out of allowance UK voice calls, MMS and international SMS	All T-Mobile Business Customers
29.03.2017	Updated monthly line rental charges	All T-Mobile Business Customers
15.06.2017	EU roaming update	All eligible customers
30.03.2018	Updated monthly line rental charges	All T-Mobile Business Customers
14.09.2018	Updated charges for Business 1-Plan out of allowance international SMS	All T-Mobile Business 1-Plan Customers
18.01.2019	Updated charges for text messages to non-UK mobile operators as displayed incorrectly	All T-Mobile Business Customers
31.03.2021	CPI plus 3.9% annual price increase update	All T-Mobile Business Customers
31.03.2022	CPI plus 3.9% annual price increase update	All T-Mobile Business customers
31.03.2023	CPI plus 3.9% annual price increase update	All T-Mobile Business customers
01.11.2023	Removing 3G references due to Sunsetting programme	All T-Mobile Business customers

