



# PAY MONTHLY ADD-ONS & COMMITMENT PACKS

---

## TERMS

---

|         |               |
|---------|---------------|
| Version | 2             |
| Date    | 31 March 2023 |

## **COMMITMENT PACKS**

In addition to the allowances included in our Standard and EE Extra plans for both Pay Monthly handset and Pay Monthly SIM Only, you can choose from a selection of Packs for allowances for international calls, picture messages and calls to 084/087 numbers.

You can only take a Commitment Pack at the time or within 3 months of taking your new plan with EE. For Pay Monthly handset plans you'll have to agree to keep the Pack for a minimum of 18 months. For Pay Monthly SIM Only plans, you'll have to agree to keep the Pack for a minimum of 3 months. You can ask us to remove a Pack by giving us 30 days' notice. If you choose to remove the Pack, within the 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.

If you choose to remove any of the Commitment Packs within the minimum term, you will have to pay early termination charges. Please see our Non-standard Price Guide for how we calculate early termination charges.

### **International Pack**

The International Pack is a monthly allowance of minutes for making calls from the UK to up to 5 mobile or standard landline numbers each month in selected countries as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those countries as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

Please note that you can only have one International Calls Pack on your account at a time.

If you exceed the maximum of 5 numbers, we reserve the right to remove the Pack from your account. We will provide you with reasonable notice before doing so.

### **International Extra Pack**

The International Extra is an allowance of minutes for making calls from the UK to up to 5 mobile or standard landline numbers each month in selected countries as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those countries as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

Please note that you can only have one International Calls Pack on your account at a time.

If you exceed the maximum of 5 numbers, we reserve the right to remove the Pack from your account. We will provide you with reasonable notice before doing so.

### **084/087 Minutes Pack**

The 084/087 Pack is an allowance for making calls to UK registered 084/087 numbers when you're in the UK. Please note that you can only have one 084/087 Pack on your account at a time. Once you have used up the inclusive minutes, you will be charged EE access charge plus the applicable service charge, set by the organisation you are dialling. See the EE Non-Standard Price Guide for more detail.

### **Picture Messaging Pack**

The Picture Messaging Pack is an allowance for sending picture messages (MMS) from the UK to UK mobiles. Please note that you can only have one Pack for picture messaging on your account at a time. Once you have used up the inclusive picture messages, you will be charged our standard rates as set out in the Non-Standard Price Guide.

| <b>Commitment Pack</b>   | <b>Inclusive Allowances</b> | <b>Important Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|--------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| International Pack       | 1000 minutes                | <p>Allowance can be used to call the following countries from the UK :</p> <p>Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Israel, Italy, Jersey, Korea (Republic of), Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, New Zealand, Nigeria, Norway, Poland, Portugal, Puerto Rico, Romania, Singapore, Slovakia, South Africa, Spain, Sweden, Thailand, Turkey, USA, Virgin Islands (U.S.)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| International Extra Pack | 500 minutes                 | <p>Allowance can be used to call the following countries from the UK :</p> <p>Andorra, Angola, Argentina, Australia, Austria, Bangladesh, Belgium, Bermuda, Bolivia, Brazil, Brunei Darussalam, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Egypt, El Salvador, Faroe Islands, Fiji, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Guam, Guatemala, Guernsey, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Ireland, Isle of Man, Israel, Italy, Japan, Jersey, Jordan, Kenya, Korea (Republic of), Kuwait, Luxembourg, Macao, Malaysia, Malta, Martinique, Mexico, Mongolia, Namibia, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nigeria, Norway, Pakistan, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Reunion, Romania, Russia, Saint Pierre and Miquelon, Saudi Arabia, Singapore, Slovakia, South Africa, Spain, Sri Lanka, Swaziland, Sweden, Switzerland, Syrian Arab Republic, Thailand, Tonga, Turkey, United Arab Emirates, Uruguay, USA, Uzbekistan, Venezuela, Vietnam, Virgin Islands (U.S.), Zambia</p> |
| 084/087 Minutes Pack     | 200 minutes                 | Allowance can be used to call numbers starting with 084 and 087                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Picture Message Pack     | 200 picture messages        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |

## **ADD-ONS**

To get any of the below Add-Ons 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 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 Add-On is ready to use. You can ask us to remove the Add-On at any time but we won't remove the Add-On from your account until your next billing cycle. You can have more than one Add-On of any type on your account at a time but your allowance will only last until your next bill or until you've used it, whichever comes first. Allowances don't roll over. If you add the Add-On part way through your billing cycle, you will be able to use the full allowance until your next bill.

### **International Calls Add-On**

The International Calls Add-On is a monthly allowance of minutes for making calls from the UK to up to 5 standard landline or mobile numbers each month in selected countries as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those countries as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

If you exceed the maximum of 5 numbers, we reserve the right to remove the Add-on from your account. We will provide you with reasonable notice before doing so.

### **International Calls Extra Add-On**

The International Calls Add-On is a monthly allowance of minutes for making calls from the UK to up to 5 standard landline or mobile numbers each month in selected countries as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those countries as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included.

If you exceed the maximum of 5 numbers, we reserve the right to remove the Add-on from your account. We will provide you with reasonable notice before doing so.

### **084/087 Add-On**

Our 084/087 Add-On gives you an allowance of minutes to call UK registered 084 and 087 numbers when you're in the UK. Once you have used up the inclusive minutes, you will be charged EE access charge plus the applicable service charge, set by the organisation you are dialling. See the EE Non-Standard Price Guide for more detail.

### **Picture Messaging Add-On**

Our Picture Messaging Add-On gives you an allowance to send picture messages (MMS) from the UK to UK mobiles (described in your plan's Price Guide). Once you have used up the inclusive picture messages, you will be charged our standard rates as set out in the Non-Standard Price Guide.

### **Cross Network Add-on**

Our Cross Network Add-on gives you an allowance of 200 minutes for calls from the UK to UK mobiles and UK landline starting with 01, 02 and 03 (excl. Jersey Guernsey & Isle of Man and (described in your plan's Price Guide). Once you have used up the inclusive minutes, you will be charged our standard rates as set out in the Non-Standard Price Guide.

### **Ireland Add-On**

The Ireland Add-On is a monthly allowance of minutes for:

- Making calls from the UK to standard landlines or mobile numbers in Ireland;
- Making calls from Ireland to standard landlines or mobile numbers in the UK;
- Making calls to standard landlines or mobile numbers in Ireland when in Ireland; and
- Receiving calls when in Ireland,

as set out in the table below.

Once you have used up the inclusive minutes , you will be charged our standard rates for calls as set out in the Non-Standard Price Guide.

If you have an EE Extra Plan, the following call types are already included in your plan:,

- Making calls from Ireland to standard landlines or mobile numbers in the UK,;
- Making calls to standard landlines or mobile numbers in Ireland when in Ireland; and
- Receiving calls when in Ireland.

These call types will be deducted from your Extra Plan allowance and only calls from the UK to Ireland as described above will be deducted from your Add-On.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

### **Jamaica Add-On**

The Jamaica Add-On is a monthly allowance of minutes for making calls to standard landlines or mobile numbers from the UK to Jamaica as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

| <b>Add-On</b>              | <b>Inclusive Allowances</b> | <b>Important Information</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|----------------------------|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| International Add-on       | 500 minutes                 | <p>Allowance can be used to call the following countries from the UK :</p> <p>Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Israel, Italy, Jersey, Korea (Republic of), Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, New Zealand, Nigeria, Norway, Poland, Portugal, Puerto Rico, Romania, Singapore, Slovakia, South Africa, Spain, Sweden, Thailand, Turkey, USA, Virgin Islands (U.S.)</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| International Extra Add-on | 250 minutes                 | <p>Allowance can be used to call the following countries from the UK :</p> <p>Andorra, Angola, Argentina, Australia, Austria, Bangladesh, Belgium, Bermuda, Bolivia, Brazil, Brunei Darussalam, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Egypt, El Salvador, Faroe Islands, Fiji, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Guam, Guatemala, Guernsey, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Ireland, Isle of Man, Israel, Italy, Japan, Jersey, Jordan, Kenya, Korea (Republic of), Kuwait, Luxembourg, Macao, Malaysia, Malta, Martinique, Mexico, Mongolia, Namibia, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nigeria, Norway, Pakistan, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Reunion, Romania, Russia, Saint Pierre and Miquelon, Saudi Arabia, Singapore, Slovakia, South Africa, Spain, Sri Lanka, Swaziland, Sweden, Switzerland, Syrian Arab Republic, Thailand, Tonga, Turkey, United Arab Emirates, Uruguay, USA, Uzbekistan, Venezuela, Vietnam, Virgin Islands (U.S.), Zambia</p> |
| 084/087 Minutes Add-on     | 200 minutes                 | Allowance can be used to call numbers starting with 084 and 087                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Picture Message Add-on     | 200 picture messages        |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Cross Network Add-on       | 200 minutes                 | Allowance can be used to call (but are not limited to) UK mobile numbers allocated to the national UK GSM cellular network operators EE, T-Mobile, Orange, Three, 02, and Vodafone.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Ireland Add-On             | 500 minutes                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Jamaica Add-On             | 100 minutes                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |