



# EE PAY MONTHLY PLANS

4GEE plans: terms update 01 July 2015

Version 1A

Available from 11 February 2015

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 inclusive allowances.

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

*“Calls to 084, 087, 070, 09 and 118 are not included in your allowance of minutes. 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.”*

You'll have to promise to stay with us for 24 months and pass our standard credit check. All services are for use in the UK only, unless specified otherwise.

Your monthly payment is for using mobile internet on your phone for checking voicemail (including visual voicemail if you have an iPhone) and an allowance of minutes and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03. Your inclusive minutes and texts do not include 01, 02 & 03 landline numbers in Jersey, Guernsey and the Isle of Man and numbers starting with 08.

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 and call 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.

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. You'll also need a 4G SIM and a 4G phone compatible with our network. 4G is currently only available in select areas in the UK. Your 4G phone may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage)

Each mobile internet option gives you a data allowance to use each month. 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 can use mobile internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management

policies on our website for more information. We won't charge you any more if you reach your monthly data allowance, but you won't be able to use mobile internet. To continue to use mobile internet after you've used up your current month's data allowance, you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. Calls to 08 numbers costs up to 40p/min, calls to 070 numbers cost up to £1/min and 09 numbers cost up to £3/min. For further information see [ee.co.uk/priceguides](http://ee.co.uk/priceguides)

### **EE EXTRA**

In addition to the above, EE Extra plans give you additional data, the possibility of additional speed, roaming benefits limited to unlimited minutes and texts and an early upgrade benefit as set out below.

### **Speed**

Standard EE plans can experience speeds of up to 30Mbps only. EE Extra plans mean you could experience 4G speeds over 30Mbps, but only where double speed 4G is available and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. Double speed 4G is not available everywhere in the UK so you should check your coverage at [ee.co.uk/doublespeed](http://ee.co.uk/doublespeed) before purchasing a EE Extra plan.

### **Roaming Minutes and Texts**

You may be required to pay a refundable deposit for roaming benefits at the time of signing up to this plan. The deposit will be credited back in to on your account when you've established a good payment history with us. If you choose not to pay the deposit, then the roaming benefits on your plan will not be available until you have established a good payment history with us. Prompt payment of your account by the due date advised on your bill for consecutive months will accelerate these.

Included in your plan is making and receiving unlimited calls and texts to and from mobiles and landlines in Europe and selected countries as follows, when roaming abroad in these countries (the 'included countries'): 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 Islands, Romania, San Marino, Saint Martin, Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Your monthly payment includes:

- Making and receiving unlimited calls and texts whilst in an included country, to and from mobiles and landlines in the same country. For example, calls and texts within France are included;
- Making unlimited calls and texts to mobiles and landlines in the UK from an included country. For example, calls and texts from France to the UK are included; and
- Making and receiving unlimited calls and texts whilst in an included country, to and from mobiles and landlines in a different included country. For example, calls and texts to and from France to Germany are included in your allowance because both are included countries.

Your monthly payment does not include:

- Calls or texts to any international mobile, landline or premium rate numbers whilst in the UK. Such calls will be charged at your normal plan rate.
- Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) are not included in your allowance.

These plans are for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

### **Upgrade Early**

Customers on EE Extra plans can upgrade to a new EE Extra plan, with a new minimum term, in the last 90 days of their current plan without having to pay an early upgrade fee. This benefit is only available if you upgrade via our own stores, telesales team or through our own website. The monthly payment for the new plan must be at least the same as or higher than the monthly payment for your current plan. Standard eligibility rules apply. We may withdraw this benefit at any time.