

# PLAN PRICE GUIDE

## Mobile Broadband/4GEE WiFi Pay Monthly Plans:

Compatible laptop/tablet, an enabled device like a USB modem (which you may need to buy) and coverage required. Plans are for mobile internet use only. Supports up to 10 compatible devices. Signal range up to 10m. The more devices you have connected to your mobile WiFi device at the same time, the slower your internet connection will be. Must be charged periodically in order to power devices. Battery life depends upon type of device connected & level of charge in 4GEE WiFi device.

## Car WiFi Pay Monthly Plans:

Plans are for mobile internet use only. Supports up to 10 compatible devices. The more devices you have connected to your mobile WiFi device at the same time, the slower your internet connection will be. 12volt power supply required. The device is designed for in-car passenger use only and you are responsible for using the device in such a way that complies with all relevant laws, including road safety law. We will not be responsible to you if you do not. See [ee.co.uk](http://ee.co.uk) or your in-box literature for more information about using your equipment safely. In some makes & models, you will need to plug the device into an alternative, non-dashboard 12v power supply. Please ask in store for more information. As of November 2014, 5 cars have been identified by our tests as not being compatible with Car WiFi from EE.

## Plan Types:

Choose from a 4GEE Essential, 4GEE or 4GEE Max Plan, see our Price Guide at pages 4-6 below for details of your inclusive allowances. If you're on a 4GEE Max Plan, your monthly payment will also include access to enhanced 4GEE speeds and some or all of the additional benefits described below. The Price Guide will detail which benefits apply to you and your chosen plan.

You'll have to pass our standard credit check and promise to stay with us for 24 months. Your monthly payment is for using mobile internet on your device.

Your inclusive data allowance is for use when in the UK and in the EU (and selected other countries on Max plans). When in the EU you may be subject to a data fair use policy (see below for details).

Plans are for normal person to person use from your device and are subject to your acceptance of our standard terms and conditions for pay monthly services.

## UK Use:

You'll need 3G or 4G coverage to use mobile internet on your device 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. 4G isn't available everywhere in the UK. You'll also need a 4G SIM and a 4G device compatible with our network. Your 4G device may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage)

Each mobile internet option gives you a data allowance to use each month. We'll let you know by text message when your data is running low (when 80% of your allowance is used up) and when it has run out.

We won't charge you any more if you reach your monthly data allowance, but you won't be able to use mobile internet. To continue to use mobile internet after you've used up your current month's data allowance, you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date.

## European Roaming:

Inclusive roaming benefits are available to UK based customers only. Roaming is not available on 4GEE Router tariffs.

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).

*\*Note Turkey (you may connect to a Turkish network when 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.*

#### Fair Use Amount:

If your domestic data allowance is greater than 15GB, you will be subject to a fair usage policy of 15GB whilst you are roaming in our Europe Zone: this means you can use a maximum of 15GB from your data allowance while roaming.

When the FUP applies to you, once you have used up 15GB when roaming, we will notify you and you'll have to buy a data add-on if you want to keep using data when roaming.

Whether you have a FUP or not, if you use up all of your domestic data allowance when you are outside the UK, you'll need to buy a new data add-on to continue using data.

#### Speeds:

If you have a 4GEE Essential Plan or a 4GEE Plan you will get our standard roaming data speeds when in the EU. 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. If you want access to faster speeds you will be able to buy one of our Max plans or a speed add-on (where available). If you are on a Max Plan you'll get access to the fastest available speeds when abroad.

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:

EE plans are intended for customers with a stable link to the UK who travel abroad periodically. They are 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 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.

#### Walk out with WiFi:

Available to customers who take any EE Home Broadband product directly via telesales or in a retail store. Not available online. 18 month minimum term. **Free 50GB:** customers will receive a one-off 50GB free in addition to their 1GB inclusive allowance in month 1 of their plan. Only available during month 1 and not at any other time. Any unused data at the end of the month will not be rolled over and will be lost.

#### **Additional Benefits**

##### 4GEE Speeds in UK

4GEE Essential Plans and 4GEE Plans gives you access to speeds of up to 60Mbps in the UK. 4GEE Max Plans give you uncapped speeds in the UK. 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.

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 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. Such equipment is not available everywhere in the UK and so you should check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage) before selecting your plan.

## Max Plan Customers

As well as EU roaming, Max plan customers will also be able to take their inclusive allowance to Australia, Canada, Mexico, New Zealand and the USA.

## 10% Multi-Plan Saving

Available only to existing pay monthly customers of EE, Orange or T-Mobile taking an additional pay monthly plan on EE in the same name only. Saving off monthly line rental for additional plan only. 30 day plans not included. 4GEE Home Router plans not included. Saving will be removed if you cancel the original plan. RPI increase based on undiscounted amount. Not available with any other offer. See [ee.co.uk/terms](http://ee.co.uk/terms) for full terms.

## BT Sport App

BT Sport App (Inclusive Access on 4GEE Max plans only)

To use the App you'll need a compatible device containing an EE SIM card. The App is for personal, non-commercial use only. You must download and use the App on a device that uses the latest IOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content") Before using the App, you must ensure that you or your household has a TV licence. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

Before downloading the App you must visit [www.bt.com/eesport](http://www.bt.com/eesport) to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit [www.bt.com/privacy](http://www.bt.com/privacy) for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here [www.ee.co.uk/privacy-policy](http://www.ee.co.uk/privacy-policy).

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit [ee.co.uk/terms](http://ee.co.uk/terms) to read the latest version of our terms and conditions). Other terms apply, see [www.ee.co.uk/btsportaddonterms](http://www.ee.co.uk/btsportaddonterms)

# Pay Monthly Mobile Broadband, Tablet & SIM Pricing

Available from 21<sup>st</sup> February 2018

## Mobile Broadband Plans:

24 Month Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£12.00	£18.00	£23.00	£29.00
Data	2GB	4GB	15GB	30GB

30 Day Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£13.00	£19.00	£24.00	£30.00
Data	2GB	4GB	15GB	30GB

## Internet On The Go

24 Month Plans		
	4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£10.50	£13.00
Data	4GB	8GB

## Walk Out With WiFi

24 Month Plan	
	Walk out with WiFi
Monthly cost (Inc. VAT)	£5.00
Data	1GB (With 50GB additional in month 1)

## Data SIM Plans:

24 Month Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£11.00	£17.00	£22.00	£28.00
Data	2GB	4GB	15GB	30GB

12 Month Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£12.00	£18.00	£23.00	£29.00
Data	2GB	4GB	15GB	30GB

30 Day Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£13.00	£19.00	£24.00	£30.00
Data	2GB	4GB	15GB	30GB

## Tablet Broadband Plans:

24 Month 4GEE Essential Plans									
Monthly cost (Inc. VAT)	£18.00	£20.00	£25.00	£31.00	£40.00	£45.00	£50.00	£70.00	£80.00
Data	2GB								

24 Month 4GEE Max Plans									
Monthly cost (Inc. VAT)	£24.00	£26.00	£31.00	£37.00	£45.00	£50.00	£55.00	£75.00	£85.00
Data	20GB								

## 4GEE Home Plans:

18 Month Plans				
Monthly cost (Inc. VAT)	£25.00	£35.00	£45.00	£60.00
Data	10GB	50GB	100GB	200GB

30 Day Plans				
Monthly cost (Inc. VAT)	£25.00	£35.00	£45.00	£60.00
Data	10GB	50GB	100GB	200GB

Service Type	Cost of Calls Made Outside of Allowance (Inc. VAT)
Calls to UK mobile numbers	50p per minute
Calls to certain MVNO numbers	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 Free phone (080) & (116)	Free
Calls to 08 & 09 numbers (not including Freephone 080)	Access Charge of 50p per minute plus a Service Charge
Calls to 084 and 087 numbers	Access Charge of 50p per minute plus a Service Charge
Calls to numbers starting in 0500	20p per minute
Calls to retrieve voicemail	50p per minute
Test Messages to UK mobile numbers	15p per message
Text Messages to certain MVNO	15p per message
Picture Messages	50p per message
BT Sport App	£5 per month (included in 24m Tablet 4GEE Max Plans)
Calls to customer service (during normal working hours)	Free
Calls to customer service (during extended working hours)	50p per call <sup>3</sup>
Call divert	Standard Call Rates Apply
Roaming minutes and text back to the UK (when traveling in selected countries as set out below)  Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, 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, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	Standard Call Rates Apply
Minutes and text to landlines and mobiles within certain countries (when travelling in certain countries as set out below)  Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	Standard Call Rates Apply

1. Data when using VoiP service, use will be deducted from your inclusive data allowances.
2. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis
3. 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".

Please go to the help section of our website, [ee.co.uk](http://ee.co.uk) for details around 'non-standard' charging which can be found in our Non-Standard Price Guide. This includes charges for numbers starting with 05, 070, 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge. Thereafter, calls are charged on a per minute basis. Applicable service charges may include a pence per minute charge, a flat charge per call, or a combination of an initial call connection fee and then a pence per minute charge; see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling). Remember that calls to these numbers are not included in your monthly allowance.

Plans taken between 4th November 2016 and 16th August 2017

If you took out an MBB or Data SIM plan after the 4th November 2016, or a tablet plan between 4th November 2016 and 16th Aug 2017, the out of bundle rates you are charged may be lower as follows:

Services Outside Your Price Plan	Cost
Standard UK charges	
Calls to mobiles, landlines and voicemail	40p per minute
Access charges for calling numbers starting with 08/09/118	44p per minute
PICTURE MESSAGES (UK + Roaming)	40p per picture message
INTERNATIONAL CHARGES	
Outgoing calls to international destinations from UK (per min)	
Zone 3 – Canada, US, Virgin Islands	£1 per minute
Zone 4 – Australia, New Zealand	£1 per minute
Zone 5 – Rest of the World	£1 per minute
Outgoing SMS to international destinations from UK - EU, Ireland, Channel Islands, Canada, US, Virgin Islands, Australia, New Zealand and Rest of the World	25p

Information correct as of 21<sup>st</sup> February 2018

