

# PLAN PRICE GUIDE

## Pay Monthly Plans

For new and upgrading customers from 6 August 2014

Price Guide updated and all charges applicable from 28 September 2016.

EE Extra 24 month plans											
Monthly Cost (Inc VAT)*	£23.54	£28.64	£34.79	£39.91	£45.04	£50.15	£55.27	£60.40	£65.51	£77.80	
Allowance	-									50GB Data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1</sup> , free calls to 080 <sup>2</sup>	
	-			20GB Data, unlimited minutes, unlimited texts, inclusive Roaming <sup>1</sup> , free calls to 080 <sup>2</sup>						-	
	-		10GB Data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1</sup> , free calls to 080 <sup>2</sup>					-			
	-	4GB Data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1</sup> , free calls to 080 <sup>2</sup>					-				
	2GB Data, 1000 minutes, unlimited texts, inclusive Roaming in selected countries <sup>1</sup> , free calls to 080 <sup>2</sup>						-				

EE 24 month plans											
Monthly Cost (Inc VAT)*	£15.34	£20.46	£25.57	£31.72	£36.84	£41.96	£47.08	£52.19	£57.32		
Allowance	-			5GB Data, unlimited minutes, unlimited texts							
	-		2GB Data, unlimited minutes, unlimited texts						-		
	-	1GB Data, 1000 minutes, unlimited texts							-		
	500MB Data, 500 minutes, unlimited texts								-		

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

Service Type	Included in Allowances?		
	EE Extra Plans (24 months)	EE Regular Plans (24 months)	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to UK mobile numbers	✓	✓	50p per minute
Calls to certain MNVO numbers <sup>3</sup>	✗	✗	50p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	50p per minute
Calls to Jersey, Guernsey & Isle of Man <sup>4</sup>	✗	✗	50p per minute
Calls to numbers starting 0800, 0808 & 116	See points to note	✗	Free
Calls to other numbers starting 08 (except Freephone), 09 and 118 <sup>10</sup>	See points to note	✗	Access Charge of 50p per minute plus a Service Charge <sup>11</sup>
Calls to numbers starting in 0500	✗	✗	20p per minute
Calls to retrieve voicemail	✓	✓	50p per minute
Text messages to UK mobile numbers <sup>6</sup>	✓	✓	15p per message
Text messages to certain MVNO numbers <sup>4,6</sup>	✓	✓	15p per message
Picture messages	✗	✗	50p per message
Calls to Customer Services (During Normal Working Hours) <sup>7</sup>	✓	✓	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends <sup>7</sup>	✓	✓	50p per call
Call divert <sup>8</sup>	✓	✓	You'll be charged in accordance with our Non Standard Price Guide
Roaming Minutes and texts back to the UK (when travelling in selected countries) <sup>1</sup>	✓	✗	
Minutes and texts to land lines and mobiles within certain countries (when travelling in certain countries) <sup>1</sup>	✓	✗	



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.

# PLAN PRICE GUIDE

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- 1 Inclusive calls and texts in certain countries within Europe (plus overseas dependencies and territories). See below for further details.
- 2 Free 080 calls: only up to 1000 minutes per month to one particular number. Standard call charges apply after 1000 minutes to any one 080 number.
- 3 Unless otherwise stated, a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 4 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.
- 5 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
- 6 Applies to messages sent from your phone or via the EE website, ee.co.uk
- 7 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.
- 8 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.
- 9 VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
- 10 Please see ee.co.uk/ukcalling for a list of Service Charges.
- 11 The total charge for calls to 0800, 0808 and 118 numbers is split into two parts. The Access Charge, which is the amount EE charges for you to dial the number and the Service Charge. The Service Charge is set by the organisation you're calling and should be stated anywhere the number is advertised. The Access Charge is added to the Service Charge to give you the total cost of the call.

## Points to note

### Roaming Minutes & Texts

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

Austria, Azores, Belgium, Bulgaria, Canary Islands (Spain), Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana (France), Germany, Gibraltar (UK), Greece, Guadeloupe (France), Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira (Portugal), Malta, Martinique (France), Monaco, Norway, Poland, Portugal, Reunion Islands (France), Romania, Saint Barthelemy (France), Saint Martin (France), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City (Italy)

Calls and texts back to the UK from the selected countries are included. Calls and texts from the UK to the selected countries are not included.

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

### Free 080 calls

Free 080 calls: only up to 1000 minutes per month to one particular number. Standard call charges apply after 1000 minutes to any one 080 number.

### 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 and BT Mobile) 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 moved from an MVNO with an excluded number range, and 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.

# PLAN PRICE GUIDE

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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
- Many phones automatically convert some text messages into picture messages. If your price plan doesn't provide you with an allowance of inclusive picture messages, you'll be charged in accordance with this Price Guide. Text messages can convert to picture messages where: your text includes a non-standard smiley or symbol such as an emoticon or emoji; your text is sent to an email address rather than a phone number; you're sending a group text message; your text exceeds the character limit ; or you add text to the subject field. This conversion is beyond our control but you can help prevent this from happening by updating the software used on your device. See our website for more information.

Information correct as  
at 28th September 2016

X14M24T25	X14M24S27
X14M24T26	X14M24S28
X14M24T27	X14M24S29
X14M24T28	X14M24S30
X14M24T29	X14M24S31
X14M24T30	X14M24S32
X14M24T31	X14M24S33
X14M24T32	X14M24S34
X14M24T33	X14M24S35
X14M24T34	X14M24S36
X14M24T35	X14M24S37
X14M24T36	X14M24S38
X14M24T37	X14M24S39
X14M24T38	X14M24S40
X14M24T39	X14M24S41
X14M24T40	X14M24S42
X14M24T41	X14M24S43
X14M24T42	X14M24S44
X14M24T43	X14M24S45
X14M24T44	X14M24S46
X14M24T45	X14M24S47
X14M24T46	X14M24S48
X14M24T47	X14M24S49
X14M24T48	X14M24S50
X14M24S26	