

The legal terms you need to know about My T-Mobile

General points

1. The My T-Mobile online service ("My T-Mobile") is provided to you by T-Mobile (UK) Limited ("T-Mobile").
2. When you first use this service, you will be accepting the legal terms set out below, in addition to the terms of your Telephone Service Agreement with T-Mobile.
3. If you wish to use any part of My T-Mobile you must first register with My T-Mobile. You must provide T-Mobile with accurate and complete registration information. You will need to set up both a Username and a Password in order in order to register. These are:
 - a. A "Username" is a confidential Word or Number or Combination created by you at sign up to be used by you as a code to confirm your identity when accessing the service.
 - b. A "Password" is a confidential word or number or combination used as a code to confirm your identity when accessing My T-Mobile. This must be between 8 and 15 characters, contain at least 1 number and may not contain any symbols or spaces.
4. T-Mobile will make every effort to ensure that access to My T-Mobile will be possible between **Monday - Friday 8am - 10pm, Saturday & Sunday 8am - 8pm**. However, availability of My T-Mobile cannot be guaranteed.
5. T-Mobile may change these terms and conditions at any time without prior notice. T-Mobile will endeavour to bring such changes to your attention when you next use My T-Mobile.
6. T-Mobile may at any time, and without notice, withdraw My T-Mobile in part or in its entirety, or restrict or prevent you from accessing the My T-Mobile if T-Mobile has reasonable grounds for doing so.
7. If you have bought your phone from an existing T-Mobile customer, you must notify us. In order to be able to set up your My T-Mobile account, you must then comply with our change of ownership process by contacting Customer Services and following their directions. If you sell your phone to a third party, you must also inform us.
8. T-Mobile endeavours to maintain a high level of internet security. To maintain a high level of security T-Mobile recommends that:
 - a. if you have set up your registration for My T-Mobile in a T-Mobile store, you change your password the first time that you log in independently;
 - b. you ensure that both your username and password are kept secure at all times;
 - c. in choosing a password you take care to ensure that it is one that is not likely to be anticipated by anyone attempting to access My T-Mobile pretending to be you;
 - d. you do not disclose your username or password to anyone other than a T-Mobile employee, and do not otherwise allow anybody to access your My T-Mobile account;
 - e. you do not record your password in any form that identifies it as being a password to access My T-Mobile;
 - f. you contact T-Mobile immediately upon discovering or suspecting that your password is being used by or is known by any third party other than a T-Mobile employee;
 - g. you do not allow any other person to access your account via My T-Mobile;
 - h. you take care to ensure that nobody can see, copy or access information, or obtain your username and/or password when you are using your My T-Mobile account;
 - i. you do not whilst accessing My T-Mobile leave your computer or any similar device used for accessing My T-Mobile unattended; and

- j. prior to accessing the service from any computer connected to a local area network or LAN you take steps to ensure that no other party will be able to see, copy or access information and/or obtain your username and/or password.
9. You agree to change your password immediately if T-Mobile requests that you do so.
10. You agree to take all reasonable steps to ensure that the computer or any similar device that you are accessing My T-Mobile from is free from computer viruses. You also agree to take reasonable measures to ensure that the computer or other device you are using is itself adequately protected against the receipt of computer viruses.

Account information and bills

1. My T-Mobile will only display information in relation to calls or texts that you have been charged for. For example, calls to 999 are not charged for and will therefore not appear.
2. T-Mobile may operate prize draws, competitions or other promotions within My T-Mobile from time to time. Additional terms and conditions may apply to these and you should view those terms and conditions before participating.

Purchasing T-Mobile products or services in My T-Mobile

1. You may purchase certain T-Mobile products or services whilst you are logged onto My T-Mobile. Some of these products or services will be charged directly to your account (if you are a pay monthly customer or will be deducted from your Pay As You Go credit).
2. If you are transferred to the T-Mobile web shop (at www.t-mobile.co.uk), the terms and conditions for that website will then apply.
3. All goods and services displayed in My T-Mobile are subject to availability. Where certain goods or services are no longer available, or where certain prices have changed, T-Mobile will endeavour to update the relevant information contained in My T-Mobile as soon as practicable. However, no price, or other information displayed in My T-Mobile will bind T-Mobile until T-Mobile has accepted your order. The price you will be charged for any goods or services will be the price in force when your order is accepted by T-Mobile.
4. The information displayed on this website represents an opportunity for you to assess the goods and services of T-Mobile. No offer for the sale of these goods or services is being made to you by T-Mobile via the content you have accessed through this website.
5. Any order you send to T-Mobile for the purchase of specific goods and/or services constitutes an offer for the goods and/or services selected. T-Mobile is not obliged to accept your order. T-Mobile will notify you on acceptance of your order.

Computer Misuse Disclaimer

1. Information and data held by T-Mobile in relation to its customers accounts held on My T-Mobile and other systems of T-Mobile remain the private property of T-Mobile. Access to data held on My T-Mobile is available only to customers who are authorised to access such information. Unauthorised entry will contravene the provisions of the Computer Misuse Act 1990 and may incur liability for damages and criminal liability. You should only proceed further in circumstances where you are an authorised user.