



EURO PASS

Terms and Conditions

Version 1.0

Date 15th July 2015

Euro Pass

Available from 15th July 2015

EE Euro Pass – £4 per day for Data and Unlimited Minutes and Texts while you're abroad in our Europe Zone.

Who can get Euro Pass?

Available to customers on selected EE pay monthly consumer plans only (excludes EE Extra customers). Euro Pass is not available to customers on Sharer plans or mobile broadband/Mobile Wi-Fi plans.

How it works

You opt-in to Euro Pass and then pay £4 (inclusive of VAT where appropriate) each day you use your phone in our Europe Zone. You get data (see below), plus unlimited calls and texts to standard UK (and our Europe Zone) mobile and landline numbers when you are travelling in our Europe Zone. The countries in our Europe Zone are subject to change from time to time and details are available at ee.co.uk/roaming.

If you use 100MB of full speed data during a day, you can continue using data at no additional charge but at a slower speed either until you've used up to 500MB or until midnight UK time, whichever happens first. This slower speed will allow you to browse, email and message but you won't be able to stream or download/upload large files. If you want to keep using data at the higher speed, or you've used up 500MB and still want more data, you can buy another pass. A day is from 00:00:01 until midnight UK time.

You will need to opt-in to Euro Pass by texting EUROPASS to 150 or by calling 150 on your phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm it has been added.

Charges

The Euro Pass daily charge will automatically trigger each and every day that you're abroad in our Europe Zone when you make a call, receive a call, send a text or use mobile data. Note that your phone will use data if you have apps on it which automatically update in the background and this will trigger the daily charge. You can turn data roaming off in your phone's settings if you don't want this to happen. Receiving a call when you are in our Europe Zone will also trigger the £4 charge, even if you only receive a single call on a particular day but do not make any calls or send text message(s).

If you prefer to be charged our standard roaming rates, you can opt out of Euro Pass anytime by texting STOP EUROPASS to 150. It may take up to 24 hours for Euro Pass to be removed from your account.

Euro Pass is for your personal, non-commercial use. If you're using it for commercial purposes, or contrary to your terms of service, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for data at our sole discretion.

We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this pass at any time. Euro Pass is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls. The maximum call duration per call with Euro Pass is 120 minutes after which time, you must redial to continue the call.

Our Europe Zone:

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, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Martin, Saint Barthelemy, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Euro Pass includes:

- Calls you make and texts you send to standard UK landline and mobile numbers.
- Calls you make and texts you send to standard landline and mobile numbers within our Europe Zone.
- Receiving all calls or texts.
- All the data you need. The first 100MB each day will be full speed – which will depend on the network available where you are and after that you'll be able to continue browse, email and message until midnight at no extra charge.
- VAT where applicable.

Euro Pass does not include:

- Calls or texts from the UK to any other country (e.g. calls you make to a French mobile number when you're in the UK).
- Calls or texts to numbers other than standard landline or mobile numbers including Premium rate or non-geographic numbers. These may vary from time to time.
- Calls or texts to countries outside of our Europe Zone (e.g. calls you make when you're in France to a USA or Turkish number).
- Picture Messages (currently unavailable in the EU).