

EE Small Business Monthly Phone Plans

Quick Guide

Pay Monthly Plans

Available to new and upgrading customers from 18th January 2017. All prices exclude VAT of 20%

| EE Business Plans | | | |
|--------------------------------|--------------------------|--------------------------|--------------------------|
| 24 Month Contract Monthly Cost | £13.00 | £18.00 | £23.00 |
| UK Data Allowance | 250MB | 500MB | 750MB |
| Network Speed | 4G | 4G | 4G |
| UK Calls/Texts Allowance | 250 Minutes 250 Texts | 500 Minutes 500 Texts | 750 Minutes 750 Texts |

| EE Business Plans | | |
|--|-----------|-----------|
| 24 Month Contract Monthly Cost | £28 | £33 |
| UK & Europe (roaming) ¹ Data | 1GB | 2GB |
| UK & Europe (roaming) ¹ Minutes | Unlimited | Unlimited |
| UK & Europe (roaming) ¹ Texts | Unlimited | Unlimited |

| Business Value Plans | | | |
|--|-----------|-----|-----|
| 24 Month Contract Monthly Cost | £23 | £28 | £28 |
| UK & Europe (roaming) ¹ Data | 2GB | 2GB | 4GB |
| UK & Europe (roaming) ¹ Minutes | Unlimited | | |
| UK & Europe (roaming) ¹ Texts | Unlimited | | |

| EE Business Extra Plans | | | | | | |
|--|--------------------------------------|--------|------------------------|------------------------|------------------------|------------------------|
| 24 Month Contract Monthly Cost | £38.00 | £43.00 | £48.00 | £53.00 | £58.00 | n/a |
| 12 Month Contract Monthly Cost | £48.00 | £53.00 | £58.00 | N/A | n/a | n/a |
| 36 Month Contract Monthly Cost | n/a | £38.00 | £43.00 | n/a | n/a | £48 |
| UK and Europe (roaming) ¹ Data Allowance | 4GB | 8GB | 16GB | 25GB | 30GB | 32GB |
| | | | (up to 15GB in Europe) | (up to 15GB in Europe) | (up to 15GB in Europe) | (up to 15GB in Europe) |
| Network Speed** | Double Speed 4GEE | | | | | |
| | 4G+ in parts of London ** | | | | | |
| UK and Europe ¹ Roaming (while travelling outside the UK) Calls/Texts Allowance | Unlimited Minutes Unlimited Texts | | | | | |

| | |
|---|--|
| IDD (Calling and texting from the UK abroad to abroad | 180 Minutes and 180 Texts to call Europe ¹ from UK |
| Other | BT Sport App access included for the length of the contract ³ |

| EE Business Extra+ Plans | | |
|--|--|---|
| 24 Month Contract Monthly Cost | £66.00 | £90.00 |
| UK & Europe (roaming) ¹ Data Allowance | 30GB (up to 15GB in Europe) | 50GB (up to 15GB in Europe) |
| Network Speed** | Double Speed 4GEE | Double Speed 4GEE |
| | 4G+ in parts of London | 4G+ in parts of London |
| UK Calls/Texts Allowance | Unlimited Minutes & Texts | Unlimited Minutes & Texts |
| Roaming and IDD Allowance (calling while travelling and from the UK to selected countries) | Unlimited minutes and texts to call and text to and from Europe ¹ | Unlimited minutes and texts to call and text to and from Europe |
| | | 300 Minutes and Texts to call and text to and from Business Zone Countries ² |
| Other Allowance | BT Sport App Access included ³ | BT Sport App Access included ³ |
| | | 200 Minutes to UK 084 and 087 numbers |

All plans available subject to credit check and business registration. **The monthly price shown will be increased every year in your March bill by an amount equal to the increase in the Retail Price Index in January published in February of that year.** Other prices may increase as well. Information and pricing correct as at 18th January 2017.. You own device 6 months from plan start date. Other terms apply. **For terms and conditions applicable to our Small Business plans and full details of prices see the EE Pay Monthly Terms for Small Business and the EE Price Guide for Small Business at www.ee.co.uk/business/terms.**

1 Europe (Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Guadeloupe, Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxemburg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, St Bartholomew, St Martin, Sweden, Switzerland, Vatican City).. **Note: Estonia, Latvia, Lichtenstein, Lithuania and Monaco are NOT included in IDD (International Direct Dial).** **15GB fair usage policy applies to roaming data use in Europe for Business Extra and Business Extra+ plans with over 15GB data allowance.**

2 Business Zone Countries: Australia, Canada, China, India, Israel, New Zealand, Pakistan, Turkey.

3 BT Sport App access is for personal, non-commercial use only. To use the App you'll need a compatible mobile phone containing an EE SIM card.. TV license & latest Android, Window or iOS operating system required. Visit ee.co.uk/btsportappterm for full info

Inclusive international allowances are for texts and calls are to standard mobile and landline numbers within the included countries and do not include premium rate, non-geographic or other non-standard numbers.

** Select areas only. Check your coverage at www.ee.co.uk/coverage before purchasing EE Business Extra plan. 4G+ compatible device required to access 4G+ speeds where available in London. See FAQs on page 3 for download speeds.

Price Plan Inclusions and Exclusions

| Business Plans | Business (£13, £18, £23) | Business (£28 & £33) & Business Value | Business Extra | Business Extra+ | Cost of Calls Made Outside of Allowances (ex VAT)(1,2) |
|--|--------------------------|---------------------------------------|----------------|------------------------------|--|
| Calls to UK mobile Numbers | ✓ | ✓ | ✓ | ✓ | 35p per minute |
| Calls to certain MNVO numbers | x | X | x | x | 35p per minute |
| Calls to landlines (numbers starting with 01, 02 or 03 excluding Jersey, Guernsey and Isle of Man) | ✓ | ✓ | ✓ | ✓ | 35p per minute |
| Calls to Jersey, Guernsey and Isle of Man | x | X | 180 mins | ✓ | 42p per minute |
| Calls to numbers starting with 0500,0800 or 0808 (5) | ✓ | ✓ | ✓ | ✓ | Free |
| Calls to all other numbers starting with 08 | x | X | x | £90 Tariff Only: 200 mins | 37p per min Access Charge + Service Charge(10) |
| Calls to retrieve voicemail | ✓ | ✓ | ✓ | ✓ | Included |
| Text messages to UK mobile numbers (3, 4) | ✓ | ✓ | ✓ | ✓ | 10p per message |
| Text messages to certain MVNO numbers (3, 4) | x | X | x | x | 10p per message |
| Picture Messages | x | X | x | ✓ | 30p |
| Customer Services | ✓ | ✓ | ✓ | ✓ | Free |
| Call Divert (6) | ✓ | ✓ | ✓ | ✓ | Standard Call Rate Applies |
| Use UK allowance while roaming in EU (15GB fair use on roaming data). (Only while abroad, does not include calling Europe from UK) (7) | ✓ | ✓ | ✓ | ✓ | Standard Call Rate Applies |
| International Direct Dial (IDD) – Calling and texting Europe from the UK (8) | x | X | 180 mins | ✓ | Standard Call Rate Applies |
| IDD & Roaming texts and Calls to landlines and mobiles back to the UK from Business Zone countries and within the same countries, as well as from UK to these countries(9) | x | X | x | £90 Tariff Only: 300 mins | Standard Call Rate Applies |
| BT Sport App Access included for the length of the contract ¹⁰ | x | x | ✓ | ✓ | - |

1. A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis
2. Calls made within your allowance are charged on a per second basis
3. Calls & text messages to certain MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection..
4. Your inclusive minutes and texts are from the UK to UK mobile networks , voicemail, and numbers beginning 01, 02 and 03 (excl. Jersey, Guernsey & Isle of Man)
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. 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
7. International / Roaming minutes & texts are included in selected Businessplans for use whilst travelling within the EU. See EE Price Guide for Small Business for full country list.
8. International Direct Dial (IDD) minutes & texts are included in selected Business Extra and Business Extra + plans for use when calling or texting Europe from the UK. See EE Price Guide for Small Business for full country list.
9. In addition to the countries in point 8, USA, Canada, Turkey, Israel, China, India, Pakistan, New Zealand, Australia, US Virgin islands
10. **BT Sport App access** is for personal, non-commercial use only. To use the App you'll need a compatible mobile phone containing an EE SIM card.. TV license & latest Android, Window or iOS operating system required. Visit ee.co.uk/btsportappterm for full info Please see www.ee.co.uk/ukcalling for a list of Service Charges.
- 11.

FAQs

Is there a limitation to how I use these plans?

These plans are for normal person to person use from your phone and not for any other uses (for example, but not limited to SIM boxes, taxi meters, etc). If we find that the plans are being misused or being used for fraud, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

Can I use my data allowance for VOIP or Tethering?

Yes, you can use mobile internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering'). You can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers.

What happens if I run out of my monthly data allowance?

We will send you a warning message once you've hit 80% and 100% of your monthly data allowance. Once you run out of your monthly data allowance, we won't charge you anymore, 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.

Which premium rate numbers aren't included in my price plan allowance?

Calls to 084, 087, 09 & 118 numbers are not included in your allowance of minutes; you'll be charged EE's Access Charge of 37p/min (ex VAT) plus the applicable service charge. See www.ee.co.uk/ukcalling for a detailed list of service charges. If you call a 070 number, you'll be charged up to 63p/min (ex VAT). Other exclusions do apply – including, but not limited to certain MVNO, 0500, international and roaming numbers. See www.ee.co.uk/business/terms for our Price Guide & more information on charges outside of your allowance.

What am I charged for 0800 and 0808 calls?

These calls are free of charge and do not come out of any of your allowances.

If I call Customer Services on 150, am I charged?

Within the UK & EU: No – these calls are free of charge from an EE Mobile.

Within ROW Countries: Yes – these calls are charged at standard Roaming rates. To connect to UK Customer Services, you will need to call +4479 5396 6150.

Can I use my plan for WiFi Calling?

Yes you can if you have a compatible phone. On WiFi Calling, calls and texts are charged as per your EE pay monthly plan and come out of your monthly allowance as normal. Out of allowance calls will be charged at your plan's standard rate. You may need to update the operating system software on your phone. You are responsible for using any WiFi network in line with its terms and conditions and you may be charged for using it. WiFi Calls use only small amounts of data (for example a 5 minute call will use about 1.7Mb), however you may want to check whether the phone is also connected to use data over the WiFi network and keep an eye on how much data you are using. EE does not accept any responsibility for the quality, security, availability or coverage of WiFi networks and any calls made or received over them.

Am I charged for Voicemail Deposit and Retrieval?

| | Receiving (Depositing) a Voicemail into your mailbox | Retrieving (Listening to) a Voicemail into your mailbox |
|----------------------|---|---|
| Within the UK | No | No |
| Within the EU | No | Yes - charged at standard roaming rates, or if you have a price plan / add-on with an applicable allowance, minutes will be deducted from that allowance. |
| Within ROW Countries | Yes - charged at standard roaming rates, or if you have a price plan / add-on with an applicable allowance, minutes will be deducted from that allowance. | |

If I decide to Share the data in my price plan with another device or SIM on my account, will this share any other allowances?

No other allowances will be shared – only your UK data allowance.

What is the difference in speeds between 4G, Double Speed 4GEE and 4G+?

| Speed | "Up to" Speed |
|-------------------|---------------|
| 4G | 30 Mbps |
| Double Speed 4GEE | 60 Mbps |
| 4G+ | 90 Mbps |

The speed in which you'll be able to access the network will depend on the speed available in your area and will depend on a range of factors affecting speed and coverage such as your location and the number of users; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. EE has 97% 4G population coverage. EE's current download speed for 4G is up to 30 Mbps (EE test data October 2015). Double speed 4GEE is available in select areas only. Based on 2015 test data, up to speeds doubled from 30 Mbps to 60 Mbps and 4G network capacity doubled from 2 x 10 MHz to 2 x 20 MHz. Speeds referred to are download speeds. 4G+ is available in select areas in London only. 4G+ compatible device and Business Extra or Business Extra + Plan required to access 4G+ speeds where available. You should check your coverage (at www.ee.co.uk/coverage) before purchasing an EE Business Extra or Business Extra+ Plan. EE will continue rolling out double speed 4GEE and 4G+ to other locations in the future.

On plans with inclusive international allowances, do I need to pay a deposit to use the international benefit?

At the time of signing up to the plan, we may require you to pay £100 for a security deposit to use these services, plus up to £300 deposit (£150 for Premium calls and IDD and £150 for roaming) which will be deducted from eligible calls in the future. The security deposit will be credited back in to your account when you've established a good payment history with us. If you choose not to pay the deposit, then the IDD and / or roaming benefits on your plan will not be available until you have established a good payment history with us. Prompt payment of your account by the due date advised on your bill for consecutive months will accelerate these.

How do I activate data roaming with a plan with Euro Data Pass Built in?

When you land abroad in an EU country, you simply need to switch on your phone, ensure Data Roaming is activated and your allowance should automatically update. When all of the allowance has been used or the time has expired, you will receive a text message from 7626 with information about other available roaming data add-ons. You will need to purchase another roaming data add-on in order to continue using mobile data abroad.

What are the countries included in each roaming data zone?

Data roaming zones:

| Europe Zone 1 and 2 (EU) Data Roaming | | | | | | | |
|---------------------------------------|--------------------|-----------------------|----------------------|--------------------------|----------------------|----------------------|--------------------|
| Austria | Azores | Belgium | Bulgaria | Croatia | Cyprus | Czech Republic | Canary Islands |
| Denmark | Estonia | Finland | France | French Guyana | Germany | Gibraltar | Greece |
| Guadeloupe | Guernsey | Hungary | Iceland | Ireland | Italy | Jersey | Latvia |
| Liechtenstein | Lithuania | Luxembourg | Madera | Martinique | Malta | Monaco | Netherlands |
| Norway | Poland | Portugal | Reunion Islands | Romania | Saint Martin | Saint Barthelemy | San Marino |
| Slovakia | Slovenia | Spain | Sweden | Switzerland | Vatican City (Italy) | | |
| Zone A Data Roaming | | | | | | | |
| Andorra | Armenia | Australia | Canada | China | Hong Kong | India | Israel |
| Japan | Malaysia | Moldova* | Mexico | New Zealand | Peru | Qatar | Russia |
| South Africa | Singapore | Thailand | Turkey | United States of America | | | |
| Zone B Data Roaming | | | | | | | |
| Albania | Algeria | Argentina | Bahrain | Bermuda | Brazil | Caribbean | Cambodia |
| Columbia | Dominican Republic | Ecuador | Indonesia | Isle of Mann | Kenya | Kuwait | Macedonia |
| Monserratt | Nicaragua | Nigeria | Oman | Philippines | Saudi Arabia | Serbia | South Korea |
| Sri Lanka | Taiwan | Ukraine | United Arab Emirates | | | | |
| Zone C Data Roaming | | | | | | | |
| Benin | Botswana | Egypt | Gabon | Guinea | Ivory Coast | Jordan | Madagascar |
| Mali | Montenegro | Mongolia | Morocco | Panama | Senegal | Sudan | Tanzania |
| Zambia | | | | | | | |
| Zone D Data Roaming | | | | | | | |
| Afghanistan | Angola* | Bangladesh | Belize | Bhutan | Bolivia* | Bosnia & Herzegovina | Brunei Darussalam* |
| Burkina Faso | Burundi | Cape Verde | Cameroon | Centrafrique | Chad | Chile | Congo* |
| Costa Rica | Cook Islands | Cuba | Djibouti | El Salvador | Equatorial Guinea | Ethiopia* | Falkland Islands* |
| Faroe Islands | Fiji | French Polynesia | Gambia* | Georgia* | Ghana | Greenland* | Guam |
| Guatemala | Guyana | Honduras | Iran | Iraq | Kazakhstan* | Kyrgyzstan | Laos |
| Lebanon | Lesotho | Liberia | Libya | Macau | Malawi | Mauritius* | Mozambique |
| Namibia | Nepal | Netherlands Antillies | Niger | Pakistan | Palestine | Papua New Guinea | Paraguay |
| Sierra Leone | Suriname | Syria | Swaziland | Tunisia | Vietnam | Tajikistan* | Uganda |
| Uzbekistan* | Uruguay | Venezuela | Yemen* | Zimbabwe | | | |
| Zone E Data Roaming | | | | | | | |
| Air and Maritime | Azerbaijan* | Belarus | Maldives | Rwanda | Seychelles* | | |

What can I use my inclusive roaming and international benefit for?

Inclusive roaming benefits are available to UK based customers only, and are not available to customers or users based long term or permanently in the included country.

You can use these benefits for:

- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in the same country.
- Roaming: Making calls to mobiles and landlines in the UK from an included country.
- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in a different included country. For example, if France and Germany are included countries, calls to and from France to Germany would be included in your allowance.
- Roaming texts: Sending and receiving texts whilst in an included country to and from mobiles in the same or different included country.
- IDD: Making calls to mobiles and landlines from the UK to an included country. For example, if France is an included country calls to France from the UK are included.
- IDD texts: Sending texts to mobiles from the UK to an included country.

You cannot use the international/roaming allowance for:

- IDD: Texts or calls to any premium rate numbers whilst in the UK. Such calls/texts will be charged at the normal out of bundle rate.
- Roaming: Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- Roaming: Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) would not be included in your allowance
- Roaming: Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included even when you are in an included country.

How do I activate data roaming?

To activate data roaming with EE where data roaming is not included in your plan, or you are not in an included country, you need to be physically in the country in which you wish to activate the data roaming pass for. This is to ensure you have the right options available to you, and you know exactly the options available prior to purchase.

To ensure you can use data whilst roaming, please follow the following steps:

For Europe, Zone A & B:

PLEASE NOTE: The following steps are for purchase and activation for Europe, Zones A & B only. Elsewhere you must purchase by text message (details below)

Step 1: Ensure Data Roaming is activated on your handset.

Step 2: When you land abroad, you should receive a welcome text message from EE or 7626 when you switch on your phone.

Alternatively, you could try to browse through the browser on your phone.

Step 3: Clicks on the link you receive in the text message from EE or 7626 or if you haven't received this – you may be automatically redirected to add-on.ee.co.uk.

Step 4: On the add-on.ee.co.uk page on your browsers, you'll be presented with the available roaming data add-on options for that location abroad e.g. if they are in our Europe Zone, £3 for 50MB for 24 hours, £25 for 500MB for 7 days

Step 5: Clicks the 'BUY' button. A confirmation page displays the details of the add-on that you've purchased with a prompt to bookmark the 'My Add-Ons' page so that you can check the status of your add-on

When all of the add-on allowance has been used or the time has expired, you'll be redirected to the add-on purchase page if you attempt to access the internet on your phone. You will need to purchase another roaming data add-on in order to continue using mobile data abroad.

To purchase via Text Message (Only available in zones C, D and E):

Step 1: Ensure Data Roaming is activated on your handset.

Step 2: When you land abroad, you should receive a welcome text message from EE or 7626 when you switch on your phone.

Example: From EE: To access the internet on your phone you need to send us a text to buy a roaming data add-on. You only pay for the add-on you buy so you'll always know what you're spending. For an add-on that lasts 24 hours, send a text to 7626: 'D1' to get 4MB for £5, 'D2' to get 10MB for £12. For an add-on that lasts 7 days send 'D3' to get 20MB for £25 or 'D4' to get 50MB for £60.

| Zone | Data | Price (inc VAT where applicable) | Validity | Keyword |
|--------|------|-------------------------------------|----------|---------|
| Zone C | 5MB | £5 | 24 Hours | C1 |
| | 20MB | £18 | 24 Hours | C2 |
| | 20MB | £20 | 7 Days | C3 |
| | 50MB | £45 | 7 Days | C4 |
| Zone D | 4MB | £5 | 24 Hours | D1 |
| | 10MB | £12 | 24 Hours | D2 |
| | 20MB | £25 | 7 Days | D3 |
| | 50MB | £60 | 7 Days | D4 |
| Zone E | 5MB | £30 | 24 Hours | E1 |
| | 10MB | £55 | 24 Hours | E2 |

Step 3: Text the code depending on which option you'd like.

Step 4: You'll receive a message advising the confirmation of your purchase.

Example text: "From EE: Thanks for buying a Roaming Data add-on. It's now been added to your account and is ready to use. Make sure data roaming is turned ON. To keep track of your usage click <http://add-on.ee.co.uk/status> for free."

When all of the add-on allowance has been used or the time has expired, you will receive another text message from 7626 with information about available roaming data add-ons. You will need to purchase another roaming data add-on in order to continue using mobile data abroad.

What EU Roaming Passes are available on these plans?

| EE Business Plans | | | | | |
|--------------------------------|---|--------|--------|--------|---|
| 24 Month Contract Monthly Cost | £12.50 | £17.00 | £22.00 | £27.00 | £32.00 |
| EU Roaming Products | £1.67 EU Talk & Text £3.33 Euro Pass | | | | £1.67 EU Talk & Text £2.50 Euro Data Pass £3.33 Euro Pass |

| EE Business Value Plans | | |
|--------------------------------|---|--------|
| 24 Month Contract Monthly Cost | £22.00 | £27.00 |
| 12 Month Contract Monthly Cost | N/A | £27.00 |
| EU Roaming Products | £1.67 EU Talk & Text £3.33 Euro Pass | |

| EE Business Extra Plans | | | | |
|--------------------------------|--|--------|--------|--------|
| 24 Month Contract Monthly Cost | £38.00 | £43.00 | £48.00 | £53.00 |
| 12 Month Contract Monthly Cost | £48.00 | £53.00 | £58.00 | N/A |
| EU Roaming Products | N/A (Roaming in EU included in allowance, see p1. Use UK out of bundle data add-ons while roaming) | | | |

| EE Business Extra+ Plans | | |
|--------------------------------|---|---|
| 24 Month Contract Monthly Cost | £65.00 | £100.00 |
| UK Data Allowance | 25GB | 50GB |
| EU Roaming Products | N/A (Roaming in EU included in allowance, see p2) | N/A (Roaming in EU included in allowance, see p2) |

Note: If you decide to take the EU Pass (£3.33) and you already have the EU Talk & Text (£1.67) add-on, you will be automatically opted out of the EU Talk & Text add-on. If you decide to share your data, you will not be eligible for the £2.50 or £3.33 Add-ons.

See the EE Price Guide for Small Business at www.ee.co.uk/business/terms for countries included in the Roaming Passes.

Terms apply, see ee.co.uk/business/terms.

To find out more information regarding EE – visit: www.ee.co.uk/our-company/about-ee