

PLAN PRICE GUIDE

4GEE Home on pay monthly

Available from 9th December 2015

Pay Monthly (12 months)	
Monthly cost (inc. VAT) ¹	Data
£28	20GB data
£33	30GB data
£44	50GB data


upfront charges	
Router	no upfront cost

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.

All services are for use whilst in the UK only

¹ You may be eligible for a discount. Other terms apply.



	client	Everything Everywhere Limited	publication	Publication	Operator
	account	EE Consumer Pricing	size	297mm H x 210mm W	QC
	project	Project Update Q3-Q4 2015	ins date	01 Jan 1998	Acc. Handler
	job title	EE	language	Eng	
	order no	1	country	UK	

NON-STANDARD PRICE GUIDE: PRICE FOR ADDITIONAL SERVICES NOT INCLUDED IN YOUR PRICE PLAN.

Service Type	Cost of calls made outside of allowances (inc. VAT) ²
Calls to UK mobile numbers	35p per minute
Calls to certain MNVO numbers	35p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	35p per minute
Calls to numbers starting with 0500	20p per minute
Calls to numbers starting 0800, 0808 and 116	Free from 1st July 2015
Calls to all other numbers starting with 08	40p per minute
Calls to retrieve voicemail	35p per minute
Text messages to UK mobile numbers	12p per message
UK picture messages	40p per message
Calls to customer services (during normal working hours)	Free ⁴
Calls to customer services (during extended working hours)	50p per call ⁴
Call divert	Standard call rates apply
Calls to numbers starting with 084, 087, 09 and 118	Access charge of 44 pence per minute plus the applicable service charge ⁵

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- A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the help section of our website, ee.co.uk
- 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".
- Please see ee.co.uk/ukcalling for a list of Service Charges.

Notes on UK calling

Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only. Calls within the UK only are calls made or received in either 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 charged as a call to our EE Roaming Zone.

What's a UK landline or a local/national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs'). There are some newer networks who have a telephone number starting with 07 but which aren't treated as a UK mobile call for the purpose of inclusive allowances. Once we become aware of these newer networks and their number ranges we'll try to make sure that calls to those numbers are included in your allowance. 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. That means that if you call one of those numbers, that call won't come out of your inclusive allowance and you'll be charged your price plan's rate for a call to a UK mobile. As networks like these change from time to time, please contact us if you would like to check a particular number before dialling it from your EE phone. Personal numbers that begin with 070, are not mobiles and not included in allowances.

Out of Allowance Data

You'll get a data allowance with your price plan, if this runs out before the end of your bill period, you can buy an add-on to let you carry on using the internet. Your data allowance will reset at the start of the next bill period.

Call Return


You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message. Roaming rates apply when accessing your voicemail service whilst abroad. Standard rates apply when using Call Return whilst abroad.

Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Calls diverted from your number are included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to calls diverted to outside of allowance calls.

Calling into CS

You can call into our Customer Services by dialling 150 from your handset or from a UK landline – call 0845 412 5000 (charged at local rates). If you're calling from abroad call +44 7953 966 150.

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Group Voice Messaging

Send one voicemail message to up to 20 EE friends at once. You'll only be charged for your call to your voicemail. Standard rates apply.

EE Group Call

EE Group Call is a conference call hosting service that enables up to 20 callers to conference in to one call.


The group organiser will need to choose a conference ID. This can be any 6 digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference IDs can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted.

Third Party Information Services

Charges vary as published by third party.

Visual Voicemail


Inclusive Visual Voicemail is available on any iPhone on any EE plan. Requires iOS6.0 software or higher, Carrier Setting 13.2 and a 2G, 3G or 4G signal. Existing EE customers can activate Visual Voicemail for free by texting 'iphonevisual' to 150. New EE customers can get Visual Voicemail set up in-store or online. To use Visual Voicemail abroad, you'll need to have roaming activated: standard data charges will apply.

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ADD-ONS

Pay Monthly Data Add-Ons ⁶		
Price	Allowance	Validity period
£10	5GB	Until next bill
£15	10GB	
£20	20GB	

⁶ You'll be charged the full cost of the data add-on no matter when you buy it and when your bill date occurs. If you don't use all the data before your bill date, it won't roll over to the next month and you'll lose it. You won't be entitled to any pro-rated refund of unused data.

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Points to note

Per minute charging applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call. A call ends when: a) you end the call on your phone; or b) 16 seconds after your calling phone loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or c) you do not end the call on your phone up to 30 seconds after the last third party you were connected to has ended their call. VAT: All Our Charges are exclusive of VAT. You shall pay an amount inclusive of VAT. As of December 2013 VAT is charged at 20%. If the rate is increased the amount that you pay will automatically be increased by an equivalent amount (meaning that the amount in the inc VAT column of our charges table will be revised upwards to reflect the rate increase). 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 subcategories 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. Customers should look at the travelling section within this document for the minimum call charge for travelling calls.

Allowances and options a) Multiple allowances can be purchased, b) The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge and allowance will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill. c) Unless we tell you otherwise, your allowance from an Add-On will last for 30 days. If you buy a monthly recurring Add-On, the monthly charge will continue until you ask our customer service agent to cancel. Remember, if you decide to cancel your Add-On you'll have to give us 30 days notice. The text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate. Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle. While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.


Terminating your agreement with us

You can terminate your agreement with us at any time by calling customer services. Your agreement will terminate one calendar month from when we receive your call stating that you wish to terminate the agreement. You are free to change your mind and call us to restore your agreement at any time during that month's notice period. You must pay everything you owe us if you terminate your agreement with us. If you are terminating once your existing minimum term contract has run out, you will be responsible for all charges including the price plan charges up to and including the date that your agreement terminates. If you are terminating whilst you are within your existing minimum term, a cancellation charge will apply. We calculate a cancellation charge by firstly adding together all outstanding monthly (or other periodic) monthly charges (or any other charges stated in the terms and conditions for any service) for the remainder of your minimum term. We then take off 4% of that figure to get the final charge.

Information correct as
of 9th December 2015.

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YMBS5D
EEDPR0014
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EEDPR0016

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