

FAQ

Q: Can I check my allowance and manage my account online?

A: Yes – it's easy, convenient and free. Just sign-up or login at www.t-mobile.co.uk/myt-mobile and you can check your remaining allowance online, see fully itemised bills, check your recent calls and downloads, pay your bill and even change your price plan. You can also call 150 from your T-Mobile phone to hear account balance and allowance information.

Q: I don't recognise a charge on my bill?

A: Occasionally you might not recognise a charge for a service or download you've ordered. Some 3rd party multi-media and download providers don't always provide clear descriptions we can use on your bill. At times we have to use our own descriptions. Some 3rd parties also split their charges, so a £3 download may be shown as 2 charges of £1.50 on your bill. For detailed information, or to query a charge on your bill, visit www.t-mobile.co.uk/shortcodeservices

Q: What is a 'Part Free' charge?

A: If you reach the end of your allowance during a call, you will see a 'Part Free' charge on your bill. This just means we've charged you for the bit of the call that wasn't included in your allowance.

Q: Can I change my price plan?

A: Yes, you can upgrade to a higher priced plan free of charge as often as once a month. Provided you give us at least four days notice the change will take effect from the date of your next bill. Either change online at www.t-mobile.co.uk/myt-mobile or call 150 from your T-Mobile phone.

Q: I'm not on Direct Debit / My Direct Debit is not yet active, how else can I pay my bill?

A: See our 'Easy Ways to Pay' section.

Q: I've got some more questions.

A: Check out our 'Help & support' section at www.t-mobile.co.uk/welcome

Communications and Internet Services Adjudication Scheme (CISAS)

We always aim to give you the best service, however if we fail to do so you should call us on 150. If we haven't resolved your complaint within 8 weeks, you may be able to refer the matter to an independent dispute resolution scheme, for free, see www.cisas.org.uk for more details.

Contact Us

We're always here to help, however you want to get in touch:

Information: www.t-mobile.co.uk

Letter: Customer Services
EE
6 Camberwell Way, Doxford
Sunderland, SR3 3XN

Email us by visiting: www.t-mobile.co.uk/billenquiry

Phone: 150 from your T-Mobile phone and
0845 412 5000 from any other phone
(charged at local rate from a UK
landline)

Registered company details:

Head Office: EE Limited
Trident Place, Mosquito Way
Hatfield, AL10 9BW

Company Number: Registered No 02382161

Easy Ways to Pay

Direct Debit – With Direct Debit your bill is paid every month direct from your bank account. It's hassle free, easy to set up, there's no extra charge and you're fully protected by the Direct Debit guarantee. Just call us on 150 and we can arrange it in no time.

If you're using one of the payment methods below you need to make sure payment reaches us by the date on the front of your bill or it may affect your service. If you don't pay by Direct Debit, online or by telephone banking, there's a £3.50 charge shown on your bill as a 'Separate Payment Handling Charge'.

Telephone or Internet banking – Just add **EE & T-Mobile** as a payee to your bank account using our details below. You'll need to pay at least 5 working days before your payment date in order for it to clear.

Our Bank Account Number: 31012304

Our Sort Code: 40-02-50

Your Account Number: Shown on your bill

Alternatively, you can look up **EE & T-Mobile** when selecting a business to pay.

Credit or Debit card – Call us on 150 from your T-Mobile phone to pay by credit or debit card. Please have your card ready when you call. We accept Visa, Visa Debit, MasterCard, Amex or Maestro.

Whichever way you choose to pay, you will see **EE & T-Mobile** on your bank statement for your T-Mobile payment.