



# PLAN PRICE GUIDE

## Pay as you go 3G Plans

Available from 1<sup>st</sup> of June 2018

Price Guide updated and all charges applicable from 18<sup>th</sup> March 2020

Service Type*	Call charges for a one minute direct dial call at any time (Incl. VAT)	
	EE standard rates (3G)	EE special rates (3G) <sup>1</sup>
Calls to other EE mobile customers	35p per minute	20p per minute
Calls to the customers of other mobile operators	35p per minute	20p per minute
Calls to certain MNVO numbers	35p per minute	20p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	35p per minute	20p per minute
Calls to numbers starting with 0500	20p per minute	
Calls to numbers starting with 0800 or 0808	Free	
Calls to all other numbers starting with 0843, 0844, 0845, 0843, 0870, 0871, 0872, 08733	Access Charge of 44p per minute plus a Service Charge	
Calls to retrieve voicemail	35p per minute	20p per minute
Text messages to UK mobile numbers	15p per message	
Text messages to certain MVNO numbers	15p per message	
Text messages sent to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	15p per message	
Picture messages	40p per message	
EE customer services (automated service)	Free	
EE customer services (service agent)	up to 25p per call	
Call divert	Standard call rates apply	
Calls from the UK to EU & Rest of World countries	Standard call rates apply <sup>2</sup>	
Data	As per Pack purchased	

\* All services are for use whilst in the UK or roaming in the EU only.

1. Rates available only for customers on EE Racoon (3G) plan.

2. Customers on EE Camel (3G) plan automatically get reduced IDD rates, for a full list please see the EE PAYG Non-standard Price Guide, Calling abroad Add-On rates on <https://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/ee-pay-as-you-go-price-plans>

# REWARD PLANS AND PACKS

Plan <sup>5</sup>	Top up	You get <sup>4</sup>
EE Canary (3G) <sup>3</sup>	£10	100 Mins and 100 Texts
	£20	300 Mins and 300 Texts
EE Dolphin (3G) <sup>3</sup>	£10	400 Texts and 1GB
	£20	Unlimited Texts and 3GB

3. No Packs available for EE PAYG Canary and EE PAYG Dolphin plans.

4. Available from the 1st of next month to use in the UK & EU

5. Exclusively available to OUK PAYG migrated customers.

Packs available to new and upgrading customers after 18<sup>th</sup> March 2020

Pack	Pack Allowances*	Price	Pack Duration
Data Focused Packs	500MB, 250 minutes, unlimited texts**	£5	30 days
	4GB, 100 minutes, unlimited texts**	£10	
	8GB, unlimited minutes, unlimited texts**	£15	
	15GB, unlimited minutes, unlimited texts**	£20	
	30GB, unlimited minutes, unlimited texts**	£25	
	60GB, unlimited minutes, unlimited texts**	£30	
Talk Focused Packs	10MB, 100 minutes, 200 texts	£1	7 days
	2GB, 400 minutes, unlimited texts**	£10	30 days

\*\*These Packs Include Data Rollover, excluding £12.50 Everything Pack which is not available for acquisition.

Packs available to customers who joined before 18<sup>th</sup> March 2020

Pack <sup>6</sup>	Pack Allowances	Price	Pack Duration
Data	100MB, 10 minutes, 10 texts	£1	7 days
	2GB, 100 minutes, unlimited texts	£10	30 days
	5GB, 500 minutes, unlimited texts	£15	
	10GB, 750 minutes, unlimited texts	£20	
Talk & Text	25 minutes, 50 texts, 10MB	£1	7 days
	250 minutes, unlimited texts, 10MB	£10	30 days
	500 minutes, unlimited texts, 10MB	£12.50	
	750 minutes, unlimited texts, 10MB	£15	
Everything	150MB, 100 minutes, 250 texts	£5	30 days
	1GB, 300 minutes, unlimited texts	£10	
	1GB, 300 minutes, unlimited texts	£12.50	
	2GB, 1000 minutes, unlimited texts	£15	
	4GB, 1500 minutes, unlimited texts	£20	
	8GB, 2000 minutes, unlimited texts	£25	
20GB, 3000 minutes, unlimited texts	£30		

6. Packs are available for customers on EE PAYG Camel, EE PAYG Raccoon plans.

# PRICE PLANS TERMS

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- A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- Calls to some charity helplines (e.g. ChildLine) are free to call. For a full list please visit the help section of our website, [www.ee.co.uk](http://www.ee.co.uk)
- 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.
- All Packs last for the stated duration, but any of the allowances can be used up in that time. After the stated duration, payment is taken automatically from your credit, and a new set of allowances is provisioned; unused allowances expire. If you have insufficient credit to renew the Pack at the end of your validity period, we will not apply the new Pack until you have enough credit to pay for it. As soon as you do, we will take the payment from your credit and give you the new Pack immediately.

Please go to the help 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, 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge. Thereafter, calls are charged on a per minute basis.

## Points to note

### Notes on UK calling

Calls within the UK only are calls made or received in 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 classed as a call to an EE Roaming Zone. See our Non Standard Price Guide for more information.

Note that if you use the services on or near a border area, you may not be able to access the UK network but may instead be connected to the network of one of our roaming partners. Calls that you make will then be charged as if you were roaming (and will not come out of any add on allowance you have).

### What usage is included in my Add-On or Pack allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your Add-On or Pack allowance. Inclusive calls currently include (but are not limited to) calls to the UK mobile numbers allocated to the national UK GSM cellular network operators EE, T-Mobile, Orange, Hutchinson 3G, 02, and Vodafone. On pay as you go, calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Lebara) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to LycaMobile.

You will have access to all of your inclusive allowances while roaming in the EU, at no extra cost. This means you'll be able to call and text back to the UK and within the EU free of charge but remember calls to Europe from the UK are not included and will be charged at the standard roaming charges. Roaming outside of the EU continues to be chargeable – please see our Non Standard Price Guide for more information.

### Which calls and text messages to mobile numbers are excluded from my Add-On or Pack allowance?

Calls and texts to some numbers starting 07 are not included in your Add-On or Pack allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges. For a full list of 07 number ranges that are not included in allowances please visit the 'help' section of our website, [ee.co.uk](http://ee.co.uk). We may add numbers to the list of excluded mobile numbers from time to time at our discretion. Please also note that if you are calling someone who has ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

## Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for 'follow me' services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Calls to these numbers are not included in allowances, visit the 'help' section of our website, [ee.co.uk](http://ee.co.uk)

## Data options

You'll need 3G coverage to use mobile internet on your phone and a compatible device. You can check your 3G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage)

For further information on terms and conditions please see [ee.co.uk/terms](http://ee.co.uk/terms) The Non Standard Price Guide includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.

## General

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 or Pack
  - 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
- 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 charged for the appropriate period, for reasons beyond our control it is possible that this may not happen.