

# PLAN PRICE GUIDE

24 month Plans Price Guide from 1 July 2015

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Pay Monthly

Price Guide updated and all charges applicable from 30th March 2017.



# PLAN PRICE GUIDE

## Pay Monthly Plans

For new and upgrading customers from 1 July 2015

EE Extra 24 month plans										
Monthly Cost (Inc VAT)*	£20.75	£25.93	£31.13	£36.31	£41.51	£46.69	£51.90	£57.08	£62.27	
Allowance	-				20GB data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup> , 90-day early upgrade <sup>10</sup>					
	-			10GB data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup> , 90-day early upgrade <sup>10</sup>					-	
	-		4GB data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup> , 90-day early upgrade <sup>10</sup>				-			
	-	2GB data, 1000 minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup> , 90-day early upgrade <sup>10</sup>					-			
	1GB data, 500 minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup> , 90-day early upgrade <sup>10</sup>					-				

EE 24 month plans										
Monthly Cost (Inc VAT)*	£17.63	£22.81	£28.01	£33.20	£38.40	£43.58	£48.78	£53.96	£59.16	
Allowance	-				10GB Data, unlimited minutes, unlimited texts					
	-			5GB Data, unlimited minutes, unlimited texts					-	
	-		2GB Data, unlimited minutes, unlimited texts				-			
	-	1GB Data, 1000 minutes, unlimited texts					-			
	500MB Data, 500minutes, unlimited texts					-				

\*The monthly cost and inclusive allowance of your price plan depends on how much you have chosen to pay upfront.

Service Type	Included in Allowances?		
	EE Extra Plans (24 months)	EE Regular Plans (24 months)	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>5</sup>
Calls to UK mobile numbers	✓	✓	50p per minute
Calls to certain MVNO numbers <sup>3</sup>	✗	✗	50p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	50p per minute
Calls to Freephone (080) & (116) <sup>4,5</sup>	✗	✗	Free
Calls to 08 & 09 numbers (not including Freephone 080) <sup>10</sup>	✗	✗	Access Charge of 50p per minute plus a Service Charge <sup>11</sup>
Calls to numbers starting in 0500	✗	✗	20p per minute
Calls to retrieve voicemail	✓	✓	50p per minute
Text messages to UK mobile numbers <sup>6</sup>	✓	✓	15p per message
Text messages to certain MVNO numbers <sup>4,6</sup>	✗	✗	15p per message
Picture messages	✗	✗	50p per message
Calls to Customer Services (During Normal Working Hours) <sup>7</sup>	✓	✓	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends <sup>7</sup>	✓	✓	50p per call
Call divert <sup>8</sup>	✓	✓	You'll be charged in accordance with our Non Standard Price Guide
Roaming Minutes and texts back to the UK (when travelling in selected countries) <sup>1</sup>	✓	✗	You'll be charged in accordance with our Non Standard Price Guide
Minutes and texts to land lines and mobiles within certain countries (when travelling in certain countries) <sup>1</sup>	✓	✗	You'll be charged in accordance with our Non Standard Price Guide



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.

# PLAN PRICE GUIDE

- 1 Inclusive calls and texts in certain countries within Europe (plus overseas dependencies and territories). See below for further details.
- 2 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 3 Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03. Calls & text messages to certain MVNO 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.
- 4 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' section of our website, ee.co.uk
- 5 Applies to messages sent from your phone or via the EE website, ee.co.uk
- 6 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'.
- 7 Call divert is included in your allowance where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
- 8 VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
- 9 Upgrade in last 90 days to new 24 month Extra plan with monthly payment same as or higher than current plan. Benefit only when upgrade done direct with us.
- 10 Please see ee.co.uk/ukcalling for a list of Service Charges.
11. The total charge for calls to 0800, 0808 and 118 numbers is split into two parts. The Access Charge, which is the amount EE charges for you to dial the number and the Service Charge. The Service Charge is set by the organisation you're calling and should be stated anywhere the number is advertised. The Access Charge is added to the Service Charge to give you the total cost of the call.

## Points to note

### Early Upgrade

Customers on EE Extra plans can upgrade to a new EE Extra plan, with a new minimum term, in the last 90 days of their current plan without having to pay an early upgrade fee. This benefit is only available if you upgrade via our own stores, telesales team or through our own website. The monthly payment for the new plan must be at least the same as or higher than the monthly payment for your current plan. Standard eligibility rules apply. We may withdraw this benefit at any time.

### Roaming Minutes & Texts

EE Extra plan only: on this plan, your inclusive allowances are for making and receiving calls and texts to and from mobiles and landlines in the following countries whilst travelling in any of the following countries:

Austria, Azores, Belgium, Bulgaria, Canary Islands (Spain), Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana (France), Germany, Gibraltar (UK), Greece, Guadeloupe (France), Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira (Portugal), Malta, Martinique (France), Monaco, Norway, Poland, Portugal, Reunion Islands (France), Romania, Saint Barthelemy (France), Saint Martin (France), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City (Italy)

Calls and texts back to the UK from the selected countries are included. Calls and texts from the UK to the selected countries are not included.

Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included.

### Notes on UK calling

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 classed as an EE Roaming Zone.

### 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, T-Mobile, Orange, Three, O2, 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, Lebara and BT Mobile) 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' 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 moved from an MVNO with an excluded number range, and taken an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

Calls from the UK to anywhere outside the UK are excluded from your allowances. Standard international calls rates apply to such calls.

### 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 allowances; visit the 'help' section of our website, ee.co.uk

### Data

You'll need 3G or 4G coverage to use mobile internet on your phone and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage

For further information on terms and conditions please see 'Non Standard Price Guide'. Non Standard Price Guide also includes the prices and legal stuff for all our other additional services, like using your phone abroad if you don't get an inclusive roaming allowance and calls to premium rate numbers.



# PLAN PRICE GUIDE

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## General

- A text message consists of up to 160 characters. If you send a longer message, to a number excluded from your allowance, you will be charged for two or more text messages as appropriate
- You can get an estimate of your out of allowance usage by calling 150 or by visiting MyEE. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence
- Charging starts when a call is answered by a person or an answering device
- Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance
- On the bill, for pay monthly customers 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 1 minute minimum charge unless otherwise stated
- When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge will be proportionate to the number of days from your date of joining to the end date of your bill
- Many phones automatically convert some text messages into picture messages. If your price plan doesn't provide you with an allowance of inclusive picture messages, you'll be charged in accordance with this Price Guide. Text messages can convert to picture messages where: your text includes a non-standard smiley or symbol such as an emoticon or emoji; your text is sent to an email address rather than a phone number; you're sending a group text message; your text exceeds the character limit ; or you add text to the subject field. This conversion is beyond our control but you can help prevent this from happening by updating the software used on your device. See our website for more information.

The Plan Price Guide and Non-Standard Price Guide PDF documents set out the costs of our services. Where a price given elsewhere (for example an article on our Help pages) is different to the price stated in the Price Guide or Non-Standard Price Guide PDFs, the price in the PDF guides shall take precedence.

Information correct as  
at 30th March 2017

X15M24S01	X15M24E01
X15M24S02	X15M24E02
X15M24S03	X15M24E03
X15M24S04	X15M24E04
X15M24S05	X15M24E05
X15M24S06	X15M24E06
X15M24S07	X15M24E07
X15M24S08	X15M24E08
X15M24S09	X15M24E09
X15M24S10	X15M24E10
X15M24S11	X15M24E11
X15M24S12	X15M24E12
X15M24S13	X15M24E13
X15M24S14	X15M24E14
X15M24S15	X15M24E15
X15M24S16	X15M24E16
X15M24S17	X15M24E17
X15M24S18	X15M24E18
X15M24S19	X15M24E19
X15M24S20	X15M24E20
X15M24S21	X15M24E21
X15M24S22	X15M24E22
X15M24S23	X15M24E23
X15M24S24	X15M24E24
X15M24S25	X15M24E25

