

# PLAN PRICE GUIDE

## Pay Monthly Plans

Available to customers between 30 October 2013 and 25 March 2014

4GEE Extra 24 month plan <sup>1,2</sup>								
Monthly Cost (Inc VAT)*	£28.38	£34.69	£39.95	£45.19	£50.46	£55.70	£60.96	£78.85
Allowance	-							50GB Data, unlimited minutes, unlimited texts, with Roaming option <sup>3</sup>
	-	20GB Data, unlimited minutes, unlimited texts, with Roaming option <sup>3</sup>					-	
	-	10GB Data, unlimited minutes, unlimited texts, with Roaming option <sup>3</sup>				-		
	4GB Data, unlimited minutes, unlimited texts, with Roaming option <sup>3</sup>				-			

4GEE 24 month plans <sup>2</sup>								
Monthly Cost (Inc VAT)*	£19.96	£25.22	£31.52	£36.79	£42.04	£47.30	£52.57	£57.82
Allowance	-		5GB Data, unlimited minutes, unlimited texts					
	-	2GB Data, unlimited minutes, unlimited texts						-
	500MB data, 1000 minutes, unlimited texts						-	

\*The monthly cost and inclusive allowance of your price plan depends on how much you have chosen to pay upfront.

4GEE Extra 24 month plan <sup>1,2</sup>	Included in allowances?		
	4G Extra 24 month plans	4G 24 month plans	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>4</sup>
Calls to UK mobile numbers	✓	✓	40p per minute
Calls to certain MNVO numbers <sup>5</sup>	✗	✗	40p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	40p per minute
Calls to Jersey, Guernsey & Isle of Man <sup>5</sup>	✗	✗	40p per minute
Calls to other numbers starting 08 (except Freephone), 09 and 118	✗	✗	Access Charge of 44p per minute plus a Service Charge
Calls to Freephone 0800, 0808 & 116	✗	✗	Free
Calls to retrieve voicemail	✓	✓	40p per minute
Text messages to UK mobile numbers <sup>7</sup>	✓	✓	15p per message
Text messages to certain MVNO numbers <sup>7</sup>	✓	✓	15p per message
Picture messages	✗	✗	40p per message
Calls to Customer Services (During Normal Working Hours) <sup>8</sup>	✗	✗	Free
Calls to Customer Services (During Extended Working Hours) <sup>8</sup>	✗	✗	50p per call
Call divert <sup>9</sup>	✓	✓	Standard Call Rates Apply
Roaming minutes and texts back to the UK (When travelling within Europe & Rest of World Zone A)	✓	✗	Standard Call Rates Apply
Minutes and texts to landlines and mobiles within any of the Europe and Rest of World Zone A countries (When travelling within Europe & Rest of World Zone A)	✓	✗	Standard Call Rates Apply

This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.



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- 1 Any customers taking out a 4GEE Extra plan by 31 January 2014 will benefit from inclusive roaming benefits. Data whilst roaming is not included in your plan. An Add-on purchase will be required.
- 2 Additional benefits include: Clone Phone Lite, EE Wednesdays, one free entertainment add-on (choose from Deezer, Games, TV), data usage tracker tools.
- 3 Roaming minutes and texts are for use whilst travelling within Europe and Rest of World Zone A countries only. See below for further details.
- 4 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 5 Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03. Calls & text messages to certain MVNO 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.
- 6 Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the 'help' section of our website, ee.co.uk
- 7 Applies to messages sent from your phone or via the EE website, ee.co.uk
- 8 Call charges vary depending on the time of your call as well as other optional selections that you may choose. You will be notified of call costs and have the option to end the call at that point without incurring any charge. Please see our 'Non-Standard Service' brochure for further details and for definitions of our "normal working hours" and "extended working hours".
- 9 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 outside of allowance calls.
- 10 VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.

## Points to note

### Roaming Minutes & Texts

4GEE Extra plan only: on this plan, your inclusive allowances are for making and receiving calls and texts to and from mobiles and landlines in Europe and selected countries whilst travelling in any of the following countries:

- (i) EE Europe Roaming Zone: 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, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican.
- (ii) EE Roaming Zone A: Armenia, Australia, China, Hong Kong & Macau, Israel, Macedonia, Martinique, Turkey and the USA.

Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included.

### Notes on UK calling

Calls within the UK only are 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 that, 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 classed as an EE Roaming Zone.

### Which calls and text messages to UK mobile numbers are included in my allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your allowance. Inclusive calls currently include (but are not limited to) calls to the UK mobile numbers allocated to the national UK GSM cellular network operators EE, T-Mobile, Orange, Three, 02, and Vodafone. On this plan, calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Lebara) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to Lycamobile.

### Which calls and text messages to mobile numbers are excluded from my allowance?

Calls and texts to some numbers starting 07 are not included in your allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges.

For a full list of 07 number ranges that are not included in allowances please visit the 'help' section of our website, ee.co.uk We may add numbers to the list of excluded mobile numbers from time to time at our discretion.

Please also note that if you are calling someone who has taken an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

Calls from the UK to anywhere outside the UK are excluded from your allowances. Standard international calls rates apply to such calls.

### What happens if my call or text messages to mobile number are excluded from my allowance?

You can still make calls and text messages to UK mobile numbers that are excluded from your allowance. However, you can't use your allowance towards these calls. You will simply be charged the standard mobile call rate for your price plan.

### 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; visit the 'help' section of our website, ee.co.uk

### Data

You'll need 3G or 4G coverage to use mobile internet on your phone and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage

For further information on terms and conditions please see 'Non Standard Price Guide'. Non Standard Price Guide also includes the prices and legal stuff for all our other additional services, like using your phone abroad if you don't get an inclusive roaming allowance and calls to premium rate numbers.

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## General

- A text message consists of up to 160 characters. If you send a longer message, to a number excluded from your allowance, you will be charged for two or more text messages as appropriate
- You can get an estimate of your out of allowance usage by calling 150 or by visiting MyEE. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence
- Charging starts when a call is answered by a person or an answering device
- Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance
- On the bill, for 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
- When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge will be proportionate to the number of days from your date of joining to the end date of your bill

Prices effective from  
1st June 2016

X13M24E01	X13M24E18
X13M24E02	X13M24S01
X13M24E03	X13M24S02
X13M24E04	X13M24S03
X13M24E05	X13M24S04
X13M24E06	X13M24S05
X13M24E07	X13M24S06
X13M24E08	X13M24S07
X13M24E09	X13M24S08
X13M24E10	X13M24S09
X13M24E11	X13M24S10
X13M24E12	X13M24S11
X13M24E13	X13M24S12
X13M24E14	X13M24S13
X13M24E15	X13M24S14
X13M24E16	X13M24S15
X13M24E17	X13M24S16