

# PLAN PRICE GUIDE

## Home 4GEE on Pay as you go

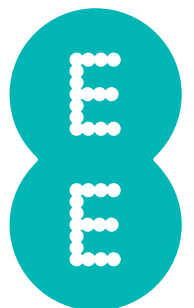
Available from 6 December 2013

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Pay as you go				
Location	Newcastle	Manchester	Hull	Cumbria and Northern Fells
Data	10GB preloaded data included			

This is the Plan Price Guide referred to in your agreement with us. This Plan Price Guide forms part of your agreement with us.

Upfront charges	
Router	£99.99



# NON-STANDARD PRICE GUIDE: PRICE FOR ADDITIONAL SERVICES NOT INCLUDED IN YOUR PRICE PLAN.

Service Type	Call charge (inc. VAT)
Calls to UK mobile numbers	35p per minute
Calls to certain MNVO numbers	35p per minute
Calls to landlines (number starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	35p per minute
Calls to number starting with 0500, 0800 or 0808 <sup>1</sup>	20p per minute
Calls to all other numbers starting with 08	40p per minute
Calls to retrieve voicemail	35p per minute
Text messages to UK mobile numbers	12p per message
Text messages to certain MVNO numbers	12p per message
UK picture messages	40p per message
EE customer services <sup>2</sup>	Free
Call divert	The diverted portion of the call will be charged in accordance with the rates set out in the Non-Standard Price Guide

All services are for use whilst in the UK only

1 Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the help section of our website, ee.co.uk

2 Calls to specialist teams may be chargeable.

Service Type	Call charges for a one minute direct dial call (unless otherwise stated) inc VAT
Calls to a TextLink user, using 18002 prefix	Standard Rates Apply
International operator assistance (155)	£1.53 per minute
Emergency calls (999, 112) <sup>3</sup>	Free
NHS Direct (111) <sup>1</sup>	Free
Standard non-emergency (101)	15p per call
Blind and disabled directory enquiries (195) <sup>3</sup>	Free
Access to RNID Typetalk™ via BT RelayAssist <sup>3</sup>	Free
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	Same as texts to other mobile customers. Please refer to your price plan price guide for details.
Text Messaging via the EE website	Charged at the same rates as a text message to a UK mobile number
Speaking clock (123)	40p per minute
Paging Services	From 30p per minute to 75p per minute, or 75p per call
Premium Rate Services (09)	From 75p per minute/per call up to £3.00 per minute/per call. Prices vary by service, for details on specific services please refer to the help section of our website, ee.co.uk
Directory Enquiry Services (118)	From £1.00 up to £3.50 per minute. Prices vary by service, for details on specific services please refer to the help section of our website, ee.co.uk
Multimedia services	From 75p per minute/per call up to £3.00 per minute/per call. Price vary by service, please refer to the Help section of our website, ee.co.uk
EE Group Call – see description overleaf.	You'll be charged in accordance with the charges set out in the Non-Standard Price Guide for a call to a UK mobile number

Bypass Services via	
07744	12p per minute
07755	12p per minute
0775522	3p per minute
0775533	5p per minute
0775544	6p per minute
0775555	8p per minute
0775520	10p per minute
0775530	15p per minute
ByPass Services via 29 xx pp Shortcodes	
The pp digits indicate the price (inc VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example:	
29 03 00 to 99	3p per minute
29 25 00 to 999	25p per minute
Local Toll	35p per minute
National Toll	35p per minute
All numbers prefixed by	
0500, 0800, 0808	20p per minute
Charity and Helplines Services <sup>3</sup>	Calls to some charity and helpline services are free. Please refer to the help section of our website, ee.co.uk for a full list.
0843, 0844, 0845, 0870, 0871, 0872, 0873	40p per minute
05 (not including 0500, 055, 056)	30p per minute
055, 056	40p per minute
116	From Free up to 10p per minute Price vary by service, please refer to the help section of our website, ee.co.uk
070	From 30p to 75p per minute Prices vary by service, for details on specific services please refer to the help section of our website, ee.co.uk

<sup>3</sup> Calls will not be deducted from your Add-On allowance.

<sup>4</sup> A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

#### Notes on UK calling

Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only.

Calls within the UK only are calls made or received in either 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 charged as a call to our EE Roaming Zone.

#### What's a UK landline or a local/national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

#### What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs'). Personal numbers that begin with 070, are not mobiles.

#### Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message.

Roaming rates apply when accessing your voicemail service whilst abroad. Standard rates apply when using Call Return whilst abroad.

#### Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Standard call rates apply to diverted calls.

#### Calling into CS

You can call into our Customer Services by dialling 150 from your handset or from a UK landline – call 0845 412 5000 (charged at local rates). If you're calling from abroad call +44 7953 966 150.

**Group Voice Messaging**

Send one voicemail message to up to 20 EE friends at once. You'll only be charged for your call to your voicemail. Standard rates apply.

**EE Group Call**

EE Group Call is a conference call hosting service that enables up to 20 callers to conference in to one call.

The group organiser will need to choose a conference ID. This can be any 6 digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference IDs can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted.

**Third Party Information Services**

Charges vary as published by third party.

# ADD-ONS

Pay as you go Data Add-Ons		
Price	Allowance	Valid for
£10	4GB	30 Days
£15	10GB	
£25	20GB	

Service Type	Content Add-on	Price	Add-On Duration
UK Data <sup>5</sup>	100MB	£3	30 Days
	500MB	£6	
	1GB	£10	
	2GB	£15	
	4GB	£20	
	10GB	£30	
UK Minutes <sup>6</sup>	100 minutes	£3	
	200 minutes	£5	
	500 minutes	£10	
UK Texts <sup>6,7</sup>	400 texts	£2	
	3000 texts	£5	
Calling abroad from UK	Cheaper calls & texts to over 60 countries <sup>8</sup>	Free	Open Ended
Roaming	100 minutes within Europe (Making & Receiving calls) <sup>9</sup>	£10	30 Days

<sup>5</sup> VoIP and using your phone as a modem 'tethering' use will be deducted from your inclusive data allowances. You cannot use data for peer-to-peer file sharing. See 'Points to note' for more information.

<sup>6</sup> Add-on minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Calls & text messages to certain MVNO ranges and call forwarding services are not included in add-on connection. See 'Points to note' for more information.

<sup>7</sup> We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged. Includes messages sent from the EE website; [www.ee.co.uk](http://www.ee.co.uk) You will be charged per text message sent to non GSM networks.

<sup>8</sup> Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.

<sup>9</sup> Refer to the 'Roaming' section for details of included countries. See table 'Countries included in the Euro Roaming Add-On'.

## SERVICE CHARGES

Service Charge	Charge (Inc. VAT)
Replacement SIM card	£10.21
Changing your phone number	£35.74
Reconnection	£24
Memorable number <sup>10</sup>	Prices available on request

<sup>10</sup> The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavour to give you reasonable notice if we have to do this. If you leave EE, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one off premium paid to us.

# CALLING ABROAD FROM THE UK

Calls & Texts to landlines and mobiles within the below zones	Countries	Price per minute (Inc VAT)	Text Message (Inc VAT)	Calls to non-mobile or landline services <sup>11</sup>	Picture message (Inc VAT)
Zone 1	Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican	£1.00	25p	£3.50	40p
Zone 2	Guernsey, Republic of Ireland, Isle of Man, Jersey	50p	25p	£3.50	40p
Zone 3	Canada, USA, US Virgin Islands	£1.00	25p	£3.50	40p
Zone 4	Australia, New Zealand	£1.00	25p	£3.50	40p
Zone 5	Afghanistan, Albania, Algeria, Angola, Anguila, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Virgin Isles, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Colombia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Côte d'Ivoire, Croatia, Cuba <sup>12</sup> , Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands, Fiji, French Polynesia, French Guiana, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea Bissau, Guiana, Honduras, Haiti, Hong Kong, Iceland, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Latvia, Lebanon-, Lesotho, Liberia <sup>12</sup> , Libya, Lithuania, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Martinique, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea <sup>12</sup> , Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Réunion Island, Romania, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Slovenia, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts & Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (inc. N Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.50	25p	£3.50	40p
Satellite	N/A	£5.00	N/A	N/A	40p

<sup>11</sup> A pre-call announcement will be played prior to connecting your call to an International Premium Service.

<sup>12</sup> Calls to Cuba, Liberia and North Korea are currently barred.

## Calling abroad add-on rates

Country	Landline	Mobile	Text	Country	Landline	Mobile	Text
Algeria	12p	30p	18p	Kenya	8p	8p	18p
Argentina	10p	20p	18p	Latvia	40p	15p	18p
Australia	5p	15p	18p	Lithuania	40p	15p	18p
Austria	5p	15p	18p	Luxembourg	5p	15p	18p
Bangladesh	5p	5p	18p	Malaysia	5p	5p	18p
Barbados	12p	20p	18p	Mauritius	10p	20p	18p
Belgium	5p	15p	18p	Morocco	15p	30p	18p
Brazil	5p	20p	18p	Netherlands	5p	15p	18p
Bulgaria	6p	20p	18p	New Zealand	5p	17p	18p
Canada	5p	5p	18p	Nigeria	8p	8p	18p
China	5p	5p	18p	Norway	5p	15p	18p
Columbia	5p	15p	18p	Pakistan	10p	10p	18p
Croatia	5p	15p	18p	Philippines	10p	20p	18p
Cyprus	5p	15p	18p	Poland	5p	15p	18p
Czech Republic	5p	15p	18p	Portugal	5p	15p	18p
Denmark	5p	15p	18p	Romania	5p	15p	18p
Egypt	10p	20p	18p	Russia	5p	15p	18p
Estonia	5p	15p	18p	Saudi Arabia	10p	20p	18p
Finland	5p	15p	18p	Singapore	5p	5p	18p
France	5p	15p	18p	Slovakia	5p	15p	18p
Germany	5p	15p	18p	South Africa	5p	15p	18p
Ghana	12p	25p	18p	South Korea	7p	10p	18p
Greece	5p	15p	18p	Spain	5p	15p	18p
Guernsey	5p	15p	18p	Sri Lanka	10p	20p	18p
Hong Kong	5p	5p	18p	Sweden	5p	15p	18p
Hungary	5p	15p	18p	Switzerland	5p	15p	18p
India	5p	5p	18p	Taiwan	10p	20p	18p
Indonesia	10p	20p	18p	Thailand	5p	15p	18p
Ireland	5p	15p	18p	Tri & Tobago	10p	20p	18p
Israel	5p	20p	18p	Turkey	5p	15p	18p
Italy	5p	20p	18p	UAE	15p	20p	18p
Jamaica	10p	20p	18p	Uganda	10p	20p	18p
Japan	5p	15p	18p	United States	5p	5p	18p
Jersey	5p	15p	18p				



# ROAMING

Standard roaming charges					
Zone	Countries	Making a call (Inc VAT)	Receiving a call (Inc VAT)	Sending a text <sup>13</sup> (Inc VAT)	Sending a picture message (Inc VAT)
Zone 1a (Ireland & Isle of Man)	Ireland (Republic of), Isle of Man	24.5p	7.1p	8.1p	40p
Zone 1b (Channel Islands)	Jersey, Guernsey	20.4p	6p	6.8p	40p
Zone 2a Europe (EU/ EEA Vatable)	France, Austria, Azores (Portugal), Balaeric Islands (Spain), Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden,	24.5p	7.1p	8.1p	40p
Zone 2b Europe (EU/ EEA non-VAT)	Iceland, Canary Islands (Spain), French Guiana, Gibraltar, Guadeloupe, Liechtenstein, Martinique, Norway, Réunion Island, San Marino, Vatican City	20.4p	6p	6.8p	40p
Zone 3 (Other Europe)	Andorra, Faroe Islands, Switzerland	£1.00	£1.00	40p	40p
Zone 4 (USA and Canada)	USA, Canada	£1.00	£1.00	40p	40p
Zone 5 (Australia and New Zealand)	Australia, New Zealand	£1.00	£1.00	40p	40p
Zone 6 (Rest of World)	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cambodia, Cameroon, Cayman Islands, Central African Republic, Chile, China, Colombia, Congo (Dem Rep of), Cook Islands, Costa Rica, Dominica, Dominican Republic, Dutch Antilles, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Fiji, French West Indies, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guiana, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kosovo, Kyrgyzstan, Lebanon, Lesotho, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Mali, Mauritania, Mauritius, Mexico, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Namibia, Nepal, Nicaragua, Niger, Nigeria, Oman, Pakistan, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, South Africa, South Korea, Sri Lanka, St. Kitts & Nevis, St. Lucia, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Togo, Trinidad & Tobago, Turkey (Incl. North Cyprus), Turks & Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, Venezuela, Vietnam, Yemen, Zambia, Zimbabwe	£1.50	£1.50	50p	40p

Zone 7 (Maritime, Ships & Ferries)	N/A	£2.00	£2.00	50p	40p
Zone 8 Rest of World (exceptional)	Cuba, Bahamas, Cape Verde, Chad, Congo, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan	£2.50	£2.50	£1.00	40p
Zone 8 (Planes)	N/A	£2.50	£2.50	£1.00	40p

To use data whilst roaming abroad you'll need to purchase a Data Add-On.

13 Any undelivered text messages will be charged at the standard rate for your price plan.

Data whilst roaming Add-Ons (Pay as you go Plans)						
Data add-on size	Europe	Rest of World A	Rest of World B	Rest of World C	Rest of World D	
3MB	£1	-				30 Days
10MB	£2.50	£5	£10	£20	£50	
50MB	£10	£15	£40	£80	£195	
100MB	£18	£27	£75	£140	-	
200MB	£35	£50	£140	-		

#### Voice mail charges whilst travelling

Standard roaming rates apply when calling into your voicemail service whilst abroad.

Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)				
Europe	Rest of World A	Rest of World B	Rest of World C	Rest of World D
Austria	Armenia	Antigua and Barbuda	Anguilla	Afganistan
Belgium	Australia	Bahamas	Bermuda	Albania
Bulgaria	China	Barbados	Brunei Darussalam	Algeria
Cyprus	Columbia	Botswana	Cape Verde	Andorra
Czech Republic	Croatia	Canada	Cayman Islands	Angola
Denmark	Ecuador	Ivory Coast	Chile	Argentina
Estonia	India	Dominican Republic	Congo	Azerbaijan
Finland	Israel	Egypt	Dominica	Bahrain
France	Macedonia	Indonesia	El Salvador	Bangladesh
Germany	Mexico	Jamaica	Gabon	Belarus
Gibraltar	Peru	Malaysia	Grenada	Bolivia
Greece	Russia	Monseratt	Guyana	Bosnia and Herzegovina
Guadeloupe	Turkey	Morocco	Honduras	Brazil
Guernsey	USA	New Zealand	Hong Kong	Cambodia
Hungary		Nigeria	Kenya	Cameroon
Iceland		Saudi Arabia	Lesotho	Cuba
Ireland		Sengal	Namibia	Faroe Islands
Isle of Man		Seychelles	Nicaragua	Fiji
Italy		Singapore	Paristan	Gambia
Jersey		South Africa	St Lucia	Georgia
Latvia		South Korea	Taiwan	Ghana
Lithuania		Sri Lanka	Thailand	Greenland
Luxembourg		Serbia	Trinidad & Tobago	Iraq

Malta		Tanzania	Tunisia	Japan
Netherlands		Uganda	Turks & Caico Islands	Jordan
Norway		Ukraine	United Arab Emirates	Kazakhstan
Poland		Zambia	Venezuela	Kuwait
Portugal				Lao
Romania				Lebanon
Slovakia				Macau
Slovenia				Madagascar
Spain				Maldives
Sweden				Air and Maritime
Switzerland				Mauritius
Reunion				Mongolia
French Guiana				Mozambique
Monaco				Nepal
Liechtenstein				Oman
San Marino				Panama
Azores				Paraguay
Canary Islands				Philippines
Maderia				Qatar
Martinique				Rwanda
Vatican				Sudan
				Tajikistan
				Uruguay
				Uzbekistan
				Vietnam
				Zimbabwe

**Countries included in the Euro Roaming Add-On**

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

## Points to note

You must make a connection action at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited.

'Connection actions' are:

- Making a chargeable outbound call
- Sending a text message
- Topping up your account
- Making a payment for an Add-On
- Registering your details

We can place a charge on your account if a bank reverses a debit or credit card payment to your account. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.

Any text message sent to you, which doesn't get through because you are out of credit will be lost. To make or receive a chargeable call or receive a voicemail message, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1pence credit available.

Calls are charged by the minute (unless otherwise stated) and rounded up to the nearest penny.

If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning.

All prices include VAT at the current rate of 20% (includes those calls made or received whilst abroad).

Charging starts when a call is answered by a person or answering device.

A call ends when:

- a) you end the call on your device; or
- b) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
- c) you do not end the call on your device up to 30 seconds after the last third party you were connected to has ended their call.

A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.

While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.

Information correct as  
at December 2013.

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