



SERVICE SUMMARY

1. Services and Prices

Your New Plan	
Plan Name	Pay As You Go SIM Pay As You Go SIM With a Pack
Plan Description	Pay As You Go SIM: 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 . For data you'll need to buy an add on. Please see: What are pay as you go add-ons? Help EE Pay As You Go SIM With a Pack: For details of the Packs that are available, please see: www.ee.co.uk/paygps
Plan Cost (inc. VAT)	Standard Rates: 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 . For data you'll need to buy an add on. Please see: What are pay as you go add-ons? Help EE (If you do not have a pack or you've used up all your pack allowance, standard rates apply) Packs: £10, £15, £20 or £30
Plan Length	All packs last 30 days No minimum term if you do not have a pack
Data Roaming	You can now use your pack, Free Boost and add-on allowances while roaming in the EU. To find out costs for any country, text RO followed by the country name free to 150. For more info see: Pay as you go roaming terms and conditions Help EE For rates not included in your pack or if you don't have a pack see: Pay as you go non-standard price guide - 16 December 2021 (ee.co.uk)

Prices

For all usage outside your plan allowance, calls, texts and data are chargeable other than emergency numbers and non-geographic numbers starting 0800, 0808, 0500. For more details, read our Price Guide [Pay as you go non-standard price guide - 16 December 2021 \(ee.co.uk\)](#)

For calls to 084, 087, 09 and 118 numbers you'll be charged the EE access charge plus the applicable service charge. See [more details on the costs to call 084, 087, 09 and 118 numbers](#).

Price increases

We may increase any prices at any time. If we do, you may be able to end your service and claim back any unused credit on your account. See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network>) for more information.

2. Speed of the internet access service and remedies in case of problems

Mobile data speeds

Mobile speeds and network coverage may be affected by a number of factors, such as building materials, tree cover, weather conditions, and how many other people are using the network. Coverage will also vary based on your device.

To access 4G you'll need EE signal coverage, a compatible mobile device and an eligible EE plan. Your 4G speed will depend on location, number of users and plan. Use our mobile coverage checker to see a detailed breakdown of network coverage in your area <https://coverage.ee.co.uk/coverage/ee>

Customers joining EE on a Pay As You Go Plan from 1st March 2023 will have speeds capped at 25Mbps.

If your speed is regularly lower than expected you should contact us to resolve. You also have other legal options, see <https://www.citizensadvice.org.uk/>. For more details, see our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network>

Our Customer Complaints Code (see <https://ee.co.uk/help/help-new/safety-and-security/protecting-your-information/complaints-code-of-practice>) tells you how to contact us to sort out a problem and how we'll deal with any complaint or dispute. You may be able to refer the matter to an alternative dispute resolution service to get an independent opinion. More details are given in our Customer Complaints Code and our terms and conditions.

3. Duration, renewal, and termination

Duration:

If you have a pack, your pack will last for 30 days. The 30 days will start as soon as you set up direct card payments or top up enough to cover the cost of your pack, insert the SIM card into your device and make your first call, text or use data.

There is no minimum term if you do not have a pack.

See our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network> and <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/packs> for more information.

Renewal:

If you have a pack, your pack will last for 30 days, and will automatically renew after this if you have set up recurring card payments or have enough credit unless you cancel your pack. If you don't want the pack to recur, you can tell us any time before the 30 days ends in accordance with our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/packs>.

For more details on automatic renewal of packs, see section 6 of the Pre-Service Information document and our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/packs>).

Termination:

You can cancel your service at any time in accordance with our terms and conditions. Our website sets out details of how you may contact us to cancel.

If you cancel, you'll not be able to claim back any unused credit on your account except in certain circumstances and you cannot claim back any amount in respect of unused allowances.

You may be able to cancel your service and claim back any unused credit if we have made changes to your service.

You must make a connection action (for example, topping up your account, using data, making a chargeable call, sending a chargeable text) at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you'll not be able to use your service. You'll also lose your mobile phone number and forfeit any credit on your account at the time of disconnection.

For more details on the above see section 6 of the Pre-Service Information document and our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network> and <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/packs>.

4. Features for customers with disabilities

You can find out more about the products and help and advice available on our website at <https://ee.co.uk/our-company/corporate-responsibility/being-responsible/sharing-connectivity/digital-living/digital-for-all>

5. Other relevant information

For information on the right to cancel, see section 9 of the Pre-Service Information document.



PRE-SERVICE INFORMATION

This document is to help you make a comparison between service offers so you can make the right choice for you

1. Identity and contact details of Regulated Provider

Regulated Provider	EE
Registered address	EE Ltd 1 Braham Street London E1 8EE 0800 079 8586
For complaints	EE Customer Services 6 Camberwell Way Sunderland Tyne and Wear SR3 3NX You can submit a complaint online by visiting www.ee.co.uk/contact-ee/complaint

2. Description of services and prices

Your New Plan	
Plan Name	Pay As You Go SIM Pay As You Go - SIM With a Pack
Plan Description	Pay As You Go SIM: 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 . For data you'll need to buy an add on. Please see: What are pay as you go add-ons? Help EE Pay As You Go SIM With a Pack: For details of the Packs that are available, please see: www.ee.co.uk/paygpacks
Plan Cost (inc. VAT)	Standard Rates: 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 . For data you'll need to buy an add on. Please see: What are pay as you go add-ons? Help EE (If you do not have a pack or you've used up all your pack allowance, standard rates apply) Packs: £10, £15, £20 or £30
Plan Length	All packs last 30 days No minimum term if you do not have a pack
Data Roaming	You can now use your pack, Free Boost and add-on allowances while roaming in the EU. To find out costs for any country, text RO followed by the country name free to 150.

	<p>For more info see: Pay as you go roaming terms and conditions Help EE</p> <p>For rates not included in your pack or if you don't have a pack see: Pay as you go non-standard price guide - 16 December 2021 (ee.co.uk)</p>
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Price increases

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3. Service Characteristics

Mobile Data Speeds

- Mobile speeds and network coverage may be affected by a number of factors, such as building materials, tree cover, weather conditions, and how many other people are using the network. Coverage will also vary based on your device.
- To access 4G you'll need EE signal coverage, a compatible mobile device and an eligible EE plan. Your 4G speed will depend on location, number of users and plan
- Use our mobile coverage checker to see a detailed breakdown of network coverage in your area <https://coverage.ee.co.uk/coverage/ee>
- Customers joining EE on a Pay As You Go Plan from 1st March 2023 will have speeds capped at 25Mbps.

4. Delivery of service

SIM

- Your new SIM will be sent with your device (if you order one) or will be delivered within 2-5 working days (if you order a Pay As You Go SIM only).
- You'll need to request a PAC code from your current provider to transfer your existing number to EE. See Switching information in next section.
- If you're ordering just a SIM from EE, you'll need a compatible device for EE mobile and your device may need unlocking.

Payment options:

Card Payments: You can buy a pack by setting up direct card payments using a credit or debit card in My EE.

Top Up:

Alternatively, you can top up your credit in My EE, by text or by phone and can top up using an E-voucher by text or phone.

For more information, see <https://ee.co.uk/help/help-new/billing-usage-and-top-up/topping-up-and-balance/how-can-i-top-up-my-phone>

5. Switching to EE

Switching your mobile to EE

- Choose your EE mobile plan online and during the order process you'll be asked if you're switching from another mobile company.
- To keep your existing number – you'll need to give us your PAC code which can be obtained by texting **PAC to 65075**. We'll let your old provider know you're leaving and switch over your number. It might take up to 48 hours.
- To get a new number - you'll be asked to enter your STAC code to let your old network provider know you're leaving. Simply text **STAC to 75075** to get your STAC code. We'll let your old provider know you're leaving. You can use your new EE SIM as soon as it arrives.
- If you're switching to EE all steps can be completed for you whilst you're in one of our EE stores. You can choose to do this at a later point.

6. Duration, renewal and termination of contract

Duration:

If you have a pack, your pack will last for 30 days. The 30 days will start as soon as you set up direct card payments or top up enough to cover the cost of your pack, insert the SIM card into your device and make your first call, text or use data.

There is no minimum term if you do not have a pack.

See our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network> and <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/packs> for more information.

Renewal:

If you have a pack, your pack will last for 30 days, and will automatically renew after this if you have set up recurring card payments or have enough credit unless you cancel your pack. If you don't want the pack to recur, you can tell us any time before the 30 days ends in accordance with our terms and conditions.

If you don't have enough credit and haven't set up recurring card payments at the end of the 30 days, we'll not apply the new pack until you have enough credit. Once you do, we will take payment and give you the new pack immediately. If 30 days after your previous pack expired (the "Renewal Period"), you have still not topped up enough, we will not make any further attempts to take payment and will cancel your pack. You can tell us at any point during the Renewal Period that you would like to cancel your pack in accordance with our terms and conditions.

See our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/packs> for more information.

Termination:

You can cancel your service at any time in accordance with our terms and conditions. Our website sets out details of how you may contact us to cancel.

If you cancel, you'll not be able to claim back any unused credit on your account except in certain circumstances and you cannot claim back any amount in respect of unused allowances. See our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network> for more information.

You may be able to cancel your service and claim back any unused credit if we have made changes to your service. See our terms and conditions for more information.

You must make a connection action (for example, topping up your account, using data, making a chargeable call, sending a chargeable text) at least once every 180 days. If you do not, your SIM card will be disconnected from the network and you'll not be able to use your service. You'll also lose your mobile phone number and forfeit any credit on your account at the time of disconnection. See our terms and conditions for more information.

7. Security

If we suspect there's been, or is likely to be, a security incident, we may lock your MY EE online account to protect your details. We'll ask you to change your password before letting you log back in. You can also speak to a member of our Customer Service team on 150 if you need some support or guidance.

8. Remedies, complaints handling and dispute resolution

If you have issues with coverage, speed or other aspects of your service, you should contact us to resolve. You also have other legal options, see <https://www.citizensadvice.org.uk/>. For more details, see our terms and conditions <https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network>

You may be able to take a phone number with you when you leave our network. Please see our website at www.ee.co.uk and <https://ee.co.uk/help/help-new/managing-and-using-my-account/leaving-ee/how-do-i-cancel-my-contract-with-ee> for more information on transferring.

Our Customer Complaints Code (see <https://ee.co.uk/help/help-new/safety-and-security/protecting-your-information/complaints-code-of-practice>) tells you how to contact us to sort out a problem and how we will deal with any complaint or dispute. You may be able to refer a matter to an alternative dispute resolution service to get an independent opinion. More details are given in our Customer Complaints Code and our terms and conditions.

9. Right to cancel

In-store: We don't offer a change-of-mind policy in store but, if you're experiencing coverage issues or our coverage doesn't meet your expectations, you can return your purchase within the first 14 days to any of our stores. See <https://ee.co.uk/help/help-new/orders-and-delivery/cancelling-orders-and-contracts/how-to-cancel-a-contract-within-14-days> and <https://ee.co.uk/help/help-new/orders-and-delivery> for details.

Online or by phone: If you purchase through a distance sales channel (such as online or by phone), you'll have a cooling off period to change your mind and cancel:

If you've purchased a device: you have 14 days from the day after delivery of your device to change your mind and cancel. See <https://ee.co.uk/help/help-new/orders-and-delivery/cancelling-orders-and-contracts/how-to->

[cancel-a-contract-within-14-days](#) and <https://ee.co.uk/help/help-new/orders-and-delivery> for details. You'll need to return the device. You may be charged for any services used before you cancel.

If you've got a Pay As You Go SIM only plan: You have 14 days from the day after your service starts to change your mind and cancel. See <https://ee.co.uk/help/help-new/orders-and-delivery/cancelling-orders-and-contracts/how-to-cancel-a-contract-within-14-days> and <https://ee.co.uk/help/help-new/orders-and-delivery> for details. You may be charged for any services used before you cancel.

10. Data protection

We need to collect and use personal information so we can set you up and provide you with our products or services. This includes when you register, buy or use one of our products or services, if you express an interest in our products and services, and if you download and register on one of our apps. If you don't provide us with the correct information, we may be unable to provide you with the product or service.

The type of personal information we may need includes your contact details and other information to confirm your identity and communications with us, such as your name, gender, address, phone number, date of birth, email address and a security question and answer. If you choose to buy something from us we will need your payment and financial information too. We also collect and use certain personal information when you use our services, such as your IP address and other online identifiers.

If you tell us you have a disability or otherwise need support, we will note that you're a vulnerable customer, but only if you give your permission or if we must for legal or regulatory reasons.

Further information can be found in our privacy policy which can be accessed on our website at ee.co.uk/eeprivacycentre

11. Customers with disabilities

You can find out more about the products and help and advice available on our website at: <https://ee.co.uk/our-company/corporate-responsibility/being-responsible/sharing-connectivity/digital-living/digital-for-all>

12. Accessibility

Please refer to the terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-as-you-go/network>) for the services that you've taken out and <https://ee.co.uk/our-company/corporate-responsibility/being-responsible/sharing-connectivity/digital-living/digital-for-all>