

PLAN PRICE GUIDE

Home 4GEE on Pay monthly

Available from 1 July 2015

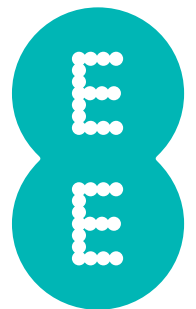
Pay Monthly (24 months)	
Monthly cost (inc. VAT) ¹	£30
Data	20GB per month

Upfront charges	
Router	£29.99

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.



Generated at: Fri Jun 12 21:40:45 2015

	client	EVERYTHING EVERYWHERE LIMITED	publication	N/A	Operator
	account	EE CONSUMER PRICING	size	297MM H X 210MM W	QC
	project	EE HOME 4GEE	ins date	01 JAN 1998	Acc. Handler
	job title	EE HOME	language	ENG	
	order no	1	country	UK	

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

Service Type	Charge (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 and 0808	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
Text messages to certain MVNO numbers	12p per message
UK picture messages	40p per message
EE customer services ⁴	Free
Call divert	The diverted portion of the call will be charged in accordance with the rates set out in the Non-Standard Price Guide

All services are for use whilst in the UK only

- 2. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 3. 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
- 4. Calls to specialist teams may be chargeable.

Service Type	Call charges for a one minute direct dial call (unless otherwise stated) inc VAT
Calls to a TextLink user, using 18002 prefix	Standard Rates Apply
International operator assistance (155)	£1.53 per minute
Emergency calls (999, 112) ⁵	Free
NHS Direct (111) ⁵	Free
Standard non-emergency (101)	15p per call
Blind and disabled directory enquiries (195) ⁵	Free
Access to RNID Typetalk™ via BT RelayAssist ⁵	Free
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	Same as texts to other mobile customers. Please refer to your price plan price guide for details.
Text Messaging via the EE website	Charged at the same rates as a text message to a UK mobile number.
Speaking clock (123)	35p per minute
Paging Services	From 40p per minute up to 50p per minute or 50p per call
Premium Rate Services (09)	Access charge will be 44p (37p excluding VAT) per minute. The Service Charge is the amount charged by the organisation you are calling. The amount of the Service Charge is set by them, and should be stated anywhere the number is advertised. The Service Charge is added to the Access Charge to give your total cost of call.
Directory Enquiry Services (118)	Access charge will be 44p (37p excluding VAT) per minute. The Service Charge is the amount charged by the organisation you are calling. The amount of the Service Charge is set by them, and should be stated anywhere the number is advertised. The Service Charge is added to the Access Charge to give your total cost of call.
Multimedia services	From 75p per minute/per call up to £3.00 per minute/per call. Price vary by service, please refer to the Help section of our website, ee.co.uk
EE Group Call – see description below.	You'll be charged in accordance with the charges set out in the Non-Standard Price Guide for a call to a UK mobile number.

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Bypass Services via	
07744	12p per minute
07755	12p per minute
0775522	3p per minute
0775533	5p per minute
0775544	6p per minute
0775555	8p per minute
0775520	10p per minute
0775530	15p per minute
ByPass Services via 29 xx pp Shortcodes	
The pp digits indicate the price (inc VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example:	
29 03 00 to 99	3p per minute
29 25 00 to 999	25p per minute
Local Toll	35p per minute
National Toll	35p per minute
All numbers prefixed by	
0500	20p per minute
0800 and 0808	Free from 1st July 2015
Charity and Helplines Services ⁵	Calls to some charity and helpline services are free. Please refer to the help section of our website, ee.co.uk for a full list.
0843, 0844, 0845, 0870, 0871, 0872, 0873	Access charge will be 44p (37p excluding VAT) per minute. The Service Charge is the amount charged by the organisation you are calling. The amount of the Service Charge is set by them, and should be stated anywhere the number is advertised. The Service Charge is added to the Access Charge to give your total cost of call.
05 (not including 0500)	35p per minute
116	Free from 1st July
070	From 35p to 75p per minute Prices vary by service, for details on specific services please refer to the help section of our website, ee.co.uk

⁵ Calls will not be deducted from your inclusive allowance.

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.

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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.

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
£7.50	2GB	Until next bill
£10	4GB	
£15	10GB	

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.

Service Type	Add-on	Price	Subscription Type
UK Data	1 day	£1	One-off
	1 week	£5	
	End of bill cycle	£15	
Picture Messages	50 UK Pictures Messages	£6	30 Days Rolling
Calling abroad from UK	100 minutes to Europe	£6	
	50 minutes to anywhere in the world	£6	
	Cheaper calls & texts to over 60 countries ⁷	Free	
Roaming	100 minutes within Europe (Making & Receiving calls)	£10	
	60 minutes anywhere in the world	£10	

⁷ Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.

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SERVICE CHARGES


Service Charge	Charge (Inc. VAT)
Replacement SIM card	£10.21
Changing your phone number	£35.74
Online billing ⁸	Free
Paper bill	£1.50 per month
Bill reissue	£2.55 per bill
Reconnection	£24
Unlock mobile phone for use on another compatible network ⁹	£20.42
Non-Direct Debit	£3.50 per month
Memorable number ¹⁰	Prices available on request
Payment failure – cheques, credit cards and direct debit	£5.00 per failure
Late payment – a charge for paying your bill late in any one month	£5.00 per payment

⁸ You will need to sign-up for My EE to access your free online bill.

⁹ Handsets can only be unlocked from our network once you've been on the pay monthly plan that the phone came with for at least 6 months.

¹⁰ The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavour to give you reasonable notice if we have to do this. If you leave EE, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one off premium paid to us.

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81017168v2


CALLING ABROAD FROM THE UK

Calls & Texts to landlines and mobiles within the below zones	Countries	Price per minute (Inc VAT)	Text Message (Inc VAT)	Calls to non--mobile or landline services ¹¹	Picture message (Inc VAT)
Zone 1	Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican	£1.00	25p	£3.50	40p
Zone 2	Guernsey, Republic of Ireland, Isle of Man, Jersey	50p	25p	£3.50	40p
Zone 3	Canada, USA, US Virgin Islands	£1.00	25p	£3.50	40p
Zone 4	Australia, New Zealand	£1.00	25p	£3.50	40p
Zone 5	Afghanistan, Albania, Algeria, Angola, Anguila, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Virgin Isles, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Colombia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Côte d'Ivoire, Croatia, Cuba ¹² , Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands, Fiji, French Polynesia, French Guiana, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea Bissau, Guiana, Honduras, Haiti, Hong Kong, Iceland, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Latvia, Lebanon-, Lesotho, Liberia ¹² , Libya, Lithuania, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Martinique, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea ¹² , Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Réunion Island, Romania, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Slovenia, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts & Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (inc. N Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.00	25p	£3.50	40p
Satellite	N/A	£5.00	N/A	N/A	40p

¹¹ A pre-call announcement will be played prior to connecting your call to an International Premium Service.

¹² Calls to Cuba, Liberia and North Korea are currently barred.


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81017168v2

Calling abroad add-on rates							
Country	Landline	Mobile	Text	Country	Landline	Mobile	Text
Algeria	12p	30p	18p	Kenya	8p	8p	18p
Argentina	10p	20p	18p	Latvia	40p	15p	18p
Australia	5p	15p	18p	Lithuania	40p	15p	18p
Austria	5p	15p	18p	Luxembourg	5p	15p	18p
Bangladesh	5p	5p	18p	Malaysia	5p	5p	18p
Barbados	12p	20p	18p	Mauritius	10p	20p	18p
Belgium	5p	15p	18p	Morocco	15p	30p	18p
Brazil	5p	20p	18p	Netherlands	5p	15p	18p
Bulgaria	6p	20p	18p	New Zealand	5p	17p	18p
Canada	5p	5p	18p	Nigeria	8p	8p	18p
China	5p	5p	18p	Norway	5p	15p	18p
Columbia	5p	15p	18p	Pakistan	10p	10p	18p
Croatia	5p	15p	18p	Philippines	10p	20p	18p
Cyprus	5p	15p	18p	Poland	5p	15p	18p
Czech Republic	5p	15p	18p	Portugal	5p	15p	18p
Denmark	5p	15p	18p	Romania	5p	15p	18p
Egypt	10p	20p	18p	Russia	5p	15p	18p
Estonia	5p	15p	18p	Saudi Arabia	10p	20p	18p
Finland	5p	15p	18p	Singapore	5p	5p	18p
France	5p	15p	18p	Slovakia	5p	15p	18p
Germany	5p	15p	18p	South Africa	5p	15p	18p
Ghana	12p	25p	18p	South Korea	7p	10p	18p
Greece	5p	15p	18p	Spain	5p	15p	18p
Guernsey	5p	15p	18p	Sri Lanka	10p	20p	18p
Hong Kong	5p	5p	18p	Sweden	5p	15p	18p
Hungary	5p	15p	18p	Switzerland	5p	15p	18p
India	5p	5p	18p	Taiwan	10p	20p	18p
Indonesia	10p	20p	18p	Thailand	5p	15p	18p
Ireland	5p	15p	18p	Tri & Tobago	10p	20p	18p
Israel	5p	20p	18p	Turkey	5p	15p	18p
Italy	5p	20p	18p	UAE	15p	20p	18p
Jamaica	10p	20p	18p	Uganda	10p	20p	18p
Japan	5p	15p	18p	United States	5p	5p	18p
Jersey	5p	15p	18p				

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81017168v2

ROAMING

Standard roaming charges					
Zone	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text ¹³ (Inc VAT)	Sending a picture message (Inc VAT)
Zone 1a (Ireland & Isle of Man)	Ireland (Republic of), Isle of Man	24.5p	7.1p	8.1p	40p
Zone 1b (Channel Islands)	Jersey, Guernsey	20.4p	6p	6.8p	40p
Zone 2a Europe (EU/EEA Vatable)	France, Austria, Azores (Portugal), Balaeric Islands (Spain), Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden,	24.5p	7.1p	8.1p	40p
Zone 2b Europe (EU/EEA non-VAT)	Iceland, Canary Islands (Spain), French Guiana, Gibraltar, Guadeloupe, Liechtenstein, Martinique, Norway, Réunion Island, San Marino, Vatican City	20.4p	6p	6.8p	40p
Zone 3 (Other Europe)	Andorra, Faroe Islands, Switzerland	£1.00	£1.00	40p	40p
Zone 4 (USA and Canada)	USA, Canada	£1.00	£1.00	40p	40p
Zone 5 (Australia and New Zealand)	Australia, New Zealand	£1.00	£1.00	40p	40p
Zone 6 (Rest of World)	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chile, China, Colombia, Congo (Dem Rep of), Cook Islands, Costa Rica, Dominica, Dominican Republic, Dutch Antilles, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Fiji, French West Indies, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guiana, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Mali, Mauritania, Mauritius, Mexico, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, South Africa, South Korea, Sri Lanka, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Togo, Trinidad & Tobago, Turkey (Incl. North Cyprus), Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe	£1.50	£1.50	50p	40p

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Zone 7 (Maritime, Ships & Ferries)	N/A	£2.00	£2.00	50p	40p
Zone 8 Rest of World (exceptional)	Cuba, Bahamas, Cape Verde, Chad, Congo, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan	£2.50	£2.50	£1.00	40p
Zone 8 (Planes)	N/A	£2.50	£2.50	£1.00	40p

To use data whilst roaming abroad you'll need to purchase a Data Pass.

13 Any undelivered text messages will be charged at the standard rate for your price plan.

Data whilst roaming add-ons (Pay Monthly Plans)						
Data add-on size	Europe	Rest of World A	Rest of World B	Rest of World C	Rest of World D	
3MB	£1	-				30 Days Rolling
10MB	£2.50	£5	£10	£20	£50	
50MB	£10	£15	£40	£80	£195	
100MB	£18	£27	£75	£140	-	
200MB	£35	£50	£140	-		

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Countries included in the Data whilst roaming add-ons (Pay Monthly Plans)

Countries included in the Data whilst roaming add-ons (Pay Monthly Plans)				
Europe	Rest of World A	Rest of World B	Rest of World C	Rest of World D
Austria	Armenia	Antigua & Barbuda	Anguilla	Afganistan
Belgium	Australia	Bahamas	Bermuda	Albania
Bulgaria	China	Barbados	Brunei Darussalam	Algeria
Cyprus	Columbia	Botswana	Cape Verde	Andorra
Czech Republic	Croatia	Canada	Cayman Islands	Angola
Denmark	Ecuador	Ivory Coast	Chile	Argentina
Estonia	India	Dominican Republic	Congo	Azerbaijan
Finland	Israel	Egypt	Dominica	Bahrain
France	Macedonia	Indonesia	El Salvador	Bangladesh
Germany	Mexico	Jamaica	Gabon	Belarus
Gibraltar	Peru	Malaysia	Grenada	Bolivia
Greece	Russia	Monseratt	Guyana	Bosnia & Herzegovina
Guadeloupe	Turkey	Morocco	Honduras	Brazil
Guernsey	USA	New Zealand	Hong Kong	Cambodia
Hungary		Nigeria	Kenya	Cameroon
Iceland		Saudi Arabia	Lesotho	Cuba
Ireland		Senegal	Namibia	Faroe Islands
Isle of Man		Seychelles	Nicaragua	Fiji
Italy		Singapore	Pakistan	Gambia
Jersey		South Africa	St Lucia	Georgia
Latvia		South Korea	Taiwan	Ghana
Lithuania		Sri Lanka	Thailand	Greenland
Luxembourg		Serbia	Trinidad & Tobago	Iraq
Malta		Tanzania	Tunisia	Japan
Netherlands		Uganda	Turks & Cacos Islands	Jordan
Norway		Ukraine	United Arab Emirates	Kazakhstan
Poland		Zambia	Venezuela	Kuwait
Portugal				Lao
Romania				Lebanon
Slovakia				Macau
Slovenia				Madagascar
Spain				Maldives
Sweden				Air & Maritime
Switzerland				Mauritius
Réunion Island				Mongolia
French Guiana				Mozambique
Monaco				Nepal
Liechtenstein				Oman
San Marino				Panama
Azores				Paraguay

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Countries included in the Data whilst roaming add-ons (Pay Monthly Plans)				
Europe	Rest of World A	Rest of World B	Rest of World C	Rest of World D
Canary Islands				Phillipines
Madeira				Qatar
Martinique				Rwanda
Vatican				Sudan
				Tajikistan
				Uruguay
				Uzbekistan
				Vietnam
				Zimbabwe

Voicemail charges whilst travelling

Standard roaming rates apply when calling into your voicemail service whilst abroad.

	client	EVERYTHING EVERYWHERE LIMITED	publication	N/A	Operator
	account	EE CONSUMER PRICING	size	297MM H X 210MM W	QC
	project	EE HOME 4GEE	ins date	01 JAN 1998	Acc. Handler
	job title	EE HOME	language	ENG	
	order no	1	country	UK	

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
at December 2013.

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