

# PLAN PRICE GUIDE

Mobile Broadband Price Guide - joiners from 28 May 2014

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SIM Only

Price Guide updated and all charges applicable from 30th March 2017.



# PLAN PRICE GUIDE

## SIM Only Mobile Broadband

Available from 28 May 2014

1 Month plans					
Monthly Cost (inc. VAT)	£5.18	£10.46	£15.56	£20.76	£31.14
Inclusive UK minutes	No				
Inclusive UK Texts	No				
Inclusive UK Internet <sup>1,2</sup>	500MB	1GB	3GB	15GB	25GB
WiFi	WiFi on the Underground <sup>3</sup>				

12 Month plans					
Monthly Cost (inc. VAT)	£5.18	£10.46	£15.56	£20.76	£31.14
Inclusive UK minutes	No				
Inclusive UK Texts	No				
Inclusive UK Internet <sup>1,2</sup>	500MB	1GB	3GB	15GB	25GB
WiFi	WiFi on the Underground <sup>3</sup>				

Service Type	Included in Allowance?	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>4</sup>
Calls to UK mobile numbers	X	50p per minute
Calls to landlines (numbers starting with 01, 02 or 03 excluding Jersey, Guernsey and Isle of Man)	X	50p per minute
Calls to other numbers starting 08 (except Freephone), 09 and 118 <sup>8</sup>	X	Access Charge of 50p per minute plus a Service Charge <sup>9</sup>
Calls to retrieve voicemail	X	50p per minute
Text Messages to UK mobile numbers	X	12p per message <sup>6</sup>
UK Picture Messages	X	50p per message
Calls to Customer Services (During Normal Working Hours)	X	Free <sup>7</sup>
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends	X	50p per call <sup>7</sup>
Call Divert <sup>4</sup>	X	You'll be charged in accordance with our Non Standard Price Guide

### All services are for use whilst in the UK only

- 1 Data when using VoIP service, use will be deducted from your inclusive data allowances.
- 2 Data whilst roaming is not included in your plan. Add-on purchase will be required.
- 3 BT WiFi access has a 3GB fair use policy. Please see below in 'Points to Note'.
- 4 Unless otherwise stated, a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 5 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
- 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 Please see ee.co.uk/ukcalling for a list of Service Charges.
- 9 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.

Please go to the help section of our website, ee.co.uk for details around 'non-standard' service charging which can be found in our Non Standard Price Guide. This includes charges for numbers starting with 05, 070, 09 and 118.



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## Points to note

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 a call to an EE Roaming Zone. See our Non Standard Price Guide for more information.

### 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. Charges for calls to these numbers may vary. See our Non Standard Price Guide for more information.

### Internet options & WiFi

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](http://ee.co.uk/coverage). If you go over your 3GB WiFi fair use policy, we may monitor your usage or withdraw the offer from your account.

For further information on terms and conditions please see 'Non Standard Price Guide'. Non Standard Price Guide also includes the prices and terms and conditions 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.

### 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.
- Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate.
- Charging starts when a call is answered by a person or an answering device.
- 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 one 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 month's 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.

The Plan Price Guide and Non-Standard Price Guide PDF documents set out the costs of our services. Where a price given elsewhere (for example an article on our Help pages) is different to the price stated in the Price Guide or Non-Standard Price Guide PDFs, the price in the PDF guides shall take precedence.

Information correct as  
at 30th March 2017

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