

## Pay Monthly Price Guide

# Pay Monthly 2012 24 Month Plan

Available between 1 February 2012 and 21 January 2013

Each year in March, the price of your monthly plan will increase in line with the Retail Price Index (RPI) rate of inflation as published in January by the Office for National Statistics. To check your current monthly price plan charge just check your latest bill or My EE. This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.

24 Month Plan				
Monthly Cost (incl. VAT)	£8.22	£14.33	£20.32	£26.30
Inclusive minutes <sup>2,3,4</sup>	50	100	300	600
Inclusive Texts <sup>1, 4</sup>	250	500		
Unlimited Booster	-		Yes	

24 Month Plan								
Monthly Cost (incl. VAT)	£8.22	£13.14	£19.12	£25.12	£31.09	£37.08	£40.28	
Inclusive minutes <sup>2,3,4</sup>	50	50	100	300	600	900	1200	
Inclusive Texts <sup>1, 4</sup>	100	250	500					
Unlimited Booster	-			Yes				
Inclusive Internet	250MB (Basic)							
Additional benefits	WiFi							

24 Month Plan							
Monthly Cost (incl. VAT)	£19.12	£25.12	£31.09	£37.08	£43.06	£49.06	62.69
Inclusive minutes <sup>2,3,4</sup>	50	100	300	600	900	1200	3000
Inclusive Texts <sup>1, 4</sup>	250	500					
Unlimited Booster	-		Yes				
Inclusive Internet	1GB (Standard)						
Additional benefits	WiFi						

24 Month Plan						
Monthly Cost (incl. VAT)	£25.12	£31.09	£37.08	£43.06	£45.90	£55.01
Inclusive minutes <sup>2,3,4</sup>	50	100	300	600	900	1200
Inclusive Texts <sup>1, 4</sup>	250	500				
Unlimited Booster	-		Yes			
Inclusive Internet	Extra					
Additional benefits	WiFi					

Service Type	Included in Allowance? <sup>2,3</sup>
Calls to UK mobile numbers	✓
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man)	✓
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>9</sup>	x
Calls to Freephone (080) & (116)	x
Checking voicemail in the UK	x
Text Messages to UK mobile numbers	✓
Picture Messages	x
Calls to Customer Services (During Normal Working Hours)	x
Calls to Customer Services (During Extended Working Hours)	x
Call Divert	x

\* Cost of Calls or Services Made Outside of Allowances (Inc. VAT) can be seen under the standard and non-standard price guide [here](#).

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1. Applies to messages sent from your phone or via the EE website [www.ee.co.uk](http://www.ee.co.uk).
  2. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, 08 services and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Your monthly payment may also include inclusive internet on your phone. See 'points to note' for more information.
  3. Calls made within your allowance are charged on a per second basis.
  4. Calls & text message 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. See 'points to note' for more information.
  5. Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
  6. Call divert is included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
  7. 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 & Support" section of our website, [ee.co.uk](http://ee.co.uk).
  8. 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".
  9. Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

Please go to the "Help & Support" section of our website, [ee.co.uk](http://ee.co.uk) for details around "non-standard" service charging. 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 unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

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# Points to note

## Notes on UK calling

Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only. Calls within the UK only are calls made or received in either England, Wales, Scotland or Northern Ireland. As you'll know, the Channel Islands and the Isle of Man are not part of the UK. That means that, although customers of networks there will have a telephone number starting with 01, 02, 03 or 07, calls to those numbers from the UK will be charged as a call to a Zone 2 country.

### Which calls and text messages to UK mobile numbers are included in my allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your allowance. Inclusive calls currently include (but are not limited to) calls to the UK mobile numbers allocated to the national UK GSM cellular network operators EE, Orange, Hutchinson 3G, 02, and Vodafone. On this plan, calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Fresh) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to Lycamobile.

### Which calls and text messages to mobile numbers are excluded from my allowance?

Calls and texts to some numbers starting 07 are not included in your allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges.

For a full list of 07 number ranges that are not included in allowances please visit the "Help & Support" section of our website, ee.co.uk. We may add numbers to the list of excluded mobile numbers from time to time at our discretion.

Please also note that if you are calling someone who has ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

### What happens if my call or text messages to mobile number are excluded from my allowance?

You can still make calls and text messages to UK mobile numbers that are excluded from your allowance. However, you can't use your allowance towards these calls. You will simply be charged the standard mobile call rate for your price plan.

### Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for "follow me" services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Calls to these numbers are not included in allowance, see "non standard what it costs" for details.

### Unlimited Boosters

You can also choose one inclusive unlimited booster at a time from our range with this plan. Unlimited boosters and other boosters are available with your plan as an additional service, including our internet options.

### Internet options

You'll need internet coverage to use internet on your phone, check it at ee.co.uk. Just remember, you can't use any internet on your phone option for peer to peer file sharing and with Basic or Standard internet on your phone you can't use your phone as a modem or make internet phone calls ('VOIP'). Internet on your phone options come with a fair use policy. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use internet on your phone, depending on how often you go over your amount and by how much. If you remove your inclusive internet option or a chargeable booster and then use internet on your phone you'll automatically be charged our daily rate, see ee.co.uk.

For further information on chargeable boosters and the legal stuff, please see "non-standard what it costs". "Non-standard what it costs" also includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.

## General

- Your **inclusive minutes allowance** (shown on your bill as 'inclusive time' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls (but excludes calls to the EE WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance.
- **Fair Use Policy:** To ensure the provision of a quality service to all our customers and to ensure that the behaviour of some does not disadvantage the majority of our customers, we may request customers who make excessive use of inclusive calls to reduce their usage of these calls. If usage continues to be excessive, EE may move these users to another plan from a selected range, and they may lose the right to move back to that original plan. EE currently considers 'excessive' use to be more than 3000 minutes of inclusive calls per month. We reserve the right to vary this policy, but we will notify you if we do.
- **If your inclusive minute allowance runs out during a call**, we will charge you for the remainder of that call.
- If a pay monthly plan has **rollover**, unused inclusive minutes from one monthly billing period are 'rolled over' for use during the next monthly billing period, up to the amount of inclusive minutes in your monthly allowance. Unused inclusive minutes are not refundable. Any inclusive minutes we may allow you are limited to the specific circumstances in which it was given. You cannot add it to any allowances you may already have from previous promotions.
- If you **move between any of these pay monthly plans with rollover**, you can carry forward any unused allowance from your previous plan to your next plan.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the EE account enquiry service (dial 150). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- When you join a EE pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer**. Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **Per minute charging** applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call. However, if the call exceeds two hours in length and crosses into a different part of the day (for example, from 'daytime' to 'evening'), the remainder of the call will be charged at the new rate.
- A call ends when:
  - a) you end the call on your device;
  - b) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
  - c) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call.
- On the bill, the charge for each call is rounded to the nearest tenth of a penny. The total of each of the sub-categories of 'call charges' and 'other usage charges' will be rounded to the nearest penny on the bill, then added together before VAT is added to this final figure. All chargeable calls will be subject to a minimum charge per call of 2p unless otherwise stated.
- Free voicemail retrieval applies to the retrieval of messages when using the EE service in the UK.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. Diverted calls are not included in any inclusive time you may have.
- Additional charges may apply whilst using your EE phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on [www.ee.co.uk/priceguides](http://www.ee.co.uk/priceguides) or our 'Non standard charges' leaflet.
- EE reserves the right to vary or withdraw any individual or additional service with 30 days notice.
- A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.



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24PM7  
24PM12  
24PM17  
24PM22  
24PM7S  
24PM11S  
24PM16S  
24PM21S  
24PM26S  
24PM31S  
24PM36S  
24PM16M  
24PM21M  
24PM26M  
24PM21L  
24PM26L  
24PM31L  
24PM36L  
24PM46L  
24PM41L