

# PAY AS YOU GO PHONE PLANS

From 18<sup>th</sup> October 2017

## 1. Our Plans

When you join EE pay as you go, you can pay for services using your top up credit or by subscribing to Packs (described below). If you pay for services using top up credit you'll be charged in accordance with the rates set out in the Pay As You Go Price Guide and Pay As You Go Non-Standard Price Guide. See, [www.ee.co.uk/priceguides](http://www.ee.co.uk/priceguides).

### Packs

With our Packs, you will receive an allowance of minutes, texts and data. You can choose a Pack that lasts 7 or 30 days (the "**Validity Period**"). When you join EE pay as you go, you can choose to buy a SIM card pre-loaded with a Pack (the Validity Period will start as soon as you insert the card into your device and make a call, text or use the internet) or get a SIM card without a pre-loaded Pack and purchase a Pack of your choice when you are ready.

Depending on which option you choose, and unless you cancel your Pack, Packs automatically recur at the end of the Validity Period, so you will need to make sure that you have enough credit on your account for us to take payment. We will remind you when the Validity Period ends and we will remind you the day before the Pack is due to recur that we are about to take payment for the Pack from your credit. Once we have taken payment, we will let you know. If you don't want the Pack to recur text STOP PACK to 150 at any time before the Validity Period ends. Alternatively, log in to your My EE Account where you can also stop your Pack recurring.

If you don't have enough credit on your account to pay for a new Pack at the end of your Validity Period, we will not apply the new Pack to your account until you have enough credit to pay for it. As soon as you do, we will take payment from your credit and give you the new Pack immediately. If 90 days after your previous Pack expired, you have still not topped up enough money to pay for a new Pack, we will not make any further attempts to take payment and we will cancel your Pack. You can tell us at any point during this 90 day period that you would like to cancel your Pack. Just text STOP PACK to 150 or log in to your My EE Account to do this.

We'll let you know when you have used up each allowance in your Pack. If you use up all of the allowances in your Pack before the end of your Validity Period, we'll also let you know. Once you've used up all of the allowances, you can pay for services using your top up credit, you can buy an Add-On (described below) until your Pack recurs or you can buy a new recurring Pack that starts straight away.

If you want to buy a new Pack or a different Pack, then text the short code of the Pack you want to 150. You can also buy via our automated calling service by dialling 150 from your EE phone or by logging in to your My EE Account. We take the payment immediately and the new pack will start

when either all of the allowances in your current pack expire, or when your current pack comes to recur, whichever happens first. Alternatively, you can start your new Pack immediately by texting NOW to 150, but if you do this you will lose any allowances you may still have remaining on your current Pack.

### **Data Packs**

From 4<sup>th</sup> September 2017, if bought in EE retail stores or through our telesales channel, any EE Pay as you go SIM with a £10 or £15 Data Pack will not come with the call abroad add-on – an add-on that offers access to cheaper rates to call 67 countries abroad.

If bought in indirect stores or on ee.co.uk, these packs will come with the call abroad add-on. Detail on the call abroad add-on can be found on <http://ee.co.uk/help/add-ons-benefits-and-plans/call-or-going-abroad/calling-abroad-from-the-uk>.

### **International Pack**

From 17<sup>th</sup> February 2016, a 30 day £8 International Pack will be available. A £10 top-up is required to buy the pack (which includes a £8 Everything Pack plus £2 for international calls and texts). The Call Abroad add on is automatically included giving you access to cheaper rates to call 67 countries from the UK. You'll be charged per minute/text at the cheaper rates for each country.

From 23<sup>rd</sup> June, 30 day £10 and £15 International Packs will be available. A £10 top-up is required to buy the £10 International Pack and a £15 top-up is required to buy the £15 International Pack. The Call Abroad add on is automatically included giving you access to cheaper rates to call 67 countries from the UK. You'll be charged per minute/text at the cheaper rates for each country.

## **2. Add-Ons**

If you've used one or more of the allowances from a Pack or if you would like to pay for services using a non-recurring bundle, you can choose to buy an Add-On using your pay as you go credit. Add-ons last 7 or 30 days (the "**Add-On Validity Period**") or until you have used the Add-On's allowance, whichever comes first.

We'll let you know when your allowance runs out or when then Add-On Validity Period ends. To buy an Add-On, check you have enough credit then text the short code of the Add-On you want to 150. You can also buy via our automated calling service by calling 150 from your EE phone or by logging in to your My EE Account. For more information, please see [www.ee.co.uk/payg](http://www.ee.co.uk/payg).

You can have up to two of the same Add-Ons active on your account at any one time. If you have got two Add-Ons active at the same time, the one which is going to expire first will be used up first.

### **Minutes & Text Add-Ons**

When your Add-On runs out you'll need to buy a new one or you'll be charged on a per minute or per text basis.

If you buy an additional minutes or text Add-On while one is active, the new Add-On's Validity Period will start running immediately.

### **Data Add-Ons**

If you try to go online or use data without internet allowance from a Pack, you'll be directed to our portal to buy a data Add-On. We'll also send you a link to the portal by text. If apps on your phone are updating themselves or files are being downloaded, and you don't have internet allowance, we will send you a link to the portal by text.

If you buy a data Add-On whilst you still have data allowances from a Pack or data Add-On, the new data Add-On's Validity Period will start running immediately.

Any Add-Ons you purchase will have access to the same speeds as your pack (see below).

### Call Abroad Add-ons

If you are a pay as you go customer, to get great rates when calling and texting abroad from the UK, all you need to do is text CALL ABROAD to 150 to opt in to our free Call Abroad add-on. We'll send you a text to let you know when it has worked.

You can then make calls and send texts from the UK to mobile and landline (excluding calls to non-geographic and premium rate numbers) numbers in selected countries at reduced rates. See our PAYG Price Guide and PAYG Non-standard Price Guide at [ee.co.uk/priceguides](http://ee.co.uk/priceguides) for the countries included.

We can remove or change the countries included in the add-on or change the pricing at any time. We will try to tell active users of the service before doing this. We can also remove this add-on from your account, but we will tell you by text message before we do. Our usual one minute minimum call charges will apply.

### 3. Using our services

Some services are available as an Add-on only.

If you have a PAYG Pack, or other PAYG Add-on that gives you an allowance of data, minutes and texts, you can use that allowance as set out below.

If you have no Pack or bundle, or your allowance has run out, you will be charged as set out below.

- When **in the UK**, calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (Jersey, Guernsey and Isle of Man not included): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** (including Jersey, Guernsey and the Isle of Man) calls and texts to customers of EU/EEA mobile networks and landlines: use your allowance or charged at UK rates if no allowance.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
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Calling to the UK (landlines starting with 01, 02 & 03, and mobiles)	Included in allowance or charged at UK rates if no allowance	Included in allowance or charged at UK rates if no allowance
Calling to EU/EEA/Switzerland (including Guernsey, Jersey & Isle of Man)	Not included in allowance; charged at international rates	Included in allowance or charged at UK rates if no allowance

For example:

- Calls and texts from the UK to France are not included in your allowance or charged at international rates, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your allowance or charged at UK rates.
- Calls and texts within the EU/EEA to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your allowance or charged at UK rates.

You cannot use your allowance minutes and texts to call and text customers of mobile networks and landlines in EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU/EEA/Switzerland, and will be charged at your normal plan rate.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. For further information on what you will be charged to call these numbers see [ee.co.uk/priceguides](http://ee.co.uk/priceguides).

Any inclusive data allowance you have is for use when in the UK and in the EU/EEA/Switzerland. Or you can buy a data add-on at UK rates to use data when abroad in the EU/EEA/Switzerland. See [ee.co.uk/priceguides](http://ee.co.uk/priceguides) for details of add-ons available.

Whenever you make a call, a one minute minimum call charge applies and are charged on a per minute basis.

You'll need 3G or 4G coverage to use mobile internet on your phone and you'll need 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. You will also need a compatible 4G phone. 4G is available in select towns and cities in the UK. Your 4G phone may not be compatible with any 4G network outside the UK. Check your 3G and 4G coverage at [www.ee.co.uk/coverage-checker](http://www.ee.co.uk/coverage-checker). We'll let you know by text message when your data is running low (80% of your allowance is used up) and when it has run out. You cannot use mobile internet unless you have bought a Pack or an Add-On.

The maximum download speeds you can access will depend on which Pack you have. Customers on packs priced £15 and above will have access to our fastest speeds. Any additional free boosts or add-ons available with that you may have as part of your allowance or that you purchase will also have access to our fastest speeds. Customers on packs priced under £15 can access maximum speeds of up to 60 MB/Sec.

The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds.

Access to our enhanced 4GEE speeds will also be impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Find out if you can get our fastest 4GEE speeds by visiting [www.ee.co.uk/coveragechecker](http://www.ee.co.uk/coveragechecker).

See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi--mobile-broadband--terms/ee-traffic-management-for-mobile-broadband> for more info.

For more information on the cost of using our services, see the Pay as You Go Price Guide and Pay As You Go Non-Standard Price Guide at [www.ee.co.uk/terms](http://www.ee.co.uk/terms).

## EUROAMING

Inclusive EU roaming benefits are available to UK based customers only.

Our Europe Zone presently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus\*, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

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*\*Note Turkey (you may wish to connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable.*

The maximum call duration per call made using inclusive roaming allowances is 120 minutes after which time, you must redial to continue the call.

You can call 150 free of charge when roaming in the EU/EEA/Switzerland to get information about our charges. Emergency services can be contacted within the EU/EEA/Switzerland by calling 112.

## Speeds

You will get our standard roaming data speeds when in the EU/EEA/Switzerland. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi--mobile-broadband--terms/ee-traffic-management-for-mobile-broadband> for more info.

Speeds outside the UK always depend on the network you connect to and 4G may or may not be

available. EE isn't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

### **Stable links**

Our PAYG service is intended for customers with a stable link to the UK who travel abroad periodically. It is not intended for customers roaming on a permanent or semi-permanent basis. We will consider you have a stable link to the UK if spend a total of 60 days or more during any 120 day period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use or block your SIM card and roaming services. We'll let you know before we do anything.

### **4. General**

Use of our pay as you go services is subject to your acceptance of our standard network terms and conditions. We monitor your use in accordance with those terms, which can be found at [www.ee.co.uk/terms](http://www.ee.co.uk/terms). Services are for use in the UK unless we tell you otherwise. Services are for normal person to person use from your phone. You can't sell access to our network or to anyone else and that services are not be used for anything unlawful or to send nuisance communications. We'll decide if you are in breach of these terms and conditions if you text and call more than 300 different numbers in a month. We're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

### **5. Free Boosts for Packs**

Each time you consecutively buy 3 of our 30 day Packs or 12 of our 7 day Packs, you can choose from an extra allowance of minutes, texts or data (as described above) that will be applied to future Packs purchased (the "Free Boost"). You can accrue multiple Free Boosts, that means the more Packs you buy, the more Free Boosts you will receive.

You will have 60 days from the date we tell you that you qualify for a Free Boost to choose and tell us which Free Boost you would like. Once you've selected a Free Boost, you cannot change your mind or ask for a different Free Boost.

Free Boosts last for the duration of the Pack's Validity Period (e.g. 7 days or 30 days) and will not roll over if you do not use them up.

You cannot accrue Free Boosts for 7 day and 30 day Packs simultaneously. If you move between 7 day and 30 day Packs, or if you change from or to the £5 30 day pack, you will lose all of the Free Boosts accrued.