

PLAN PRICE GUIDE

Non-Standard Charges

Pay as you go



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
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 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 Shortcodes The pp digits indicate the price (inc VAT) in pence per minute and the xx indicates the last two dialling 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 Helplines 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

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

- 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.

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 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.

Roaming rates apply when accessing your voicemail service whilst abroad. 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 dialling 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 organiser 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

Packs*	Pack Allowances	Price	Pack Duration ³
Data	100MB, 10 minutes ⁴ , 10 texts	£1	7 Days
Data	1GB, 50 minutes ⁴ , 50 texts	£10	30 Days
Talk and Text	10MB, 25 minutes ⁴ , 50 texts	£1	7 Days
Talk and Text	10MB, 250 minutes ⁴ , unlimited texts	£10	30 Days
Talk and Text	10MB, 500 minutes ⁴ , unlimited texts	£12.50	30 Days
Talk and Text	10MB, 750 minutes ⁴ , unlimited texts	£15	30 Days
Everything	500MB, 150 minutes ⁴ , unlimited texts	£10	30 Days
Everything	1GB, 300 minutes ⁴ , unlimited texts	£12.50	30 Days
Everything	2GB (double speed data), 500 minutes ⁴ , unlimited texts	£15	30 Days
Everything	4GB (double speed data), 1000 minutes ⁴ , unlimited texts	£25	30 Days
Everything	6GB (double speed data), 2000 minutes ⁴ , unlimited texts	£35	30 Days

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

³ 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 is 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 you do, we will take the payment from your credit and give you the new Pack immediately.

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

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

Add-On	Add-On Allowances	Price	Add-On Duration
UK Data ⁵	100MB	£1	7 Days
	500MB	£3	
	500MB	£5	30 Days
	1GB	£7.50	
	3GB	£15	
UK Minutes and Texts	Unlimited minutes and texts to EE, T-Mobile and Orange customers	£3	7 Days
		£10	30 Days
UK Texts ^{6,7}	200 texts	£5	7 Days
		£3	
UK Minutes ⁵	100 minutes	£5	30 Days
		£3	7 Days
Roaming	£7.50 travel credit ⁸	£5	20 Days
	£15 travel credit ⁸	£10	

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

Add-On	Add-On Allowances	Price	Add-On Duration
UK Data ⁵	100MB	£3	30 Days
	500MB	£6	
	1GB	£10	
	2GB	£15	
	4GB	£20	
	10GB	£30	
UK Minutes ⁶	100 minutes	£3	
	200 minutes	£5	
	500 minutes	£10	
UK Texts ^{6,7}	400 texts	£2	
	3000 texts	£5	
Roaming	100 minutes within Europe (Making and receiving calls) ⁹	£10	

5 VoIP and using your phone as a modem 'tethering' use will be deducted from your inclusive data allowances. You cannot use data for peer-to-peer file sharing. See 'Points to note' for more information.

6 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' for more information.

7 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.

8 Use your travel credit for calls and texts to the UK or to countries in our six travel calling zones (excluding non geographic and premium rate numbers) whilst you're travelling in Europe. We'll send you a text to let you know when it has worked. Your Add-On then lasts for 20 days, so if you don't use it you lose it. When you're in: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Isle of Man, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain (excluding the Canary Islands and Balearics) and Sweden.

9 Refer to the 'Roaming' section for details of included countries. See table 'Countries included in the 'Roaming 100 minutes with Europe' Add-On'.

Add-Ons available to all customers

Add-On	Add-On Allowances	Price	Add-On Duration
Calling abroad from the UK	Cheaper calls and texts to over 60 countries ¹⁰	Free	Open Ended

10 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	£10.21
Changing your phone number	£35.74
Reconnection	£24
Memorable number ¹¹	Prices available on request
Unlock mobile phone for use on another compatible network ¹²	£8.99

¹¹ 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 Ofcom or any other regulatory body. We will endeavour 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.

¹² 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

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 ¹³	Picture message (Inc VAT)
Zone 1	Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican	£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, Anguila, 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, Bulgaria, 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, Croatia, Cuba ¹⁴ , Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, 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, Latvia, Lebanon-, Lesotho, Liberia ¹⁴ , Libya, Lithuania, 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 ¹⁴ , Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Réunion Island, Romania, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Slovenia, 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

¹³ A pre-call announcement will be played prior to connecting your call to an International Premium Service.

¹⁴ 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	30p	10p	Kenya	8p	8p	10p
Argentina	10p	20p		Latvia	50p	20p	
Australia	2p	10p		Lithuania	50p	20p	
Austria	2p	5p		Luxembourg	5p	15p	
Bangladesh	5p	5p		Malaysia	3p	3p	
Barbados	12p	16p		Mauritius	10p	20p	
Belgium	2p	5p		Morocco	15p	30p	
Brazil	3p	15p		Netherlands	2p	5p	
Bulgaria	6p	20p		New Zealand	2p	7p	
Canada	3p	3p		Nigeria	8p	8p	
China	2p	2p		Norway	2p	8p	
Columbia	5p	15p		Pakistan	10p	10p	
Croatia	5p	15p		Philippines	10p	20p	
Cyprus	2p	6p		Poland	1p	5p	
Czech Republic	2p	6p		Portugal	2p	3p	
Denmark	2p	5p		Romania	2p	5p	
Egypt	10p	20p		Russia	5p	15p	
Estonia	5p	15p		Saudi Arabia	10p	20p	
Finland	5p	15p		Singapore	1p	1p	
France	2p	5p		Slovakia	5p	15p	
Germany	2p	5p		South Africa	3p	8p	
Ghana	12p	25p		South Korea	7p	10p	
Greece	5p	15p		Spain	2p	8p	
Guernsey	5p	15p		Sri Lanka	10p	20p	
Hong Kong	2p	2p		Sweden	2p	5p	
Hungary	2p	5p		Switzerland	2p	12p	
India	2p	2p		Taiwan	10p	20p	
Indonesia	10p	20p		Thailand	3p	3p	
Ireland	1p	8p		Trinidad & Tobago	10p	17p	
Israel	5p	20p		Turkey	5p	15p	
Italy	2p	7p	UAE	12p	12p		
Jamaica	10p	17p	Uganda	20p	20p		
Japan	5p	15p	United States	3p	3p		
Jersey	5p	15p					

ROAMING

Standard roaming charges							
Zone (you are in)	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 & Isle of Man)	Ireland (Republic of), Isle of Man	16.58p	£1.20	4.36p	5.23p	50p	Not available
Zone 1b (Channel Islands)	Jersey, Guernsey	13.82p	£1.20	3.63p	4.36p	50p	Not available
Zone 2a Europe (EU/ EEA Vatable)	France, Austria, Azores (Portugal), Balearic Islands (Spain), Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden	16.58p	£1.20	4.36p	5.23p	50p	Not available
Zone 2b Europe (EU/ EEA non-VAT)	Iceland, Canary Islands (Spain), French Guiana, Gibraltar, Guadeloupe, Liechtenstein, Martinique, Norway, Réunion Island, San Marino, Vatican City	13.82p	£1.20	3.63p	4.36p	50p	Not available

Standard roaming charges					
Zone (you are in)	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, Faroe Islands, Switzerland	£1.00	£1.00	40p	40p
Zone 4 (USA and Canada)	USA, Canada	£1.00	£1.00	40p	40p
Zone 5 (Australia and New Zealand)	Australia, New Zealand	£1.00	£1.00	40p	40p

Standard roaming charges

Zone (you are in)	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text ¹⁵ (Inc VAT)	Sending a picture message (Inc VAT)
Zone 6 (Rest of World)	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chile, China, Columbia, Congo (Dem Rep of), Cook Islands, Costa Rica, Dominica, Dominican Republic, Dutch Antilles, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Fiji, French West Indies, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guiana, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Mali, Mauritania, Mauritius, Mexico, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, South Africa, South Korea, Sri Lanka, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Togo, Trinidad & Tobago, Turkey (Incl. North Cyprus), Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe	£1.50	£1.50	50p	40p
Zone 7 (Maritime, Ships & Ferries)	N/A	£2.00	£2.00	50p	40p
Zone 8 Rest of World (exceptional)	Bahamas, Benin, Cape Verde, Chad, Congo, Cuba, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan	£2.50	£2.50	£1.00	40p
Zone 8 (Planes)	N/A	£2.50	£2.50	£1.00	40p

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

¹⁵ Any undelivered text messages will be charged at the standard rate for your price plan.

Data whilst roaming Add-Ons (Pay as you go Plans)

Data Add-On size	Europe	Zone A	Zone B	Zone C	Zone D	Add-On Duration
3MB					£20	Daily
10MB	-		£7.50	£12	£50	
20MB	-	£3	-	£20	-	7 Days
25MB			£15		£120	
50MB	£3					Daily
100MB			£35	£50	£200	
200MB	£5	£10				Daily
500MB			£50	£90	-	
	£12	£20				7 Days
	£25	£40				

This is the Plan Price Guide referred to in your 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 Plans)

Countries included in the Data whilst roaming Add-Ons (Pay as you go Plans)				
Europe	Zone A	Zone B	Zone C	Zone D
Austria	USA	Argentina	Afghanistan	Algeria
Belgium	Armenia	Bermuda	Albania	Andorra
Bulgaria	Australia	Columbia	Botswana	Angola
Channel Islands	Canada	Ecuador	Brazil	Azerbaijan
Croatia	China	Gabon	Caribbean	Bahrain
Cyprus	Israel	Hong Kong	Dominican Republic	Bangladesh
Czech Republic	Mexico	India	Egypt	Belarus
Denmark	New Zealand	Indonesia	Faroe Islands	Benin
Estonia	Peru	Malaysia	Guinee	Bolivia
Finland	Russia	Moldova, Republic of	Guyana	Bosnia and Herzegovina
France	Singapore	Mongolia	Iraq	Brunei Darussalam
Germany	Turkey	Nicaragua	Ivory Coast	Cambodia
Gibraltar	Ukraine	Philippines	Japan	Cameroon
Greece		Qatar	Jordan	Cape Verde
Hungary		Saudi Arabia	Macedonia	Chile
Iceland		Sierra Leone	Madagascar	Congo
Ireland		South Africa	Mali	Cuba
Italy		Thailand	Monseratt	El Salvador
Latvia		Uganda	Montenegro	Fiji
Liechtenstein		United Arab Emirates	Netherland Antillies	Georgia
Lithuania		Isle of Man	Niger	Ghana
Luxembourg			Nigeria	Greenland
Malta			Panama	Kazakhstan
Netherlands			Senegal	Kenya
Norway			South Korea	Kuwait
Poland			Sri Lanka	Lao
Portugal			Tanzania	Lebanon
Reunion Islands			Vietnam	Lesotho
Romania			Zambia	Macau
Slovakia				Maldives
Slovenia				Mauritius
Spain				Morocco
Sweden				Mozambique
Switzerland				Namibia
				Oman
				Pakistan
				Palastine
				Paraguay
				Rwanda
				Serbia
				Seychelles

Countries included in the Data whilst roaming Add-Ons (Pay as you go Plans)

Europe	Zone A	Zone B	Zone C	Zone D
				Sudan
				Taiwan
				Tajikistan
				Tunisia
				Uruguay
				Venezuela
				Yemen

Voicemail charges whilst travelling

When roaming within Europe*, you'll only be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country.

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.

Countries included in the 'Roaming 100 minutes within Europe' Add-On

Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden

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
- Registering your details

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 1pence 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.