

# PAY MONTHLY ADDITIONAL SERVICES TERMS AND CONDITIONS

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## 4GEE PHONE PLANS ADDITIONAL SERVICES (ALL STANDARD 12, 18 AND 24 MONTH PLANS INCLUDING SIM ONLY PLANS)

The following add-ons are available on your plan. We reserve the right to change the add-ons available to you without notice from time to time within your contract period.

### **08 Calls Add-Ons (50/100/200 Minutes To UK 08 Numbers)**

Calls to 08 numbers in the UK: Our 08 Add-Ons give you an allowance of minutes to call UK registered 08 numbers when you're in the UK. To get an 08 Add-On you'll have to be on a selected pay monthly EE or EE Extra plan and pass our standard credit checks. The cost of the 08 Add-On will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your 08 Add-On is ready to use. You can ask us to remove the 08 Add-On by giving us 30 days' notice. Your minutes last until your next bill or until you've used them, whichever comes first. Allowances don't roll over. If you add the 08 Add-On part way through your billing cycle, you will be able to use the full allowance of minutes until your next bill. Please note that you can only have one 08 booster on your account at a time.

### **1000 minutes 08 Add-Ons**

Our 1000 minutes 08 Add-Ons give you an allowance of 1000 minutes to call standard UK registered 08 numbers when you're in the UK. This will exclude numbers starting with 0871, 0872 and 0873. Call forwarding 08 number ranges and Non Standard NGN ranges beginning with 08 are not included in the allowance provided by these Add-Ons. To get an 08 Add-On you'll have to be on a selected pay monthly plan, you'll have to sign up to a 3 month minimum term for the Add-On and pass our standard credit checks. You will be charged from the day that you choose this Add-On. The cost of the 08 Add-On will be added to your next bill and then every bill until you contact us to remove the Add-On. The first bill may include a pro-rated charge depending on when you added the Add-On to your account during the month. You can ask us to remove the 08 Add-On by giving us 30 days' notice. If you choose to remove the Add-On within the 3 month minimum term, you will also have to pay early termination charges. Please see our Non-standard Price Guide for how we calculate early termination charges. Please note that you can only have one 08 Add-On on your account at a time.

You must not use the Add-On for any fraudulent or other unlawful purpose, whether you're acting alone or in collusion with anyone else. You are specifically not permitted to make a large number of calls using the Add-On, whether manually or automatically, for any financial gain or other benefit in kind, including where your financial gain has derived from the termination charge payable by EE for calls on its network.

### **08 Calls Add-On (unlimited Minutes to UK 08 Numbers) no longer available**

Our 08 Calls Add-On gives you an unlimited allowance of minutes to call UK registered 08 numbers when you're in the UK. To get an 08 Calls Add-On you'll have to be on a selected pay monthly 4GEE plan, you'll have to sign up to a 12 month minimum term for the Add-On and pass our standard credit checks. You will be charged from the day that you choose this Add-On. The cost of the 08 Calls Add-On will be added to your next bill and then every bill until you contact us to remove the Add-On. The first bill will include a pro-rated charge depending on when you added the booster to your account during the month. We'll send you a text to let you know when your 08 Calls Add-On is ready to use. You can ask us to remove the 08 Calls Add-On by giving us 30 days' notice. If you choose to remove the Add-On within the 12 month minimum term, you will also have to pay early termination charges. Please see our Non-standard Price Guide for how we calculate early termination charges. Please note that you can only have one 08 Calls Add-On on your account at a time.

### **EU Calls and Texts Add-On**

Our EU Calls and Texts Add-On gives you an unlimited allowance of minutes and texts to call and text landlines and mobiles in selected countries from the UK. Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. Your inclusive calls and texts are to the following countries from the UK: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guernsey, Hungary, Ireland, Italy, Jersey, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland and Turkey.

To get an EU Calls and Texts Add-On you'll have to be on a selected pay monthly 4GEE plan, you'll have to sign up to a 12 month minimum term for the Add-On and pass our standard credit checks. You will be charged from the day that you choose this Add-On. The cost of the EU Calls and Texts Add-On will be added to your next bill and then every bill until you contact us to remove the Add-On. The first bill will include a pro-rated charge depending on when you added the booster to your account during the month. We'll send you a text to let you know when your EU Calls and Texts Add-On is ready to use. You can ask us to remove the EU Calls and Texts Add-On by giving us 30 days' notice. If you choose to remove the Add-On within the 12 month minimum term, you will also have to pay early termination charges. Please see our Non-standard Price Guide for how we calculate early termination charges. Please note that you can only have one EU Calls and Texts Add-On on your account at a time.



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### **International Calls and Texts Add-On**

Our International Calls and Texts Add-On gives you an unlimited allowance of minutes and texts to call and text landlines and mobiles in selected countries from the UK. Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. Your inclusive calls and texts are to the following countries from the UK: Algeria, Argentina, Australia, Bangladesh, Barbados, Brazil, Canada, China, Columbia, Egypt, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Malaysia, Mauritius, Morocco, New Zealand, Nigeria, Pakistan, Philippines, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, Taiwan, Thailand, Trinidad & Tobago, UAE, Uganda and United States.

To get an International Calls and Texts Add-On you'll have to be on a selected pay monthly 4GEE plan, you'll have to sign up to a 12 month minimum term for the Add-On and pass our standard credit checks. You will be charged from the day that you choose this Add-On. The cost of the International Calls and Texts Add-On will be added to your next bill and then every bill until you contact us to remove the Add-On. The first bill will include a pro-rated charge depending on when you added the booster to your account during the month. We'll send you a text to let you know when your International Calls and Texts Add-On is ready to use. You can ask us to remove the International Calls and Texts Add-On by giving us 30 days' notice. If you choose to remove the Add-On within the 12 month minimum term, you will also have to pay early termination charges. Please see our Non-standard Price Guide for how we calculate early termination charges. Please note that you can only have one International Calls and Texts Add-On on your account at a time.

### **08 Calls and EU Calls and Texts Add-On**

Our 08 Calls and EU Calls and Texts Add-On gives you an unlimited allowance of minutes to call UK registered 08 numbers when you're in the UK and an unlimited allowance of minutes and texts to call and text landlines and mobiles in selected countries from the UK. Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. Your inclusive calls and texts are to the following countries from the UK: Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Guernsey, Hungary, Ireland, Italy, Jersey, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Spain, Sweden, Switzerland and Turkey.

To get an 08 Calls and EU Calls and Texts Add-On you'll have to be on a selected pay monthly 4GEE plan, you'll have to sign up to a 12 month minimum term for the Add-On and pass our standard credit checks. You will be charged from the day that you choose this Add-On. The cost of the 08 Calls and EU Calls and Texts Add-On will be added to your next bill and then every bill until you contact us to remove the Add-On. The first bill will include a pro-rated charge depending on when you added the booster to your account during the month. We'll send you a text to let you know when your Add-On is ready to use. You can ask us to remove the this Add-On by giving us 30 days' notice. If you choose to remove the Add-On within the 12 month minimum term, you will also have to pay early termination charges. Please see our Non-standard Price Guide for how we calculate early termination charges. Please note that you can only have one 08 Calls and EU Calls and Texts Add-On on your account at a time.

### **50 photo messages add-on**

To choose the 50 photo messages add-on, text PHOTO 50 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will then be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP PHOTO 50 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 50 photo messages each month to send to UK mobiles. If you don't use all 50 photo messages in any month, they will not be rolled over to the next month and you'll lose them.

### **100 UK to EU calling abroad minutes add-on**

To choose the 100 UK to EU calling abroad minutes add-on, text CALL ABROAD 100 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP CALL ABROAD 100 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 100 minutes each month to call mobiles and landlines in Europe from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 100 UK to EU calling abroad minutes in any month, they will not be rolled over to the next month and you'll lose them. Your minutes are from the UK to mobiles and landlines in Andorra, Austria, Belgium, Croatia, 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 City (Italy), Guernsey, Ireland, Isle of Man and Jersey. We can change any of the included countries from the add-on upon reasonable notice.



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## **50 UK to anywhere calling abroad minutes add-on**

To choose the 50 UK to anywhere calling abroad minutes add-on, text CALL ABROAD 50 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP CALL ABROAD 50 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 50 minutes each month to call mobiles and landlines anywhere in the world (excluding ships, ferries, planes and satellites) from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 50 UK to anywhere calling abroad minutes in any month, they will not be rolled over to the next month and you'll lose them. We can change any of the included countries from the add-on upon reasonable notice.

## **100 EU to UK roaming minutes add-on**

To choose the 100 EU to UK roaming minutes add-on, text ROAM MINS 100 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP ROAM MINS 100 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 100 minutes to make and receive calls from the EU to UK mobiles and landlines in the UK starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 100 EU to UK roaming minutes in any month, they will not be rolled over to the next month and you'll lose them. Your minutes are to the UK from Ireland, Isle of Man, Jersey, Guernsey, Iceland, Canary Islands, French Guiana, Gibraltar, Guadeloupe, Liechtenstein, Martinique, Norway, Reunion, San Marino, Vatican City (Italy), 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. We can change any of the included countries from the add-on upon reasonable notice.

## **60 anywhere to UK roaming minutes add-on**

To choose the 60 anywhere to UK roaming minutes add-on, text ROAM MINS 60 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP ROAM MINS 60 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 60 minutes to make and receive calls from anywhere in the world (excluding ships, ferries, planes and satellites) to UK mobiles and landlines in the UK starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 60 anywhere to UK roaming minutes in any month, they will not be rolled over to the next month and you'll lose them. We can change any of the included countries from the add-on upon reasonable notice.

## **UK data add-ons**

If your monthly data allowance runs out, you can choose to buy one of our data add-ons. If you try to use mobile internet once your monthly data allowance has run out, we'll direct you to our data add-ons page on your phone. A data add-on gives you additional data to use for UK mobile internet. Each data add-on lasts for a specified time (normally 24 hours, 7 days or until the end of your bill cycle) from when you buy it or until you have used up your data allowance, whichever comes first in time. You'll be charged the full cost of the data add-on no matter when you buy it and when your bill date occurs. If you don't use all the data before your bill date, it won't roll over to the next month and you'll lose it. You won't be entitled to any pro-rated refund of unused data. The cost of any add-ons that you purchase, will be added to your monthly bill. Your monthly data allowance will start again at your next bill date.

## **Calling abroad add-on**

To choose the calling abroad add-on, text CALL ABROAD to 441 or visit your online account at MyEE. The add-on will be added to your account until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or text STOP CALL ABROAD to 441. You'll get cheaper rates to call and text mobiles and landlines in 60 countries around the world from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. The cheaper calls and texts are from your EE phone in the UK to mobiles and landlines in the list of countries and at the rates which can be found at [ee.co.uk/callingabroad](http://ee.co.uk/callingabroad). We can remove this offer or change the countries and cost of calling the countries at any time, but we'll give you notice by text before we do this.



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### Roaming Internet Add-Ons

To use mobile internet on your phone when you're roaming abroad, you'll need to buy one of our roaming data add-ons. When you switch on data roaming abroad and open your browser, you'll be offered a choice of roaming data add-ons relevant to the country you are in. You'll need a compatible phone. Each roaming data add-on lasts for a specified time (normally 24 hours, 7 days or 30 days) from when you buy it or until you have used up your data allowance, whichever comes first in time. Add-on durations are measured in hours so 7 days means 168 hours from when you purchase the add-on, for example. For a pay monthly customer the cost of the roaming data add-on will be added to your monthly bill. Once your roaming data add-on runs out, you'll have to buy another one to carry on using the mobile internet on your phone whilst roaming. You can use the roaming data add-on in any included country for the period of time that the add-on is valid. Remember, if you go outside any of the countries in the zone to which your roaming data add-on applies, you won't be able to continue to use the add-on and you'll be prompted to buy a different roaming data add-on relevant to your new location.

Remember, you can use mobile internet on your phone for peer to peer file sharing when you're roaming but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information. The country you're in may not have a compatible 4G network so you will have to use 3G (or whichever local network speed applies.)

You can opt out of the roaming data add-ons by calling +44 7953 966250. Without one of our data add-ons, data will be charged in accordance with our non-standard charges price guide.

Please see [ee.co.uk/priceguides](http://ee.co.uk/priceguides)

### EE EURO Talk and Text Add-On – £2 Per Day Roaming Minutes and Texts

Available to customers on EE 4G pay monthly plans only (excludes EE Extra customers). Consumer plans only.

You can purchase a daily add-on for £2 which will give you unlimited calls and texts to and from mobiles and landlines in Europe and selected countries, when roaming abroad in countries set out below (the 'included countries'). You will need to opt in to the add-on by calling 150 on your phone or by texting EUDAY to 441. If you opt-in to this add-on once, it will automatically trigger each and every time you're abroad in one of the included countries when you make a call, receive a call or send a text. You only pay for the days you use your phone to make a call, receive a call or send a text. Receiving a call when you are in one of the included countries will trigger the £2 charge, even if you only receive a call on a particular day but do not make a call or send a text. You will need to text EUSTOP to 441 to remove the add-on if you no longer want it.

#### Included Countries:

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).

#### This add-on includes:

- ❖ Making and receiving unlimited calls and texts whilst in an included country, to and from mobiles and landlines in the same country. For example, calls and texts within France are included;
- ❖ Making unlimited calls and texts to mobiles and landlines in the UK from an included country. For example, calls and texts from France to the UK are included; and
- ❖ Making and receiving unlimited calls and texts whilst in an included country, to and from mobiles and landlines in a different included country. For example, calls and texts to and from France to Germany are included in your add-on allowance because both are included countries.

#### This add-on does not include:

- ❖ Calls or texts to any international mobile, landline or premium rate numbers whilst in the UK. Such calls will be charged at your normal plan rate.
- ❖ Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- ❖ Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) are not included in your add-on allowance.

This add-on 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 on these plans is 120 minutes after which time, you must redial to continue the call.



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## **08 Calls Add-On by Invitation Only**

Our 08 Calls Add-On gives you as many minutes as you need to call UK registered 08 numbers when you're in the UK. Available on selected plans only and only on invitation from us. You'll have to sign up to a minimum term for the Add-On and pass our standard credit checks. You will be charged the full amount for the product from the day that the Add-On is added to your account. The cost of the 08 Calls Add-On will be added to your next bill and then every bill until you contact us to remove the Add-On. We'll send you a text to let you know when your Add-On is ready to use. You can ask us to remove the Add-On by giving us 30 days' notice. If you choose to remove the Add-On within the minimum term, you will also have to pay early termination charges. Please see our Non-Standard Charges Price Guide for how we calculate early termination charges. Please note, you can only have one 08 Calls Add-On on your account at a time. Add-Ons are for personal use only. The Add-On must not be used to access unlawful, immoral or improper services including those providing financial reward or reward in kind. We reserve the right to remove the Add-On at any time without notice if in our reasonable opinion we feel you're breaking this condition.

## **MMS Add-Ons by Invitation Only**

Our MMS Add-On gives you as many picture messages as you need to send to UK mobiles. Available on selected plans only and only on invitation from us. You'll have to sign up to a minimum term for the Add-On and pass our standard credit checks. You will be charged the full amount for the product from the day that the Add-On is added to your account. The cost of the MMS Add-On will be added to your next bill and then every bill until you contact us to remove the Add-On. We'll send you a text to let you know when your Add-On is ready to use. You can ask us to remove the Add-On by giving us 30 days' notice. If you choose to remove the Add-On within the minimum term, you will also have to pay early termination charges. Please see our Non-Standard Charges Price Guide for how we calculate early termination charges. Please note, that you can only have one MMS Add-On on your account at a time. Add-Ons are for personal use only. The Add-On must not be used to access unlawful, immoral or improper services including those providing financial reward or reward in kind. We reserve the right to remove the Add-On at any time without notice if in our reasonable opinion we feel you're breaking this condition.

## **Early Termination Fees for 12 month Add-Ons**

You can terminate your agreement with us at any time by calling customer services. If an Add-On is removed within the 12 month contract period, an early termination charge will automatically be triggered. The early termination charge is calculated by multiplying the remaining number of months by the monthly charge. We then take off 4% of that figure to get the final charge.

### **For example**

At month 6 you ask for the Add-On to be removed. The Add-On charge is £5 (inc VAT), so you would be charged: 6 months remaining X £5 = £30. £30 - 4% = £28.80. In this scenario you would be asked to pay £28.80 for cancelling your Add-On 6 months before the end of your Add-On contract term.

