PLAN PRICE GUIDE

Non-Standard Charges

Pay as you go

Price Guide updated and all charges applicable until 30th of April 2018.

PRICE FOR ADDITIONAL CALLS AND TEXTS THAT ARE NOT INCLUDED IN YOUR PRICE PLAN

Service Type	Call charges for a one minute direct dial call (unless otherwise stated) inc VAT
Calls to EE Customer Services	Please refer to your Plan Price Guide for details.
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155)	£1.53 per minute
Emergency calls (999, 112)[1]	Free
Electricity Helpline (105)	Free
NHS Direct (111)[1]	Free
Standard non-emergency (101)	15p per call
Blind and disabled directory enquiries (195)[1]	Free
Text Relay calls[1]	Free
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	Same as texts to other mobile customers. Please refer to your price plan price guide for details
Text Messaging to premium rate services*	Charges vary depending on the premium rate provider (and are excluded from allowances and bundles)
Text Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details
Speaking clock (123)	40p per minute
Paging Services	From 30p per minute to 75p per minute, or 75p per call
Premium Rate Services (09)[3]	Access Charge of 44p per minute plus a Service Charge
Directory Enquiry Services (118)[3]	Access Charge of 44p per minute plus a Service Charge
Multimedia services	From 75p per minute/per call up to £3.00 per minute/per call. Price vary by service, please refer to the Help section of our website, ee.co.uk
EE Group Call – see description below.	Same as an On-net Call and included in allowances
Bypass Services via	
07744	12p per minute
07755	12p per minute
0775522	3p per minute
0775533	5p per minute
0775544	6p per minute
0775555	8p per minute
0775520	10p per minute
0775530	15p per minute
ByPass Services via 29 xx pp Short codes The pp digits indicate the price (inc VAT) in pence per minute and the xx indicates the last two dialing numbers of the specific number. For example:	
29 03 00 to 99	3p per minute
29 25 00 to 999	25p per minute
Local Toll	35p per minute
National Toll	35p per minute
All numbers prefixed by	
0500	20p per minute
0800, 0808	Free

Charity and Helpline Services[1]	Calls to some charity and helpline services are free. Please refer to the help section of our website, ee.co.uk for a full list

0843, 0844, 0845, 0870, 0871, 0872, 0873[3]	Access Charge of 44p per minute plus a Service Charge 40p per minute
05 (not including 0500, 055, 056)	30p per minute
055, 056	40p per minute
116	Free
070	From 30p to 75p per minute Prices vary by service, for details on specific services please refer to the help section of our website, ee.co.uk/help

1 Calls will not be deducted from your Add-On allowance.

2 A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

3 Please see ee.co.uk/ukcalling for a list of Service Charges.

* For help with premium rate short codes see: http://ee.co.uk/help/accounts-billing-and-topping-up/billing-and-payment/your-bill-explained/third-party-services

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 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 our EE Roaming Zone.

What's a UK landline or a local/national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs'). Personal numbers that begin with 070 are not mobiles.

Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message.
Standard roaming rates apply when accessing your voicemail service whilst abroad if you don't have one of our pay as you go packs. Standard rates apply when using Call Return whilst abroad.

Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Standard call rates apply to diverted calls.

Calling into CS

You can call into our Customer Services by dialing 150 from your handset or from a UK landline – call 0845 412 5000 (charged at Access Charge per minute plus a Service Charge of 7p per minute). If you're calling from abroad call +44 7953 966 150.

Group Voice Messaging

Send one voicemail message to up to 20 EE friends at once. You'll only be charged for your call to your voicemail. Standard rates apply.

EE Group Call

EE Group Call is a conference call hosting service that enables up to 20 callers to conference in to one call.
The group organizer will need to choose a conference ID. This can be any 6 digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference IDs can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted.

Third Party Information Services

Charges vary as published by third party.

PACKS AND ADD-ONS

Pack*[1]	Pack Allowances*	Price	Pack Duration[4]
Data	100MB, 10 minutes[1], 10 texts	£1	7 days
	1GB, 50 minutes[1] , 50 texts	£10	30 days
	2GB, 100 minutes[1], unlimited texts	£10	
	5GB, 500 minutes[1], unlimited texts	£15	
Talk & Text	10MB, 25 minutes[1], 50 texts	£1	7 days
	10MB, 250 minutes[1], unlimited texts	£10	30 days
	10MB, 500 minutes [1], unlimited texts	£12.50	
	10MB, 750 minutes[1], unlimited texts	£15	
Everything	150MB, 100 minutes[1], 250 texts	£5	30 Days
	1GB, 300 minutes[1], unlimited texts	£10	
	1GB, 300 minutes[1], unlimited texts	£12.50	
	2GB, 1000 minutes[1], unlimited texts	£15	
	4GB, 1500 minutes[1],unlimited texts	£20	
	8GB, 2000 minutes[1], unlimited texts	£25	
	16GB, 3000 minutes[1], unlimited texts	£30	
Everything Pack (International)	500 MB, 100 minutes, 200 texts, Unlimited calls and texts to EE	£8	30 Days

Pack	Pack Allowances	Price	Pack Duration
Talk**	100 minutes, 200 texts, 10 MB	£1	7 days
Talk**	5,000 minutes, unlimited texts, 50MB	£10	30 days

**Exclusively available to new customers purchasing on-line at ee.co.uk or from an EE retail store from 25th of January 2018

*Pack allowances can be used in the UK and while roaming in the EU

Pack	Pack Allowance	Price	Pack Duration
International (Exclusive)[9]	500MB, 150 mins to the UK & 34 countries, 150 texts, unlimited calls and texts to EE	£10	30 days
	3GB, 250 mins to the UK & 34 countries, 500 texts, unlimited calls and texts to EE	£15	30 days
MTV Trax (Exclusive)[10]	7GB, 500 minutes, unlimited texts, free access to the MTV Trax music app	£15	30 days

4 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

5 If you joined before 3 September 2014 and you buy a pack, you can no longer buy Add-Ons available before 3 September 2014

6 From 29th August 2017, if bought in EE retail stores or telesales, any £10 or £15 Data pack will not come with the call abroad add-on; if bought in indirect stores or on ee.co.uk, these packs will come with the call abroad add-on.
If you joined before 29th August 2017, the call-abroad add-on is already preloaded on these packs.

8 All Packs last for the stated duration, but any of the allowances can be used up in that time. After the stated duration, payment is taken automatically from your credit, and a new set of allowances are provisioned; unused allowances expire. If you have insufficient credit to renew the Pack at the end of your validity period, we will not apply the new Pack until you have enough credit to pay for it. As soon as youdo, we will take the payment from your credit and give you the new Pack immediately. When topping up the minimum top up amount is £5 and you can only top up increments of £5.

9 Exclusively available online and in selected retail stores; cannot be added for the first time by texting a short code to 150, calling 150, or through your My EE Account. The following countries can be called within your International Pack minutes allowance: Australia, Bangladesh, Belgium, Canada, China, Cyprus, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Ireland, Italy, Lithuania, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, South Africa, South Korea, Spain, Sweden, Thailand, United States

10 Exclusively available online and in selected retail stores to customers purchasing the SIM before 31st May 2018; cannot be added for the first time by texting a short code to 150, calling 150, or through your My EE Account

Add-Ons available to new and upgrading customers after 3 September 2014

Add-On	Add-On Allowances	Price	Add-On Duration
UK and EU Data	100MB	£1.50	7 days
	500MB	£3	
	500MB	£5	30 days
	1GB	£7.50	
	3GB	£15	
	5GB	£20	
UK and EU Minute and Texts	Unlimited minutes and texts to EE, T-Mobile and Orange customers	£3	7 days
UK and EU Texts	200 texts	£5	30 days
		£3	7 days
UK and EU Minutes	100 minutes	£5	30 days
		£3	7 days

Add-Ons available to customers who joined before 3rd September 2014

Add-On	Add-On Allowances	Price	Add-On Duration
UK and EU Data	100MB	£3	30 Days
	500MB	£6	
	1GB	£10	
	2GB	£15	
	4GB	£20	
	10GB	£30	
UK and EU Minutes[10]	100 minutes	£3	
	200 minutes	£5	
	500 minutes	£10	
UK and EU Texts[10,11]	400 texts	£2	
	3000 texts	£5	

10 Add-On minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Calls & text messages to certain MVNO ranges and call forwarding services are not included in Add-On connection. See 'Points to note' formore information.

11 We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged. Includes messages sent from the EE website; www.ee.co.uk. You will be charged per text message sent to non GSM networks.

Add-Ons available to all customers

Add-On	Add-On Allowances	Price	Add-On Duration
Calling abroad from the UK[12]	Cheaper calls and texts to over 70 countries[13]	Free	Open Ended

12 If you purchase a PAYG SIM pre-loaded with our Special Edition Data Packs, our £8 Everything Pack or our £10 and £15 International Packs you will get the Call Abroad add-on automatically

13 Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.

SERVICE CHARGES

Service Charge	Charge (Inc. VAT)
Replacement SIM card	£1.5
Changing your phone number	£35.74
Reconnection	£24
Memorable number[14]	Prices available on request
Unlock mobile phone for use on another compatible network[15]	Free

14 The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Of Com or any other regulatory body. We will endeavor to give you reasonable notice if we have to do this. If you leave EE, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one off premium paid to us.

15 Handsets can only be unlocked from our network once you've been on the pay as you go plan that the phone came with for at least 6 months.

CALLING ABROAD FROM THE UK

Table below indicates standard rates for calling countries from the U.K

Calls & Texts to landlines and mobiles within the below zones	Countries	Price per minute (Inc. VAT)	Text Message (Inc. VAT)	Calls to non-mobile or landline services[16]	Picture message (Inc. VAT)
Zone 1	Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Vatican City	£1.00	25p	£3.50	40p
Zone 2	Guernsey, Republic of Ireland, Isle of Man, Jersey	50p	25p	£3.50	40p
Zone 3	Canada, USA, US Virgin Islands	£1.00	25p	£3.50	40p
Zone 4	Australia, New Zealand	£1.00	25p	£3.50	40p
Zone 5	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Virgin Isles, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Columbia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Côte d'Ivoire, Cuba[17], Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, French Guiana, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea Bissau, Guiana, Honduras, Haiti, Hong Kong, Iceland, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Lebanon-, Lesotho, Liberia[17], Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Martinique, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea[17], Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Réunion Island, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts & Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (inc. N Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.50	25p	£3.50	40p
Satellite	N/A	£5.00	N/A	N/A	40p

16 A pre-call announcement will be played prior to connecting your call to an International Premium Service.

17 Calls to Cuba, Liberia and North Korea are currently barred.

Calling abroad Add-On rates							
Country	Landline	Mobile	Text	Country	Landline	Mobile	Text
Algeria	12p	40p	10p	Kuwait	8p	8p	10p
Argentina	10p	20p		Latvia	50p	25p	
Australia	3p	10p		Lebanon	10p	10p	
Austria	10p	10p		Lithuania	50p	20p	
Bahrain	10p	15p		Luxembourg	5p	15p	
Bangladesh	5p	5p		Malaysia	5p	5p	
Barbados	19p	19p		Mauritius	12p	12p	
Belgium	5p	5p		Morocco	15p	30p	
Brazil	1p	15p		Netherlands	3p	5p	
Bulgaria	6p	20p		New Zealand	3p	7p	
Canada	3p	3p		Nigeria	10p	10p	
China	3p	3p		Norway	8p	8p	
Columbia	5p	15p		Pakistan	10p	10p	
Croatia	5p	15p		Philippines	15p	20p	
Cyprus	1p	6p		Poland	1p	5p	
Czech Republic	5p	6p		Portugal	3p	5p	
Denmark	3p	5p		Qatar	15p	15p	
Egypt	10p	20p		Romania	1p	5p	
Estonia	5p	30p		Russia	15p	20p	
Finland	5p	15p		Saudi Arabia	10p	14p	
France	3p	5p		Singapore	1p	3p	
Germany	1p	5p		Slovakia	1p	15p	
Ghana	25p	25p		South Africa	3p	8p	
Greece	5p	15p		South Korea	7p	10p	
Guernsey	5p	15p		Spain	3p	8p	
Hong Kong	3p	3p		Sri Lanka	15p	20p	
Hungary	1p	5p		Sweden	1p	5p	
India	5p	5p		Switzerland	3p	12p	
Indonesia	10p	20p		Taiwan	10p	20p	
Ireland	1p	8p		Thailand	6p	6p	
Iraq	10p	10p		Trinidad & Tobago	15p	17p	
Israel	5p	20p		Turkey	5p	12p	
Italy	3p	7p		UAE	15p	15p	
Jamaica	12p	17p		Uganda	30p	30p	
Japan	5p	15p		United States	3p	3p	
Jersey	5p	15p					
Kenya	12p	18p					

ROAMING

Pay As You Go customers using any of our 'packs' will be able to use this allowance at no extra charge whilst roaming in the EU. Pay As You Go customers not using a pack will just be charged standard rates, the same as they would be if they were in the UK. See our Pay As You Go terms for full information on charging.

Pay As You Go customers on our international SIMS will be able to call, text and use data as part of their inclusive allowance whilst roaming within the EU, but only to call/text back to the UK or other EU destinations. Customers will not be able to use minutes to call any international destination that is outside of the EU, and these calls will be charged at our standard roaming rates.

What this means for our customers is, they should be able to use their phone exactly as they would in the EU as they do in the UK. Usage that is normally included in packs in the UK will still be inclusive in the EU, and usage that is normally chargeable (i.e calling the USA) will still be chargeable, and at international rates.

Standard roaming charges							
	Countries	Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including to the UK	Making a call to outside of the EU (Zones 3 - 8)	Receiving a call	Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK[15]	Sending a text to outside of the EU (Zones 3 - 8)[15]	Sending a picture message
Zone 1a (Ireland)	Ireland (Republic of), Isle of Man	30p	£1.20	Free	12p	50p	40p
Zone 1b (Channel Islands)	Jersey, Guernsey	30p	£1.44	Free	12p	60p	40p
Zone 2a Europe (EU/ EEA Vatable)	Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Czech Republic, The Netherlands	30p	£1.20	Free	12p	50p	40p
Zone 2b Europe (EU/ EEA non-VAT)	Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, Switzerland, The French Antilles	30p	£1.44	Free	12p	60p	40p

	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text[15] (Inc VAT)	Sending a picture message (Inc VAT)
Zone 3 (Other Europe)	Andorra and Faroe Islands	£1.20	£1.20	60p	40p
Zone 4 (USA and Canada)	USA, Canada	£1.20	£1.20	60p	40p
Zone 5 (Australia and New Zealand)	Australia, New Zealand	£1.20	£1.20	60p	40p

For calls made whilst in Europe* a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text[18] (Inc VAT)	Sending a picture mes s age (Inc VAT)
Zone 6 (Rest of World)	Albania, Afghanistan, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Bosnia-Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cayman islands, Cambodia, Cameroon, Central Africa, Chile, China, Colombia, Costa Rica, Comoros, Cook Islands, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kyrgyz Republic, Lebanon, Lesotho, Liberia, Libya, Macao, Macedonia, Madagascar, Malawi, Malaysia, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Netherlands Antilles, Nepal, New Caledonia, North Korea, Nicaragua, Niger, Nigeria, Niue, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saint Helena, Ascension and Tristan da Cunha, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Saudi Arabia, The Seychelles, Senegal, Serbia, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Turks and Caicos Islands, UAE, Togo, Tonga, Trinidad&Tobago, Turkey, Tuvalu, Uganda, Ukraine, Uruguay, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.80	£1.80	60p	40p
Zone 7 (Maritime, Ships & Ferries)	N/A	£2.40	£2.40	60p	40p
Zone 8 Rest of World (exceptional)	Bahamas, Benin, Cape Verde, Chad, Congo, Cuba, Djibouti,Kuwait, Falkland Islands, Laos, Mongolia, Palau, Tajikistan, The Maldives, Tunisia, Turkmenistan, Uzbekistan	£3.00	£3.00	£1.20	40p
Zone 9 (Planes)	Aircraft, Satellite	£3.00	£3.00	£1.20	40p

To use data whilst roaming abroad you'll need to purchase a Data Add-On.

18 Any undelivered text messages will be charged at the standard rate for your price plan.

Roaming Data add-ons outside of EU/EEA/Switzerland countries (inc. VAT)											
Zone A			Zone B			Zone C			Zone D		
£	days	MB	£	days	MB	£	days	MB	£	days	MB
£5	1d	50	£5	1d	15	£5	1d	8	£5	1d	4
£10	1d	150	£10	1d	35	£10	1d	20	£10	1d	10
£25	7d	300	£25	7d	100	£25	7d	45	£25	7d	22
£50	7d	900	£50	7d	225	£50	7d	110	£50	7d	50

Zone E		
£	days	MB
£36	1d	5
£66	1d	10

This is the Plan Price Guide referred to inyour Pay As You Go agreement with us. This Plan Price Guide forms part of your agreement with us.

Countries included in the Data whilst roaming Add-Ons (Pay As You Go)					
Zone A	Zone B	Zone C	Zone D	Zone D (continued)	Zone E
Andorra	Albania	Benin	Afghanistan	Kazakhstan	Air and Maritime
Armenia	Algeria	Botswana	Angola	Kyrgyz Republic	Azerbaijan
Australia	Argentina	Cambodia	Bangladesh	Laos	Belarus
Canada	Bahrain	Cameroon	Belize	Lebanon	Maldives
China	Bermuda	Egypt	Bhutan	Lesotho	Rwanda
Hong Kong	Brazil	Gabon	Bolivia	Liberia	Seychelles
India	Caribbean	Ghana	Bosnia Herzegovina	Libya	
Israel	Colombia	Guinee	Brunei Darussalam	Macao	
Japan	Dominican Republic	Ivory Coast	Burkina Faso	Malawi	
Malaysia	Ecuador	Jordan	Burundi	Mauritius	
Mexico	Indonesia	Madagascar	Cape Verde	Mozambique	
New Zealand	Iste of Man	Mali	Central African Republic	Namibia	
Peru	Kenya	Mongolia	Chad	Nepal	
Qatar	Kuwait	Monseratt	Chile	Netherland Antilles	
Russia	Macedonia	Morocco	Congo	Niger	
Singapore	Moldova	Panama	Cook Islands	Pakistan	
South Africa	Montenegro	Senegal	Costa Rica	Palestine	
Thailand	Nicaragua	Sudan	Cuba	Papua New Guinea	
Turkey	Nigeria	Tanzania	Djibouti	Paraguay	
USA	Oman	Vietnam	El Salvador	Sierra Leone	
	Philippines	Zambia	Equatorial Guinea	Suriname	
	Saudi Arabia		Ethiopia	Swaziland	
	Serbia		Falkland Islands	Syria	
	South Korea		Faroe Islands	Tajikistan	
	Sri Lanka		Fiji	Tunisia	
	Taiwan		French Polynesia	Uganda	
	Ukraine		Gambia	Uzbekistan	
	United Arab Emirates		Georgia	Yemen	
	Uruguay		Greenland	Zimbabwe	
	Venezuela		Guam		
			Guatemala		
			Guyana		
			Honduras		
			Iran		
			Iraq		

Voicemail charges whilst travelling

When roaming within Europe*, you'll only be charged to listen to your voicemails if you don't have a pack. This is charged at the standard UK rate. If you do have a pack, this will be deducted from your allowances as normal.

When roaming outside of Europe**, you'll be charged the per-minute rate for making a call when you listen to your voicemail. You'll also be charged when someone leaves you a voicemail unless you divert all calls to voicemail, or switch off your device when you're travelling.

*Europe is defined as countries in Zones 1a, 1b and 2a.

**Outside of Europe countries are defined as countries listed in Zones 2b and above.

Points to note

You must make a connection action at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited.

'Connection actions' are:
– Making a chargeable outbound call
– Sending a text message
– Topping up your account
– Making a payment for an Add-On

We can place a charge on your account if a bank reverses a debit or credit card payment to your account. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.

Any text message sent to you, which doesn't get through because you are out of credit will be lost. To make or receive a chargeable call or receive a voicemail message, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1 pence credit available.

Calls are charged by the minute (unless otherwise stated) and rounded up to the nearest penny.

If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning.

All prices include VAT at the current rate of 20% (includes those calls made or received whilst abroad).

Charging starts when a call is answered by a person or answering device.

A call ends when:
a) you end the call on your device; or
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.

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.

While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.