

## What it costs

# Solo Fixed 12 months.

Available between 1 September 2009 and 15 February 2012.

Each year in March, the price of your monthly plan will increase in line with the Retail Price Index (RPI) rate of inflation as published in January by the Office for National Statistics. To check your current monthly price plan charge just check your latest bill or My EE.

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

|   | Solo Fixed 15   | Solo Fixed 20 | Solo Fixed 25 | Solo Fixed 30 |
|---|---|---------------|---------------|---------------|
| Monthly line rental (inc. VAT)  | £16.39  | £21.65        | £27.05        | £32.47        |
| <b>Inclusive allowance</b>  |   |               |               |               |
| Inclusive minutes (each month) to call customers of UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 500   | 800           | 1100          | 1900          |
| Maximum number of users   | 1   |               |               |               |
| Inclusive texts (each month) to text customers of UK mobile networks at any time  | 200   | 300           | 400           | 700           |
| Rollover  | No  |               |               |               |
| <b>Call charges (per minute)</b>  |   |               |               |               |
| Calls to UK mobile customers  | 50p   |               |               |               |
| Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time  | 50p   |               |               |               |
| Checking voicemail in the UK  | 50p   |               |               |               |
| Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>5</sup>  | Access Charge of 50p per minute plus a Service Charge |               |               |               |
| Calls to Freephone (080) & (116)  | Free <sup>4</sup>                                     |               |               |               |
| <b>Text message charges (per message)</b>   |   |               |               |               |
| To UK mobile customers <sup>2,3</sup>   | 15p   |               |               |               |
| To non-UK mobile operators' customers <sup>2,3</sup>  | 25p   |               |               |               |

Calls to Customer Services on connection to a customer service agent will be charged at 25p inc VAT, 20.8p exc VAT (per call)

Prices effective from 01st April 2020. The prices shown above include VAT at 20%.

### The legal stuff you need to know:

1. You'll have to promise to stay with us for 12 months, pass our standard credit check and pay by direct debit. Solo Fixed 12 inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey, and the Isle of Man. Calls to 150 are also not covered by your allowance.
2. Applies to messages sent from your mobile from the UK or via the EE website [www.ee.co.uk](http://www.ee.co.uk)
3. You will be charged for messages sent to non GSM networks.
4. Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, [ee.co.uk](http://ee.co.uk)
5. Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.

\*Please go to the "Help & Support" section of our website, [ee.co.uk](http://ee.co.uk), for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

## Points to note.

- You'll have to promise to stay with us for 12 months, pass our standard credit check and pay by direct debit. Solo Fixed 12 months inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Calls to 150 are also not covered by your allowance. The 150 service is free if you only use the automatic self service options but you'll be charged a total of 25p if you select the option to speak to an advisor. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this.
- You may need internet coverage, check it at ee.co.uk. Remember that you can only use internet on your phone in the UK and you can't use your phone as a modem or use your internet for peer to peer file sharing, instant messaging or making internet phone calls. This option comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much.
- If you want to text or make a call which isn't included in your plan, call outside the UK, send a picture message, add a booster or buy or subscribe to any of our content services, such as ringtones, music or TV you'll need to top up first like a pay as you go customer. When you spend that top up we will treat you like a pay as you go customer but your Solo Fixed 12 month plan charges will apply. Some services will be added to your bill rather than taken from your top-up. We will tell you if that is going to happen.
- If your allowance runs out during a call, you will be charged for the remainder of the call. You will need to top up to make calls outside of your minute and text allowance.
- Additional charges may apply when using your EE phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- 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.
- The allowance you have used is worked out when we print your bill. You can get an estimate of the amount used by calling EE account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry, in the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- Per minute charging applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device.
- On the bill, for pay monthly customers a call within the allowance will be rounded up to the nearest second. Customers who top up and use that top up to make calls, those calls will be rounded up to the nearest penny and VAT will be charged on each individual call. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- A call ends when:
  - a) you end the call on your device;
  - 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.
- EE reserves the right to vary or withdraw any individual service with 30 days notice.
- When you join a EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge and inclusive minutes will be proportionate to the number of days from your date of joining to the end date of your bill. All monthly charges and inclusive minutes and texts allowances will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T S

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