



# PAY AS YOU GO PRICE PLANS

Available from 18 March 2020

Version 2

Date 21 July 2020

# 1. Our Plans

When you join EE pay as you go, you can pay for services using your top up credit or by subscribing to Packs (described below). If you pay for services using top up credit, you'll be charged in accordance with the rates set out in the Pay As You Go Price Guide and Pay As You Go Non-Standard Price Guide. See, [www.ee.co.uk/priceguides](http://www.ee.co.uk/priceguides).

## Packs

With our Packs, you will receive an allowance of minutes, texts and data. You can choose a Pack that lasts 7 or 30 days (the "**Validity Period**"). When you join EE pay as you go, the SIM card comes with a Pack pre-selected (the Validity Period will start as soon as you top up the amount required to activate the pre-selected Pack or set up recurring card payment, insert the card into your device and make a call, text or use the internet). To use your EE Pay As You Go SIM card with a pre-selected pack using top up credit only (i.e. without activating the pre-selected Pack) you should top up with an amount less than the pre-selected Pack value. To continue using services using your top up credit, you should ensure that you top up balance remains below the pre-selected Pack value. After 30 days have passed since you started using your SIM card, the pre-selected Pack will be cancelled and you can continue using the services using top up credit only or until you purchase a Pack of your choice. SIM cards without pre-selected Packs are available in selected retailers or EE stores and can be used using your top up credit or by subscribing to a Pack of your choice.

Depending on which option you choose, and unless you cancel your Pack, Packs automatically recur at the end of the Validity Period, so you will need to make sure that you have enough credit on your account for us to take payment or have set up recurring card payments. We will remind you when the Validity Period ends, and we will remind you the day before the Pack is due to recur that we are about to take payment for the Pack from your credit. Once we have taken payment, we will let you know. If you don't want the Pack to recur text STOP PACK to 150 at any time before the Validity Period ends. Alternatively, log in to your My EE Account where you can also stop your Pack recurring.

If you don't have enough credit on your account (and you haven't set up recurring card payments) to pay for a new Pack at the end of your Validity Period, we will not apply the new Pack to your account until you have enough credit to pay for it. As soon as you do, we will take payment from your credit and give you the new Pack immediately. If 30 days after your previous Pack expired (the "Renewal Period"), you have still not topped up enough money to pay for a new Pack, we will not make any further attempts to take payment and we will cancel your Pack. You can tell us at any point during the Renewal Period that you would like to cancel your Pack. Just text STOP PACK to 150 or log in to your My EE Account to do this. A 90-day renewal period applies to International, Talk and Talk & Text Packs (see below).

We'll let you know when you have used up each allowance in your Pack. If you use up all the allowances in your Pack before the end of your Validity Period, we'll also let you know. Once you've used up all of the allowances, you can pay for services using your top up credit (see below for further details on out of allowance charges), you can buy an Add-On (described below) until your Pack recurs or you can buy a new recurring Pack that starts straight away.

If you want to buy a new Pack or a different Pack, then text the short code of the Pack you want to 150. You can also buy via our automated calling service by dialling 150 from your EE phone or by logging in to your My EE Account. We take the payment immediately and the new Pack will start when either all of the allowances in your current Pack expire, or when your current Pack comes to recur, whichever happens first. Alternatively, you can start your new Pack immediately by texting NOW to 150, but if you do this you will lose any allowances you may still have remaining on your current Pack.

From 18 March 2020 International Packs, Talk Packs and Talk & Text Packs will not be available from EE stores or [ee.co.uk](http://ee.co.uk) and will only be available from third party retailers. Apart from the 90-day renewal period as set out above, the terms set out in this document apply to those Packs.

## 2. Add-Ons

If you've used one or more of the allowances from a Pack or if you would like to pay for services using a non-recurring bundle, you can choose to buy an Add-On using your pay as you go credit. Add-ons lasts 7 or 30 days (the "**Add-On Validity Period**") or until you have used the Add-On's allowance, whichever comes first. We'll let you know when your allowance runs out or when the Add-On Validity Period ends. To buy an Add-On, check you have enough credit then text the short code of the Add-On you want to 150. You can also buy via our automated calling service by calling 150 from your EE phone or by logging in to your My EE Account. For more information, please see <https://ee.co.uk/help/help-new/billing-usage-and-top-up/add-ons/pay-as-you-go-add-ons-explained>. You can have up to two of the same Add-Ons active on your account at any one time. If you have got two Add-Ons active at the same time, the one which is going to expire first will be used up first.

### Minutes & Text Add-Ons

When your Add-On runs out, you'll need to buy a new one or you'll be charged on a per minute or per text basis. See below for further details.

If you buy an additional minutes or text Add-On while one is active, the new Add-On's Validity Period will start running immediately.

### Data Add-Ons

If you try to go online or use data without internet allowance from a Pack, you'll be directed to our portal to buy a data Add-On. We'll also send you a link to the portal by text. If apps on your phone are updating themselves or files are being downloaded, and you don't have internet allowance, we will send you a link to the portal by text.

If you buy a data Add-On whilst you still have data allowances from a Pack or data Add-On, the new data Add-On's Validity Period will start running immediately.

### Call Abroad Add-ons

If you are a pay as you go customer, to get great rates when calling and texting abroad from the UK, all you need to do is text CALL ABROAD to 150 to opt in to our free Call Abroad add-on. We'll send you a text to let you know when it has worked.

You can then make calls and send texts from the UK to mobile and landline (excluding calls to nongeographic and premium rate numbers) numbers in selected countries at reduced rates. See our PAYG Price Guide and PAYG Non-standard Price Guide at [ee.co.uk/priceguides](http://ee.co.uk/priceguides) for the countries included.

We can remove or change the countries included in the add-on or change the pricing at any time. We will try to tell active users of the service before doing this. We can also remove this add-on from your account, but we will tell you by text message before we do. Our usual one-minute minimum call charges will apply.

### 3. Using our services

In order to activate your SIM, you must first make a call, send an SMS or MMS or use data in the UK.

Some services are available as an Add-On only.

If you have a PAYG Pack, or other PAYG Add-On that gives you an allowance of data, minutes and texts, you can use that allowance as set out below.

If you have no Pack or bundle, or your allowance has run out, you will be charged as set out below.

- When **in the UK**, calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (Jersey, Guernsey and Isle of Man not included): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** (including Jersey, Guernsey and the Isle of Man) calls and texts to customers of EU/EEA mobile networks and landlines: use your allowance or charged at UK rates if no allowance.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
Calling to the UK (landlines starting with 01, 02 & 03 and mobiles)	Included in allowance or charged at UK rates if no allowance	Included in allowance or charged at UK rates if no allowance
Calling to EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)	Not included in allowance; charged at international rates	Included in allowance or charged at UK rates if no allowance

For example:

- Calls and texts from the UK to France are not included in your allowance or charged at international rates, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your allowance or charged at UK rates.
- Calls and texts within the EU/EEA to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your allowance or charged at UK rates.

You cannot use your allowance minutes and texts to call and text customers of mobile networks and landlines in EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU/EEA/Switzerland and will be charged at your normal plan rate.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. For further information on what you will be charged to call these numbers see [ee.co.uk/priceguides](http://ee.co.uk/priceguides).

Any inclusive data allowance you have is for use when in the UK and in the EU/EEA/Switzerland. Or you can buy a data Add-On at UK rates to use data when abroad in the EU/EEA/Switzerland. See [ee.co.uk/priceguides](http://ee.co.uk/priceguides) for details of Add-Ons available.

Whenever you make a call, a one-minute minimum call charge applies and are charged on a per minute basis.

You can only use mobile internet on our 4G network if you have a compatible 4G phone and you're within a 4G-enabled area and in range of a 4G base station. Your 4G phone may not be compatible with other UK 4G networks. You can check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage). Your 4G phone may not be compatible with any 4G network outside the UK. We'll let you know by text message when your data is running low (80% of your allowance is used up) and when it has run out. You cannot use mobile internet unless you have bought a Pack or an Add-On.

The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds.

For more information on the cost of using our services, see the Pay as You Go Price Guide and Pay As You Go Non-Standard Price Guide at [www.ee.co.uk/priceguides](http://www.ee.co.uk/priceguides).

## **EU ROAMING**

Inclusive EU roaming benefits are available to UK based customers only.

Our Europe Zone presently includes:

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, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

*\*Turkey (you may wish to connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable.*

The maximum call duration per call made using inclusive roaming allowances is 120 minutes after which time, you must redial to continue the call.

You can call 150 free of charge when roaming in the EU/EEA/Switzerland to get information about our charges. Emergency services can be contacted within the EU/EEA/Switzerland by calling 112.

## **Fair use amount**

If your domestic data allowance is greater than 25GB, a fair usage policy of 25GB whilst roaming in our Europe will apply (i.e. you can use up to 25GB from your allowance while roaming). Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe and Rest of World Zones.

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your Pack renews (whichever is earlier).

- 1MB £0.0036

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000036 or 0.00036p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 25GB or less and therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy a UK/EU data Add-On to continue using data. Details of these data Add-Ons (and the surcharges mentioned above) can be found in the EE Pay As You Go Price Guide.

## Speeds

You will get our standard roaming data speeds when in the EU/EEA/Switzerland. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accountsbilling-and-topping-up/terms-and-conditions/ee-terms-andconditions/4g-wifi--mobile-broadband-terms/ee-traffic-management-for-mobile-broadband> for more info.

Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

## Stable links

Our PAYG service is intended for customers with a stable link to the UK who travel abroad periodically. It is not intended for customers roaming on a permanent or semi-permanent basis. We will consider you have a stable link to the UK if spend a total of 60 days or more during any 120-day period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use or block your SIM card and roaming services. We'll let you know before we do anything.

## 4. General

Use of our pay as you go services is subject to your acceptance of our standard network terms and conditions. We monitor your use in accordance with those terms, which can be found at [www.ee.co.uk/terms](http://www.ee.co.uk/terms).

Services are for use in the UK unless we tell you otherwise. Services are for normal person to person use from your phone. You can't sell access to our network or to anyone else and that services are not be used for anything unlawful or to send nuisance communications. We'll decide if you are in breach of these terms and conditions if you text and call more than 300 different numbers in a month. We're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network. If you don't call, text or top-up every 180 days you will be disconnected, and you'll lose any credit on your account.

## 5. Free Boosts for Packs

Each time you consecutively buy 3 of our 30 day Packs or 12 of our 7 day Packs, you can choose a Free Boost giving an extra allowance of minutes, texts or data (depending on your Pack) that will be applied to your current Pack and to future Packs purchased (the “Free Boost”). You can accrue multiple Free Boosts, meaning the more Packs you buy, the more Free Boosts you will receive.

If you have a 7 day Pack or a 30 day Pack costing less than £15 you will have 60 days from the date we tell you that you qualify for a Free Boost of minutes, texts or data to tell us which Free Boost you would like. Once you’ve selected a Free Boost, you cannot change your mind or ask for a different Free Boost.

If you have a 30-day Pack costing £15 or more, you will have 60 days from the date we tell you that you qualify for a Free Boost of data to tell us you would like your Boost. The Boost will then be applied automatically each time you qualify.

Free Boosts last for the duration of the Pack’s Validity Period (e.g. 7 days or 30 days) and will not roll over if you do not use them up.

You cannot accrue Free Boosts for 7-day Packs, 30-day Packs costing less than £10 and 30-day Packs costing £10 or more simultaneously. If you move between these types of Packs, you will lose all of the Free Boosts accrued.

## 6. Data Rollover

If you have not used all of the data allowance in your Pack when the Pack ends the unused data will be added to the next Pack that you buy. You cannot roll over data from Add-Ons or free boosts. Applies to 30-day Packs only. Does not apply to Talk and Talk & Text Packs. You must buy a new Pack within 7 days of the expiry of the original Pack with unused data to qualify for data rollover.

Rollover data lasts for the duration of the Pack Validity Period) and will not roll over a second time if you do not use it up. Your data allowance will be applied in the following order for each Pack:

1. Rollover data
2. Core Pack allowance
3. Free boosts.