

# PLAN PRICE GUIDE

## Non-Standard Charges

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## Pay Monthly

Price Guide updated and all charges applicable from 25th of July 2017.



# PRICE FOR ADDITIONAL CALLS AND TEXTS THAT ARE NOT INCLUDED IN YOUR PRICE PLAN.

Service Type	Call charges for a one minute direct dial call (unless otherwise stated) inc VAT
Calls to Customer Services (During Normal Working Hours)	Please refer to your price plan guide for details*
Calls to Customer Services (During Extended Working Hours)	50p per call*
Calls to Customer Services (priority answer)	50p per call*
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155)	£1.53 per minute
Emergency calls (999, 112) <sup>1</sup>	Free
NHS Direct (111) <sup>1</sup>	Free
Standard non-emergency (101)	15p per call
Blind and disabled directory enquiries (195) <sup>1</sup>	Free
Text Relay calls via 18000 (emergency services) and 18001	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 <sup>8</sup>	Same as texts to other mobile customers. Please refer to your price plan price guide for details.
Text Messaging to Third Party short codes**	Charges are set by and vary depending on the Third Party service provider and are excluded from allowances and bundles.
Text Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details.
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) <sup>3</sup>	Access Charge of 50p per minute plus a Service Charge
Directory Enquiry Services (118) <sup>3</sup>	Access Charge of 50p per minute plus a Service Charge
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.	Same as an On-net Call and included in allowances
<b>Bypass Services via</b>	
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
<b>ByPass Services via 29 xx pp Shortcodes</b> 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

\* Call charges vary depending on the time of your call as well as other optional selections that you may choose. Charges apply to calls made to 150 as well as alternative numbers including, but not limited to, 07973 100150, 07953966 150, and 07953966250. You will be notified of call costs and have the option to end the call at that point without incurring any charge. For these purposes our 'Normal Working Hours' are currently 8am to 8pm weekdays and 8am to 6pm on weekends. Our 'Extended Working Hours' are currently 8pm to 10pm on weekdays and 6pm to 8pm on weekends.

\*\*These services are not run by EE, for help with Third Party short codes see: <http://ee.co.uk/help/accounts-billing-and-topping-up/billing-and-payment/your-bill-explained/third-party-services>

All numbers prefixed by	
0500	20p per minute
0800, 0808	Free
00800	up to 40p per minute
Charity and Helplines Services <sup>1</sup>	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 <sup>3</sup>	Access Charge of 50p per minute plus a Service Charge
05 (not including 0500)	35p per minute
116	Free
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

<sup>1</sup> Calls will not be deducted from your inclusive allowance.

<sup>2</sup> A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis. <sup>3</sup> Please see ee.co.uk/ukcalling for a list of Service Charges.

#### Notes on UK calling

From 15th June you can call and text from the EU/EEA/Switzerland to mobiles and landlines in UK, EU/EEA/Switzerland at UK rates or within allowance if you have an allowance. Calls to premium numbers are not permitted within allowance.

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 Zones 1a-2b.

#### 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 (Service Charge 7 ppm + Access Charge 50p). 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.

#### 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.

# ADD-ONS

Service Type	Add-On	Add-On charge/Monthly Cost	Subscription Type
UK Data <sup>5</sup>	1 day (100MB)	£1.99	One-off
	1 week (1GB)	£6.99	
	End of bill cycle (10GB)	£19.99	
EU FUP add-ons <sup>6</sup>	100MB	£0.78	They last until consumed or until end of your bill cycle
	500MB	£3.90	
	1 GB	£7.80	
Picture Messages	200 UK Pictures Messages	£6	30 Days Rolling
Calling abroad from UK	500 minutes to 50 countries <sup>3</sup>	£10	
	250 minutes to 100 countries <sup>4</sup>	£20	
Roaming	60 minutes anywhere in the world	£10	30 Days Rolling
084 ,087 numbers <sup>2</sup>	200 minutes	£6.00	
Cross network minutes plus 200 Cross network minutes	200 network minutes	£5.00	

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

2 Our 084 ,087 Add-Ons give you an allowance of minutes to call UK registered 084 ,087 numbers when you're in the UK. To get an 084 ,087 Add-On you'll have to be on a selected pay monthly EE or EE Extra plan and pass our standard credit checks. The cost of the 084 ,087 Add-On will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your 084 ,087 Add-On is ready to use. You can ask us to remove the 084 ,087 Add-On by giving us 30 days' notice. Your minutes last until your next bill or until you've used them, whichever comes first. Allowances don't roll over. If you add the 084 ,087 Add-On part way through your billing cycle, you will be able to use the full allowance of minutes until your next bill.

3 Countries included are as follows:

Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hong Kong, Hungary, Iceland, India, Ireland, IsleOfMan, Israel, Italy, Jersey, Korea(RepublicOf), Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, NewZealand, Nigeria, Norway, Poland, Portugal, PuertoRico, Romania, Singapore, Slovakia, South Africa, Spain, Sweden, Thailand, Turkey, Usa, Virgin Islands (U.S.)

4 Countries included are as follows:

Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hong Kong, Hungary, Iceland, India, Ireland, IsleOfMan, Israel, Italy, Jersey, Korea(RepublicOf), Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, NewZealand, Nigeria, Norway, Poland, Portugal, PuertoRico, Romania, Singapore, Slovakia, South Africa, Spain, Sweden, Thailand, Turkey, Usa, Virgin Islands (U.S.), Andorra, Angola, Argentina, Bermuda, Bolivia, Brazil, Brunei Darussalam, Cambodia, Chile, Costa Rica, Dominican Republic, Egypt, El Salvador, Faroe Islands, Fiji, Guadeloupe, Guam, Guatemala, Honduras, Indonesia, Japan, Jordan, Kenya, Kuwait, Macao, Martinique, Namibia, Netherlands Antilles, New Caledonia, Pakistan, Panama, Paraguay, Peru, Philippines, Reunion, Russia, Saint Pierre And Miquelon, Saudi Arabia, Sri Lanka, Swaziland, Switzerland, Syrian Arab Republic, Tonga, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Vietnam, Zambia.

5 UK data add-ons can also be used in EU/EEA/Switzerland from 15th June when you have used up all your UK allowance.

6 These apply when you've used up your FUP allowance for using data in EU/EEA/Switzerland but not yet used up your overall data allowance.

Please go to the "Terms" section of our website, [ee.co.uk/terms](http://ee.co.uk/terms), for details around additional services and Add-Ons.

## SERVICE CHARGES

Service Charge	Charge (Inc. VAT)
Replacement SIM card	£1.50
Changing your phone number	£35.74
Online billing <sup>6</sup>	Free
Itemised billing	£2.00 per month
Bill reissue	£2.55 per bill
Reconnection	£24
Unlock mobile phone for use on another compatible network <sup>7</sup>	£8.99 for customers who are in their minimum term
Unlock mobile phone for use on another compatible network <sup>7</sup>	Free for customers who are outside their minimum term
Non-Direct Debit <sup>8</sup>	42p per month
Memorable number <sup>9</sup>	Prices available on request
Payment failure/non-payment*	£5.00 per failure
Late payment – a charge for paying your bill late in any one month	£7.20 per payment

\*Payments are required to be made by Direct Debit. In the event of a Direct Debit failure, or payment of the bill is not made, a non-payment fee of £5 will be charged to the account.

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

7 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.

8 Non-Direct Debit for Small Business customers £3.50 per month

9 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.

Geographical		
Number Dialed	Available Prefix	Cost
UK Landline (01,02)	18001	Free
	18002	
UK Mobile (07)	180015	
Non-Geographical		
Number Dialed	Available Prefix	Cost
3	18001	Free
5		
0800/0808		
84		
87		Service Charge: Standard*
Premium Rate		
Number Dialed	Available Prefix	Cost
070 (Personal Numbers)	18001	Standard*
	18002	
09 (Premium Rate)	18001	Access charge: Free
118 xxx		Service Charge: Standard*
(Directory Enquiries)		
Short Codes		
Number Dialed	Available Prefix	Cost
116 xxx	18001	Free
(Charity Helplines)		
150		
(Customer Services)		
195		
(Disability Directory)		
International		
Number Dialed	Available Prefix	Cost
00xx and Channel Island destinations	18001	Standard*
Emergency & Non-Emergency Services		
Number Dialed	Available Prefix	Cost
18000 (Emergency)	18001	Free
999 (Emergency)		
112 (Emergency)		
101 (Non-Emergency Police)		
111 (Non-Emergency NHS)		

\* Standard rates can be found on the EE website <http://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/ee-price-plans/pay-monthly/pay-monthly-price-plan-brochures>

\*\* Service charges can be found on the EE website <http://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/ee-price-plans/changes-to-numbers-starting-08-09-and-118>

# 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 <sup>9</sup>	Picture message (Inc VAT)
Zone 1	Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Vatican	£1.00	35p	£3.50	50p
Zone 2	Guernsey, Republic of Ireland, Isle of Man, Jersey	50p	35p	£3.50	50p
Zone 3	Canada, USA, US Virgin Islands	£1.60	35p	£3.50	50p
Zone 4	Australia, New Zealand	£1.60	35p	£3.50	50p
Zone 5	Afghanistan, Albania, Algeria, Angola, Anguila, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Virgin Isles, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Colombia, Comoros, Congo (Democratic Republic of), Costa Rica, Côte d'Ivoire, Cuba <sup>10</sup> , Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, French Guiana, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Haiti, Hong Kong, Iceland, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia <sup>10</sup> , Libya, Macao, 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 <sup>10</sup> , Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Reunion, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts and Nevis, St. Lucia, St. Pierre and Miquelon, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey (including Northern 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	£1.60	35p	£3.50	50p
Satellite	N/A	£5.00	up to 40p	N/A	50p

<sup>9</sup> A pre-call announcement will be played prior to connecting your call to an International Premium Service.

<sup>10</sup> Calls to Cuba, Liberia and North Korea are currently barred.

## 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	Trinidad and 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	20p	20p	18p
Japan	5p	15p	18p	United States	5p	5p	18p
Jersey	5p	15p	18p				



**£2 Calling abroad Add-On rates.**

Country	Landline	Mobile	Country	Landline	Mobile
Algeria	5p	25p	Kenya	10p	10p
Argentina	2p	15p	Malaysia	2p	5p
Australia	2p	10p	Mauritius	10p	15p
Austria	2p	10p	Morocco	5p	30p
Bangladesh	3p	3p	Netherlands	5p	5p
Barbados	9p	15p	New Zealand	1p	5p
Belgium	1p	10p	Nigeria	5p	5p
Brazil	2p	15p	Norway	2p	7p
Bulgaria	1p	10p	Pakistan	10p	10p
Canada	1p	1p	Philippines	7p	15p
China	1p	1p	Poland	1p	2p
Columbia	3p	5p	Portugal	1p	2p
Croatia	1p	10p	Romania	2p	5p
Cyprus	1p	3p	Russia	2p	15p
Czech Republic	2p	2p	Saudi Arabia	7p	12p
Denmark	1p	3p	Singapore	2p	2p
Egypt	7p	10p	Slovakia	2p	10p
Estonia	2p	5p	South Africa	2p	5p
Finland	5p	5p	South Korea	3p	5p
France	1p	3p	Spain	1p	5p
Germany	1p	5p	Sri Lanka	10p	15p
Greece	1p	5p	Sweden	1p	10p
Guernsey	2p	10p	Switzerland	1p	10p
Hong Kong	2p	2p	Taiwan	5p	10p
Hungary	1p	5p	Thailand	2p	3p
India	1p	1p	Trinidad and Tobago	2p	10p
Indonesia	5p	10p	Turkey	4p	10p
Ireland	2p	5p	UAE	10p	10p
Israel	1p	5p	Uganda	20p	20p
Italy	1p	3p	United States	1p	1p
Jamaica	8p	15p			
Japan	3p	10p			
Jersey	2p	10p			

\*Charging is per minute.

From 15th June you can use your plan minutes, texts and data whilst abroad within the EU (zones 1a-2b) to call/text to the UK or within zones 1a-2b at no extra cost. Calls to premium numbers are not permitted within allowance. The charges in column 3 of the table below (calling from zones 1a-2b to zones 1a-2b) will be applicable if you exceed your plan allowances and are the same as or lower than standard UK rates.

Standard roaming charges							
Zone (you are in)	Countries	Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK	Making a call to outside of the EU (Zones 3 – 8)	Receiving a call	Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK	Sending a text to outside of the EU (Zones 3 – 8)	Sending a picture message
Zone 1a (Ireland & Isle of Man)	Ireland (Republic of), Isle of Man	50p	£1.20	free	15p	50p	50p
Zone 1b (Channel Islands)	Jersey, Guernsey	41.7p	£1.20	free	12.5p	50p	50p
Zone 2a Europe (EU/EEA Vatable)	Austria, Azores, Balearic Islands (Spain), Belgium, Bulgaria, Croatia, Cyprus (excluding Northern Cyprus), Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden	50p	£1.20	free	15p	50p	50p
Zone 2b Europe (EU/EEA non-VAT)	Canary Islands (Spain), French Guiana, Gibraltar, Guadeloupe, Iceland, Liechtenstein, Martinique, Norway, Reunion, San Marino, Vatican City, Switzerland.	41.7p	£1.20	free	12.5p	50p	50p

Standard roaming charges					
Zone (you are in)	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text <sup>11</sup> (Inc VAT)	Sending a picture message (Inc VAT)
Zone 3 (Other Europe)	Andorra, Faroe Islands	£1.00	£1.00	40p	50p
Zone 4 (USA and Canada)	USA, Canada	£1.00	£1.00	40p	50p
Zone 5 (Australia and New Zealand)	Australia, New Zealand	£1.00	£1.00	40p	50p

## Standard roaming charges

Zone (you are in)	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text <sup>11</sup> (Inc VAT)	Sending a picture message (Inc VAT)
Zone 6 (Rest of World)	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chile, China, Colombia, Congo (Democratic Republic 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, Guinea-Bissau, Guyana, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kyrgyz Republic, Lebanon, Lesotho, Liberia, Libya, Macao, 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 and Nevis, St. Lucia, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Togo, Trinidad and Tobago, Turkey (Including Northern Cyprus), Turks and Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Venezuela, Vietnam, Yemen, Zambia,	£1.50	£1.50	50p	50p
Zone 7 (Maritime, Ships & Ferries)	Zimbabwe N/A	£2.00	£2.00	50p	50p
Zone 8 Rest of World (exceptional)	Bahamas, Benin, Cape Verde, Chad,, Cuba, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan	£2.50	£2.50	£1.00	50p
Zone 8 (Planes)	N/A	£2.50	£2.50	£1.00	50p

To use data whilst roaming abroad outside of the EU/EEA/Switzerland you will need to purchase a data pass.

A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

<sup>11</sup> Any undelivered text messages will be charged at the standard rate for your price plan.

#### Voicemail charges whilst travelling

When roaming in zones 3-8, you'll be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country.

Roaming Data add-ons outside of EU/EEA/Switzerland countries											
Zone A			Zone B			Zone C			Zone D		
£	days	MB	£	days	MB	£	days	MB	£	days	MB
£4	1d	40	£5	1d	20	£5	1d	10	£5	1d	5
£7	1d	100	£10	1d	45	£10	1d	22	£10	1d	11
£20	7d	250	£20	7d	90	£20	7d	40	£20	7d	20
£40	7d	750	£40	7d	200	£40	7d	100	£40	7d	45

Zone E		
£	days	MB
£30	1d	5
£55	1d	10

Stable links surcharges		
Surcharges where no stable link to the UK <sup>1</sup>	ex VAT	incl VAT
Making a call per minute	2.7p	3.2p
Receiving a call per minute	0.9p	1.1p
Sending an SMS per SMS	0.8p	1p
Using data	0.65p/MB	0.78p/MB

<sup>1</sup> These charges apply where you have no stable links to the UK according to our terms and we have followed the procedure set out in those terms to notify you. Charges apply to services used when abroad in EU/EEA/Switzerland.

## Countries included in the Data whilst roaming Add-On (Pay Monthly Plans)

Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)					
	Zone A	Zone B	Zone C	Zone D	Zone E
	Andorra	Albania	Benin	Afghanistan	Air and Maritime
	Armenia	Algeria	Botswana	Angola	Azerbaijan
	Australia	Argentina	Egypt	Bangladesh	Belarus
	Canada	Bahrain	Gabon	Belize	Maldives
	China	Bermuda	Guinea	Bhutan	Rwanda
	Hong Kong	Brazil	Ivory Coast	Bolivia	<b>Seychelles</b>
	India	Cambodia	Jordan	Bosnia Herzegovina	
	Israel	Caribbean	Madagascar	Brunei Darussalam	
	Japan	Colombia	Mali	Burkina Faso	
	Malaysia	Dominican Republic	Mongolia	Burundi	
	Mexico	Ecuador	Montenegro	Cameroon	
	Moldova	Indonesia	Morocco	Cape Verde	
	New Zealand	Kenya	Panama	Central African Republic	
	Peru	Kuwait	Senegal	Chad	
	Qatar	Macedonia	Sudan	Chile	
	Russia	Montserrat	Tanzania	Congo Democratic Republic of	
	Singapore	Nicaragua	Zambia	Cook Islands	
	South Africa	Nigeria		Costa Rica	
	Thailand	Oman		Cuba	
	Turkey	Philippines		Djibouti	
	USA	Saudi Arabia		El Salvador	
		Serbia		Equatorial Guinea	
		South Korea		Ethiopia	
		Sri Lanka		Falkland Islands	
		Taiwan		Faroe Islands	
		Ukraine		Fiji	
		United Arab Emirates		French Polynesia	
				Gambia	
				Georgia	
				Ghana	
				Greenland	
				Guam	
				Guatemala	
				Guyana	
				Honduras	
				Iran	
				Iraq	
				Kazakhstan	
				Kyrgyz Republic	
				Laos	

Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)

	Zone A	Zone B	Zone C	Zone D	Zone E
				Lebanon	
				Lesotho	
				Liberia	
				Libya	
				Macao	
				Malawi	
				Mauritius	
				Mozambique	
				Namibia	
				Nepal	
				Netherland Antilles	
				Niger	
				Pakistan	
				Palestine	
				Papua New Guinea	
				Paraguay	
				Sierra Leone	
				Suriname	
				Swaziland	
				Syria	
				<b>Tajikistan</b>	
				Tunisia	
				Uganda	
				<b>Uruguay</b>	
				Uzbekistan	
				<b>Venezuela</b>	
				Vietnam	
				<b>Yemen</b>	
				Zimbabwe	

**Voice mail charges whilst travelling**  
Standard roaming rates apply when calling into your voice mail service whilst abroad.

Data whilst roaming Add-Ons (Pay Monthly Plans With Roaming plans) <sup>12</sup>					
Data Add-On size	Rest of World A <sup>13</sup>	Rest of World B <sup>14</sup>	Rest of World C <sup>14</sup>	Rest of World D <sup>14</sup>	
100MB	£2	-	-	-	Daily
250MB	£12.50		-		Weekly
10MB	-	£10	£20	£50	30 Days
50MB	-	£40	£80	£195	
100MB	-	£75	£140		
200MB	-	£140			
1GB	£25	£140		-	

12 Available for plans with roaming benefits: 'With Roaming' plans available between 30 October 2012 and 30 April 2013 and '4GEE Extra' plans available between 30 October 2013 and 25 March 2014.

13 EE Roaming Zone A countries are: For customers with Pay Monthly (With Roaming) Plans joining between 30 October 2012 and 30 April 2013 : Armenia, Australia, China, Israel, Mexico, Peru, Russia, Turkey, USA. For customers with Pay Monthly 4GEE Extra Plans joining between 30 October 2013 and 25 March 2014: Armenia, Australia, China, Israel, Turkey, USA.

14 EE Roaming Zones B to D are the same as that for the "Data whilst roaming Add-Ons (Pay Monthly Plans)" (see table above with the list of included countries).

Countries included in the plans with roaming benefits from 30 October 2012 to 25 March 2014 (for voice and text).

Europe		ROW A
Austria	Azores	Armenia
Belgium	Bulgaria	Australia
Canary Islands	Croatia	China
Cyprus	Czech Republic	Columbia*
Denmark	Estonia	Ecuador*
Finland	France	Hong Kong
French Guiana	Germany	India*
Gibraltar	Greece	Israel
Guadeloupe	Guernsey	Macedonia
Hungary	Iceland	Macao
Ireland	Isle of Man	Martinique
Italy	Jersey	Mexico*
Latvia	Liechtenstein	Peru*
Lithuania	Luxembourg	Russia*
Madeira	Malta	Turkey
Martinique	Monaco	USA
Netherlands	Norway	
Poland	Portugal	
Reunion	Romania	
San Marino	Slovakia	
Slovenia	Spain	
Sweden	Switzerland	
Vatican		

\*Countries not available on plans with roaming benefits for new and upgrading customers from 30 October 2013.

Countries included in the plans with roaming benefits from 26 March 2014 (for voice and text).

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

For further details on call costs whilst roaming please refer to the help section of our website, [ee.co.uk](http://ee.co.uk)

If you connect to a local WiFi service on your mobile phone while you're abroad, you won't use any of your Data Roaming Add-Ons while you're using it. Charges for using WiFi will be made by the local provider.



## 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 October 2012 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 the stated duration. 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.