



# EE PAY AS YOU GO

4GEE Packs: terms update 01 July 2015

Version 1A

Available from May 2014

**Terms & Conditions Update:** from 01 July 2015 calls to 0800, 0808 and 116 numbers will be free for you to call from your mobile and will not be deducted from your Pack or Add-On's inclusive allowances.

Calls to 084, 087, 09 and 118 numbers will continue to be excluded from inclusive allowances and charged in accordance with your Price Guide. Please note that references in clause 3 of these terms to the charging structure for the number ranges 084, 087, 09 and 118 shall be deleted and replaced by:

*“Numbers starting 084, 087, 070, 09 and 118 are excluded from allowances. When dialling 084, 087, 09 and 118 numbers you'll be charged EE's access charge of 44p/minute plus the applicable service charge. Service charges vary and will be set by the organisation you're calling. See our Price Guide for more information.”*

## 1. Our Plans

When you join EE pay as you go, you can pay for services using your top up credit or by subscribing to Packs (described below). If you pay for services using top up credit you'll be charged in accordance with the rates set out in the Pay As you Go Price Guide.

### Packs

With our Packs, you will receive an allowance of UK minutes, texts and data. You can choose a Pack that lasts 7 or 30 days (the “Validity Period”). When you join EE pay as you go, you can choose to buy a SIM card pre-loaded with a Pack (the Validity Period will start as soon as you insert the card into your device and make call, text or use the internet) or get a SIM card without a pre-loaded Pack and purchase a Pack of your choice when you are ready.

Depending on which option you choose, and unless you cancel your Pack, Packs automatically recur at the end of the Validity Period, so you will need to make sure that you have enough credit on your account for us to take payment. We will remind you when the Validity Period ends and we will remind you the day before the Pack is due to recur that we are about to take payment for the Pack from your credit. Once we have taken payment, we will let you know. If you don't want the Pack to recur text STOP PACK to 150 at any time before the Validity Period ends. Alternatively, log in to My Account where you can also stop your Pack recurring.

If you don't have enough credit on your account to pay for a new Pack at the end of your Validity Period, we will not apply the new Pack to your account until you have enough credit to pay for it. As soon as you do, we will take payment from your credit and give you the new Pack immediately. If 90 days after your previous Pack expired, you have still not topped up enough money to pay for a new Pack, we will not make any further attempts to take payment and we will cancel your Pack. You can tell us at any point during

this 90 day period that you would like to cancel your Pack. Just text STOP PACK to 150 or log in to My Account to do this.

We'll let you know when you have used up each allowance in your Pack. If you use up all of the allowances in your Pack before the end of your Validity Period, we'll also let you know.

Once you've used up all of the allowances, you can pay for services using your top up credit, you can buy an Add-On (described below) until your Pack recurs or you can buy a new recurring Pack that starts straight away.

If you want to buy a new Pack or a different Pack, then text the short code of the Pack you want to 150. You can also buy via our automated calling service by dialling 150 from your EE phone or by logging in to My Account. We take the payment immediately and the new pack will start when either all of the allowances in your current pack expire, or when you current pack comes to recur, whichever happens first.

You can find a full list of Packs in the Pay As You Go Price Guide at [ee.co.uk/priceguides](http://ee.co.uk/priceguides).

## **2. Add-Ons**

If you've used one or more of the allowances from a Pack or if you would like to pay for services using a non-recurring bundle, you can choose to buy an Add-On using your pay as you go credit.

Add-ons lasts 7 or 30 days (the "Add-On Validity Period") or until you have used the Add-On's allowance, whichever comes first.

We'll let you know when your allowance runs out or when then Add-On Validity Period ends.

To buy an Add-On, check you have enough credit then text the short code of the Add-On you want to 150. You can also buy via our automated calling service by calling 150 from your EE phone or by logging in to My Account. For more information, please see [ee.co.uk/payg](http://ee.co.uk/payg).

You can have up to two of the same Add-Ons active on your account at any one time. If you have got two Add-Ons active at the same time, the one you bought first will be used up first.

### **Minutes & Text Add-Ons**

When your Add-On runs out you'll need to buy a new one or you'll be charged on a per minute or per text basis.

If you buy an additional minutes or text Add-On while one is active, the new Add-On's Validity Period will start running immediately.

### **Data Add-Ons**

If you try to go online or use data without internet allowance from a Pack, you'll be directed to our portal to buy a data Add-On. We'll also send you a link to the portal by text. If apps on your phone are updating themselves or files are being downloaded, and you don't have internet allowance, we will send you a link to the portal by text.

If you buy a data Add-On whilst you still have data allowances from a Pack or data Add-On, the new data Add-On's Validity Period will start running immediately.

If you're a Pack user qualifying for double speed 4GEE (described below), the Add-Ons you purchase will also enable you to get double speed 4GEE where it is available.

### **3. Using our services**

Some services are available as an Add-on only.

Pack or Add-On minutes and texts are to UK numbers starting 01, 02 and 03 (except Jersey, Guernsey and the Isle of Man) and checking voicemail. Numbers starting 08 or 0870 are excluded from allowances and will be charged as follows: 0800, 0845 and 0870 numbers cost up to 40p per minute. Calls to 070 numbers cost up to 77p per minute. Calls to 09 numbers cost up to £3 per minute.

Whenever you make a call, a one minute minimum call charge applies and are charged on a per minute basis.

You'll need 3G or 4G coverage to use mobile internet on your phone and you'll need 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. You will also need a compatible 4G phone. 4G is available in select towns and cities in the UK. Your 4G phone may not be compatible with any 4G network outside the UK. Check your 3G and 4G coverage at [ee.co.uk/coverage-checker](http://ee.co.uk/coverage-checker). We'll let you know by text message when your data is running low (80% of your allowance is used up) and when it has run out. You cannot use mobile internet unless you have bought a Pack or an Add-On.

You can't use internet on your phone for peer to peer file sharing, see the network management policies on our website for more information.

In selected 4G areas only, you could get double 4G speeds. Double speeds based on EE test data 2013 (average speeds double from 12-15Mbps to 24-30Mbps) and doubling 4G network capacity from 2 x 10Mhz to 2 x 20Mhz. Speeds referred to are download speeds. Just how fast your 4G will be depends on where you are and how many people are using 4G too. Find out if you could get double speed 4GEE by visiting [ee.co.uk/coverage-checker](http://ee.co.uk/coverage-checker).

For more information on the cost of using our services, see the Pay as You Go Price Guide and Non-Standard Price Guide at [ee.co.uk/terms](http://ee.co.uk/terms)

### **4. General**

Use of our pay as you go services is subject to your acceptance of our standard network terms and conditions. We monitor your use in accordance with those terms, which can be found at [ee.co.uk/terms](http://ee.co.uk/terms). Services are for use in the UK unless we tell you otherwise. Services are for normal person to person use from your phone. You can't sell access to our network or to anyone else and that services are not be used for anything unlawful or to send nuisance communications. We'll decide if you are in breach of these terms and conditions if you text and call more than 300 different numbers in a month. 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.

## **5. Free Boosts for Packs**

Each time you buy 3 of our 30 day Packs or 12 of our 7 day Packs, you can choose from an extra allowance of minutes, texts or data (as described above) that will be applied to future Packs purchased (the "Free Boost"). You will start accruing Packs immediately but you will not qualify to claim your Free Boost until you have been with us for three months. You can accrue multiple Free Boosts, that means the more Packs you buy, the more Free Boosts you will receive.

You will have 60 days from the date we tell you that you qualify for a Free Boost to choose and tell us which Free Boost you would like. Once you've selected a Free Boost, you cannot change your mind or ask for a different Free Boost.

Free Boosts last for the duration of the Pack's Validity Period (e.g. 7 days or 30 days) and will not roll over if you do not use them up.

You cannot accrue Free Boosts for 7 day and 30 day Packs simultaneously. If you move between 7 day and 30 day Packs you will lose all of the Free Boosts accrued.