

PLAN PRICE GUIDE

Plan Price Guide - joiners from 4 November 2016

SIM Only

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



PLAN PRICE GUIDE

SIM Only 12 month Plans

Available from 04th November 2016

12 Month PAYM Monthly SIM Plan												
	4GEE Essential Plans			4GEE Plans				4GEE Max Plans				
Monthly Cost (Inc. VAT)	£10.22	£13.31	£15.36	£18.43	£22.52	£26.64	£35.86	£20.48	£23.56	£27.66	£31.75	£40.98
Inclusive UK minutes	250	500	1000	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd
Inclusive UK Texts	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd
Inclusive Internet	250MB	500MB	1GB	2GB	5GB	8GB	20GB	2GB	4GB	7GB	12GB	30GB
Data Speed	Up to 20Mbps			Up to 60 Mbps				Our fastest 4GEE Speeds*				
Roaming benefits	None			Unlimited minutes, unlimited texts in the UK. Plus use your minutes, text and 500MB of data when roaming in selected countries ^{1,2}				Use your full data allowance plus unlimited minutes and unlimited texts when roaming in selected countries ^{1,2} (15GB fair usage applies for plans with greater than 15GB allowance).				
BT Sport Included	No			No				Yes				

*Up to 90 mbps: limited roll out. Select areas in London only. Check coverage at ee.co.uk/coverage before purchasing a 4GEE or 4GEE Max plan.

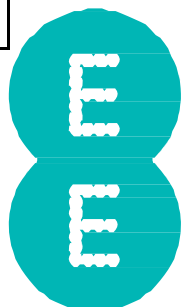
4G speeds depend on location & number of users. Check your coverage at ee.co.uk/coverage.

SIM Only 30 day Essential Plans

Monthly Cost (Inc. VAT)	£13.31	£16.38	£18.43	£21.50
Inclusive UK minutes	250	500	1000	500
Inclusive UK Texts	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive Internet	250MB	500MB	1GB	3GB
Data Speed	Up to 20Mbps			

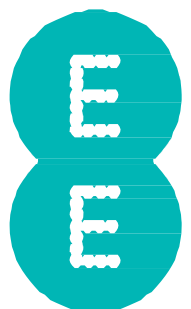


Service Type	Included in Allowances?			Cost of Calls or Services Made Outside of Allowances (inc. VAT) ⁵
	4GEE Essential SIM and Access Plans (12 months and 30 day plans)	4GEE SIM Plans (12 months)	4GEE Max SIM Plans (12 months)	
Calls to UK mobile numbers	✓	✓	✓	50p per minute
Calls to certain MVNO numbers ³	✗	✗	✗	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) ⁴	✗	✗	✗	Free
Calls to 08 & 09 numbers (not including	✗ Access customers cannot make these calls	✗	✗	Access Charge of 50p per minute plus a Service Charge
Calls to 084 and 087 numbers	✗	✗	✗	Access Charge of 50p per minute plus a Service Charge
Calls to numbers starting in 0500	✗	✗	✗	20p per minute
Calls to retrieve voicemail	✓	✓	✓	40p per minute
Text messages to UK mobile numbers ⁶	✓	✓	✓	15p per message
Text messages to certain MVNO numbers ^{4, 6}	✗	✗	✗	15p per message
Picture messages	✗	✗	✗	50p per message
BT Sport app	✗	✗	✓	£5 each month
Calls to Customer Services (During Normal working hours)	✓	✓	✓	Free
Calls to Customer Services (During Extended Working Hours)	✓	✓	✓	50p per call
Call divert ⁸	✓	✓	✓	Standard Call Rates Apply



Roaming Minutes and texts back to the UK (when travelling in selected countries as set out below)	X Access customers cannot make these calls	✓	✓	Standard Call Rates Apply
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, 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 Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City				
Minutes and texts to land lines and mobiles within certain countries (when travelling in certain countries as set out below)	X Access customers cannot make these calls	✓	✓	Standard Call Rates Apply
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, 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 Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City				

1. Inclusive calls and texts in certain countries within Europe Zone (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 device
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.
8. Standard call rates apply to outside of allowance calls.
9. VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
10. 4GEE max plans with up to a 15GB data allowance allow you to use your full data allowance whilst in the countries listed below, if your allowance is above 15GB then a fair usage limit of 15GB applies. .
11. Included in 4GEE and 4GEE Max plans from 04/11/2016 is unlimited calls (making and receiving) and texts to and from mobiles and landlines in the EU and selected countries (listed below).
12. 4GEE plans also include 500MB of data to use per month whilst in one of the countries listed below.
13. Included in 4GEE and 4GEE Max plans from 04/11/2016 is unlimited calls (making and receiving) and texts to and from mobiles and landlines in the EU and selected countries (listed below).



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

For further details on call costs whilst roaming please refer to the help section of our website, ee.co.uk

If you connect to a local WiFi service on your mobile phone while you're abroad, you won't use any of your Data Roaming Add-Ons while you're using it. Charges for using WiFi will be made by the local provider.



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Points to note

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 a call to an EE Roaming Zone. See our Non Standard Price

Guide for more information.

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 T-Mobile, Orange, Hutchinson 3G, 02, and Vodafone. On this plan, calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Fresh) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to LycaMobile.

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

Calls and texts to some numbers starting 07 are not included in your allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges. For a full list of 07 number ranges that are not included in allowances please visit the 'help' section of our website, ee.co.uk We may add numbers to the list of excluded mobile numbers from time to time at our discretion. Please also note that if you are calling someone who has ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

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

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

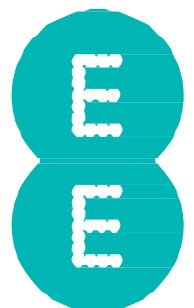
Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for 'follow me' services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Calls to these numbers are not included in allowances, visit the 'help' section of our website, ee.co.uk Internet options & WiFi. 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.

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.
- 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 subcategories 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 month's charge will be proportionate to the number of days from your date of joining to the end date of your bill.



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SIM Access Plans

These terms are in addition to our standard SIM plan terms where applicable and are subject to the restrictions outlined below. Offered at our discretion to those customers unable to obtain a standard SIM plan due to not passing the credit check. 12 month minimum term. All services for use in the UK only, unless specified otherwise. No deposit required. Not compatible with sharer plans. Not eligible for multiline discount, roaming, premium or international calls.

MINUTES & TEXTS: UK to UK mobiles & landlines starting with 01, 02 and 03 (excluding Jersey, Guernsey and the Isle of Man). Out of allowance calls to these numbers cost 50p/min. General: Calls to 084, 087, 09 & 118 numbers are not included; you'll be charged EE's Access Charge of 50p/min plus the applicable service charge. See the EE Price Guide for a detailed list of service charges. If you call a 070 you'll be charged up to 75p/min. See ee.co.uk for our Price Guide & more info. Once you use up your data, you'll be required to buy a data add-on to continue using your device for that purpose. The credit limit is £30 which may be increased at our discretion from time to time. Once the credit limit is reached the service will be suspended. Once the balance is cleared the service is restored. Some charges may not be recorded against your account immediately so the charges could exceed your credit limit before your account is suspended.

12 Month Pay Monthly SIM Access Plans (Essential)				
Monthly Cost (Inc. VAT)	£10.22	£13.31	£15.36	£17.41
Inclusive UK minutes	250	500	1000	Unlimited
Inclusive UK Texts	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive Internet	250MB	500MB	1GB	2GB
Data Speed	up to 20Mbps			

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 of 30th March 2017

X16S12Z01 X16S12Z06
X16S12Z02 X16S12Z07
X16S12Z03 X16S12Z08
X16S12A01 X16S12Z09
X16S12A02 X16S12Z11
X16S12A03 X16S12Z12
X16S12A04 X16S12Z13
X16S01Z01 X16S12Z14
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