

UK Data Add-ons – all plans

If your monthly data allowance runs out, you can choose to buy one of these 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 until your next bill date (at which point your monthly data allowance starts again). 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.

Roaming Broadband Data Add-ons – all plans

To use mobile broadband using a dongle or mobile Wifi device when you're roaming abroad, you'll need to buy one of our roaming broadband data add-ons. When you try and go on the internet either through your browser or via an app in your destination country you'll be offered a choice of data add-ons relevant to the country you are in.

All add-ons last for 30 days from when you buy it or until you have used your data allowance up, whichever comes first in time. For a pay monthly customer the cost of the add-on will be added to your monthly bill. Remember we count the 30 day period based on UK time. Once your add-on runs out, you'll have to buy another one in order to connect to the internet whilst roaming. You can use the data in any of the countries in the relevant zone for the period of time that the add-on is valid. Remember, if you go outside any of the countries in the zone for which you've purchased the data, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to your new country and zone.

Remember, you can use mobile internet on your laptop/tablet 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 data roaming add-ons by calling +44 7953 966 250. 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.

Our Roaming Zones

Europe Roaming Zone countries are: Austria, Azores, Belgium, Bulgaria, 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, Romania, San Marino Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican.

EE Roaming Zone A countries are: Armenia, Australia, China, Columbia Croatia, Ecuador, India, Israel, Macedonia, Martinique, Mexico, Peru, Russia and Turkey, USA

EE Roaming Zone B countries are: Antigua and Barbuda, Bahamas, Barbados, Botswana, Canada, Ivory Coast, Dominican Republic, Egypt, Indonesia, Jamaica, Malaysia, Montserrat, Morocco, New Zealand, Nigeria, Saudi Arabia, Senegal, Seychelles, Singapore, South Africa, South Korea, Sri Lanka, Serbia, Tanzania, Uganda, Ukraine and Zambia

EE Roaming Zone C countries are: Anguilla, Bermuda, Brunei Darussalam, Cape Verde, Cayman Island, Chile, Congo, Dominica, El Salvador, Gabon, Grenada, Guyana, Honduras, Hong Kong, Kenya, Lesotho, Namibia, Nicaragua, Pakistan, St Lucia, Taiwan, Thailand, Trinidad & Tobago, Tunisia, Turks & Caicos Islands, United Arab Emirates and Venezuela

EE Roaming Zone D countries are: Afghanistan, Albania, Algeria, Andorra, Angola, Argentina, Azerbaijan, Bahrain, Bangladesh, Belarus, Bolivia, Bosnia and Herzegovina,

Brazil, Cambodia, Cameroon, Cuba, Faroe Islands, Fiji, Gambia, Georgia, Ghana, Greenland, Iraq, Japan, Jordan, Kazakhstan, Kuwait, Lao, Lebanon, Macau, Madagascar, Maldives, Air and Maritime, Mauritius, Mongolia, Mozambique, Nepal, Oman, Panama, Paraguay, Philippines, Qatar, Rwanda, Sudan, Tajikistan, Uruguay, Uzbekistan, Vietnam and Zimbabwe