

# EE Annual Price Increases

## For customers joining or upgrading from 1<sup>st</sup> September 2020

### **Increases to costs**

Our charges increase each year by a percentage made up of i) the annual percentage increase in the Consumer Price Index (CPI) (ignoring any negative figures) announced in January each year plus ii) 3.9%. We will do this so the price increase takes effect on bills dated on or after 31<sup>st</sup> March of each year.

This applies to all pay monthly plans for your phone, as well as other mobile plans, such as our 4GEE WiFi plans. It also applies to EE broadband and TV plans.

The charges that will increase are your monthly recurring price plan charge, out of bundle charges and add-on charges. Some add-ons and out of bundles charges won't increase: you can find out details of which ones these are in your price guides.

### **Frequently Asked Questions**

#### **What is Consumer Price Index?**

The Consumer Price Index, or "CPI", is a figure published by the Office for National Statistics as a measure of inflation. It reflects the increase in the costs to run and invest in the network and services we provide. We use the December CPI figure which is published in January each year.

#### **How can I find the new price of my plan?**

We'll always let you know how much your plan is increasing by.

#### **What if I have a discount on my monthly plan?**

If you have a discount, then this will not change.

#### **Can I cancel my contract?**

Of course, we don't want to see you go, but if you'd like to leave before the end of your contract, you may need to pay an early termination charge.