



# PLAN PRICE GUIDE

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## Non-Standard Charges Flex Plan

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Price Guide updated and all charges applicable from December 2020

# PRICE FOR ADDITIONAL CALLS AND TEXTS THAT ARE NOT INCLUDED IN YOUR PRICE PLAN

Service Type	Call charges for a one minute <sup>2</sup> direct dial call (unless otherwise stated) incl. VAT
Calls to EE Customer Services	Please refer to your Plan Price Guide for details.
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155)	£1.53 per minute
Emergency calls (999, 112) <sup>1</sup>	Free
Electricity Helpline (105)	Free
NHS Direct (111) <sup>1</sup>	Free
Standard non-emergency (101)	Free
Blind and disabled directory enquiries (195) <sup>1</sup>	Free
Text Relay calls <sup>1</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 to premium rate services*	Charges vary depending on the premium rate provider (and are excluded from allowances and bundles)
Text Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details
Speaking clock (123)	40p per minute
Paging Services	From 30p per minute to 75p per minute, or 75p per call
Premium Rate Services (09) <sup>3</sup>	Access Charge of 44p per minute plus a Service Charge
Directory Enquiry Services (118) <sup>3</sup>	Access Charge of 44p per minute plus a Service Charge
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 below	Same as an On-net Call and included in allowances
<b>Bypass Services via</b>	
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
<b>Local Toll</b>	
Local Toll	35p per minute
<b>National Toll</b>	
National Toll	35p per minute
<b>All numbers prefixed by</b>	
0500	20p per minute
0800, 0808	Free
Charity and Helpline Services <sup>1</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, 08733 <sup>3</sup>	Access Charge of 44p per minute plus a Service Charge 40p per minute
05 (not including 0500, 055, 056)	30p per minute
055, 056	40p per minute
116	Free
070	5p per minute
	For details on specific services please refer to the help section of our website, ee.co.uk/help

1 Calls will not be deducted from your Add-On allowance.

2 A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

3 Please see ee.co.uk/ukcalling for a list of Service Charges.

\* For help with premium rate short codes see: <http://ee.co.uk/help/accounts-billing-and-topping-up/billing-and-payment/your-bill-explained/third-party-services>

## 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 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. Standard roaming rates apply when accessing your voicemail service whilst abroad if you don't have one of our pay as you go packs. 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 Access Charge per minute plus a Service Charge of 7p per minute). 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 organizer 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.

## How Your Services Are Charged - Data

What do you mean by data usage?

We measure how much data you use in kilobytes (KB). Data is based on the following units:

- 1024 bytes = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024 KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024 MB = 1 Gigabyte (GB) (equivalent to about five hours of watching YouTube)

We send data across our network in packets no bigger than 1.5KB. A packet is just a unit of data.

Data usage is all the data that's been sent or received. Upstream is where data is transferred from your device to the internet (uploading). Whereas downstream is from the internet to your device (downloading).

We calculate your data usage based on the amount of data that travels over our network both upstream and downstream, which may be different from the data your device consumes.

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off.

When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device.

# PLANS AND ADD-ONS

Flex Plan	Plan Allowances <sup>1</sup>	Price	Plan Duration <sup>2</sup>
<b>£10 Flex plan</b>	2GB, 1000 mins, unlimited texts	£10	30 days
<b>£15 Flex plan</b>	5GB, 2000 mins, unlimited texts	£15	
<b>£25 Flex plan</b>	10GB, 3000 mins, unlimited texts	£25	
<b>£30 Flex plan</b>	20GB, 3000 mins, unlimited texts	£30	

1. Pack allowances can be used in the UK and while roaming in the EU.
2. All Plans 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 payment card, and a new set of allowances is provisioned; unused minutes allowance expires and unused data rolls over to the next plan.

## Add-Ons available to all Flex plans customers

Add-On	Add-On Allowances	Price	Add-On Duration
<b>UK and EU Data</b>	100MB	£1.50	7 days
	500MB	£3	
	500MB	£5	30 days
	1GB	£7.50	
	3GB	£15	
	5GB	£20	
<b>UK and EU Minutes<sup>3</sup></b>	100 minutes	£5	30 days
		£3	7 days
<b>Calling abroad from the UK<sup>3</sup></b>	Cheaper calls and texts to over 70 countries <sup>4</sup>	Free	Open ended

3. 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.
4. Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.

# SERVICE CHARGES

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Service Charge	Charge (incl. VAT)
Replacement SIM card	£1.50
Changing your phone number	£35.74
Reconnection	£24
Memorable number <sup>5</sup>	Prices available on request
Unlock mobile phone for use on another compatible network <sup>6</sup>	Free

5. 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.
6. Handsets can only be unlocked from our network once you've been on the Flex plan that the phone came with for at least 6 months.

# TEXT RELAY SERVICES

Prefix	Number Dialed	Cost
<b>18000</b>	N/A (Direct access to the 999/112 Emergency Services)	Free
<b>18001</b>	UK Landline (01, 02, 03)	Free
	UK Mobile (07)	
	05	
	0800/0808	
	070 (personal numbers)	Standard Rates*
	076 (radio paging)	
	09 (premium rate)	Access charge: Free, Service Charge**: Standard
	118 xxx (directory enquires)	
	084	
	087	
	116 xxx (charity helplines)	Free
	150 (customer services)	
	195 (disability directory)	
	101 (non-emergency police)	
	111 (non-emergency NHS)	
	105 (Electricity helpline)	
	00xx	Standard Rates*
Channel Island destinations (01481, 01534, 01624, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937)		
<b>18002</b>	UK Landline (01, 02)	Free
	UK Mobile (07)	
	070 (personal numbers)	Standard Rates*
	076 (radio paging)	

\* Standard rates can be found on the EE website <https://ee.co.uk/help/help-new/price-plans/mobile/pay-as-you-go-price-plans>

\*\* Service charges can be found on the EE website <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>.

# CALLING ABROAD FROM THE UK

Table below indicates standard rates for calling countries from the U.K.

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>7</sup>	Picture message (Inc. VAT)
<b>Zone 1</b>	Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Island, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	18p	6p	£3.50	40p
<b>Zone 2</b>	Guernsey, Republic of Ireland, Isle of Man, Jersey	18p	6p	£3.50	40p
<b>Zone 3</b>	Canada, USA, US Virgin Islands	£1.00	25p	£3.50	40p
<b>Zone 4</b>	Andorra, Australia, Faroe Islands, New Zealand	£1.00	25p	£3.50	40p
<b>Zone 5<sup>8</sup></b>	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina <sup>8</sup> , Botswana, Brazil, British Virgin Isles, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Columbia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Côte d'Ivoire, Cuba <sup>8</sup> , Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana <sup>8</sup> , Greenland, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Guiana, Honduras, Haiti, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia <sup>8</sup> , Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, 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>8</sup> , Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, 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 (incl. N Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.50	25p	£3.50	40p
<b>Satellite</b>	N/A	£5.00	20p	N/A	N/A

7. A pre-call announcement will be played prior to connecting your call to an International Premium Service.

8. Calls to Cuba, Bosnia, Liberia and North Korea are currently barred. In addition we also bar calls to certain number ranges in other countries to protect customers against fraud.

Calling abroad Add-On rates*							
Country	Landline	Mobile	Text	Country	Landline	Mobile	Text
Algeria	15p	50p	10p	Kenya	12p	18p	10p
Argentina	10p	20p	10p	Kuwait	12p	12p	10p
Australia	3p	10p	10p	Latvia	18p	18p	6p
Austria	10p	10p	6p	Lebanon	15p	15p	10p
Bahrain	10p	15p	10p	Lithuania	18p	18p	6p
Bangladesh	5p	5p	10p	Luxembourg	5p	15p	6p
Barbados	19p	19p	10p	Malaysia	5p	5p	10p
Belgium	5p	10p	6p	Mauritius	15p	15p	10p
Brazil	5p	15p	10p	Morocco	15p	45p	10p
Bulgaria	6p	18p	6p	Netherlands	5p	8p	6p
Canada	3p	3p	10p	New Zealand	3p	7p	10p
China	3p	3p	10p	Nigeria	20p	20p	10p
Columbia	5p	15p	10p	Norway	8p	8p	6p
Croatia	5p	15p	6p	Pakistan	10p	10p	10p
Cyprus	1p	10p	6p	Philippines	15p	20p	10p
Czech Republic	5p	6p	6p	Poland	3p	5p	6p
Denmark	3p	5p	6p	Portugal	3p	5p	6p
Egypt	10p	20p	10p	Qatar	20p	20p	10p
Estonia	5p	18p	6p	Romania	1p	5p	6p
Finland	10p	15p	6p	Russia	15p	20p	10p
France	3p	5p	6p	Saudi Arabia	10p	14p	10p
Germany	5p	5p	6p	Singapore	1p	5p	10p
Ghana	25p	30p	10p	Slovakia	5p	15p	6p
Greece	5p	15p	6p	South Africa	15p	20p	10p
Guernsey	5p	15p	6p	South Korea	7p	10p	10p
Hong Kong	6p	6p	10p	Spain	3p	8p	6p
Hungary	1p	5p	6p	Sri Lanka	15p	20p	10p
India	5p	5p	10p	Sweden	1p	5p	6p
Indonesia	10p	20p	10p	Switzerland	8p	18p	6p
Ireland	1p	8p	6p	Taiwan	10p	20p	10p
Iraq	20p	20p	10p	Thailand	6p	6p	10p
Israel	5p	20p	10p	Trinidad & Tobago	20p	20p	10p
Italy	3p	7p	6p	Turkey	8p	20p	10p
Jamaica	15p	20p	10p	UAE	20p	20p	10p
Japan	5p	15p	10p	Uganda	35p	35p	10p
Jersey	5p	15p	6p	United States	3p	3p	10p
Kazakhstan	15p	20p	10p				



# ROAMING

Flex plan customers will be able to use their allowances at no extra charge whilst roaming in the EU. See our Flex plan terms [ee.co.uk/flexterms](http://ee.co.uk/flexterms) for full information on charging.

What this means for our customers is, they should be able to use their phone exactly as they would in the EU as they do in the UK. Usage that is normally included in the Flex plan in the UK will still be inclusive in the EU, and usage that is normally chargeable (i.e. calling the USA) will still be chargeable, and at international rates.

Standard roaming charges (all prices incl. VAT)							
	Countries	Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including to the UK	Making a call to outside of the EU (Zones 3 - 8)	Receiving a call	Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK <sup>15</sup>	Sending a text to outside of the EU (Zones 3 - 8) <sup>15</sup>	Sending a picture message
<b>Zone 1</b>	Ireland (Republic of); Isle of Man	35p	£1.20	Free	15p	50p	40p
<b>Zone 1a</b>	Gibraltar; Iceland; Liechtenstein; Norway; Reunion Islands; San Marino; Switzerland; The French Antilles; French Guiana	35p	£1.44	Free	15p	60p	
<b>Zone 2a</b>	Guernsey; Jersey	35p	£1.44	Free	15p	60p	
<b>Zone 2b</b>	Austria; Belgium; Bulgaria; Croatia; Cyprus; Denmark; Estonia; Finland; France; Germany; Greece; Hungary; Italy; Latvia; Lithuania; Luxembourg; Madeira; Malta; Monaco; Poland; Portugal; Romania; Slovakia; Slovenia; Spain; Sweden; The Czech Republic; The Netherlands; Vatican	35p	£1.20	Free	15p	50p	

	Countries	Making a call (Inc. VAT)	Receiving a call (Inc. VAT)	Sending a text <sup>15</sup> (Inc. VAT)	Sending a picture message (Inc. VAT)
<b>Zone 3</b>	Andorra and Faroe Islands	£1.20	£1.20	60p	48p
<b>Zone 4</b>	USA, Canada	£1.20	£1.20	60p	48p
<b>Zone 5</b>	Australia, New Zealand	£1.20	£1.20	60p	48p

For calls made whilst in Europe\* a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

	Countries	Making a call (Inc. VAT)	Receiving a call (Inc. VAT)	Sending a text <sup>15</sup> (Inc. VAT)	Sending a picture message (Inc. VAT)
<b>Zone 6 (Rest of World )</b>	Afghanistan; Albania; Algeria; Angola; Anguilla; Antigua and Barbuda; Argentina; Armenia; Azerbaijan; Bahrain; Bangladesh; Barbados; Belarus; Belize; Bermuda; Bhutan; Bolivia; Bosnia-Herzegovina; Botswana; Brazil; Brunei; Burkina Faso; Burundi; Cambodia; Cameroon; Chile; China; Colombia; Costa Rica; Dominica; East Timor; Ecuador; Egypt; El Salvador; Equatorial Guinea; Eritrea; Ethiopia; Fiji; French Polynesia; Gabon; Gambia; Georgia; Ghana; Greenland; Grenada; Guam; Guatemala; Guinea; Guinea-Bissau; Guyana; Haiti; Honduras; Hong Kong; India; Indonesia; Iran; Iraq; Israel; Jamaica; Japan; Jordan; Kazakhstan; Kenya; Kiribati; Kosovo; Kyrgyz Republic; Lebanon; Lesotho; Liberia; Libya; Macau; Macedonia; Madagascar; Malawi; Malaysia; Mali; Mauritania; Mauritius; Mexico; Micronesia; Moldova; Montenegro; Montserrat; Morocco; Mozambique; Myanmar; Namibia; Nauru; Netherlands Antilles; Nepal; New Caledonia; Nicaragua; Niger; Nigeria; Niue; North Korea; Oman; Pakistan; Panama; Papua New Guinea; Paraguay; Peru; Puerto Rico; Qatar; Russia; Rwanda; Saint Helena, Ascension and Tristan da Cunha; Saint Kitts and Nevis; Saint Lucia; Saint Pierre and Miquelon; Saint Vincent and the Grenadines; Samoa; Sao Tome and Principe; Saudi Arabia; Senegal; Serbia; Sierra Leone; Singapore; Somalia; South Africa; South Korea; South Sudan; Sri Lanka; Sudan; Suriname; Swaziland; Syria; Taiwan; Tanzania; Thailand; The British Virgin Islands; The Cayman Islands; The Central African Republic; The Comoros; The Cook Islands; The Dominican Republic; The Ivory Coast; The Marshall Islands; The Philippines; The Seychelles; The Solomon Islands; The State of Palestine; The Turks and Caicos Islands; The United Arab Emirates; Togo; Tonga; Trinidad and Tobago; Turkey; Tuvalu; Uganda; Ukraine; Uruguay; Vanuatu; Venezuela; Vietnam; Wallis and Futuna; Yemen; Zambia; Zimbabwe	£1.80	£1.80	60p	48p
<b>Zone 7 (Other International Operators)</b>	Maritime (Ships & Ferries)	£3.00	£3.00	60p	48p
<b>Zone 8 Rest of World (exceptional)</b>	Benin; Cape Verde; Chad; Congo; Cuba; Djibouti; Kuwait; Laos; Mongolia; Palau; Tajikistan; Turkmenistan; The Bahamas; The Falkland Islands; The Maldives*; Tunisia; Uzbekistan	£3.00	£3.00	£1.20	48p
<b>Zone 9</b>	Aircraft; Satellite	£3.00	£3.00	£1.20	48p

\* Data is currently barred.

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

Stable link and volume based data FUPs		
Surcharges where no stable link to the UK <sup>10</sup>	ex. VAT	incl. VAT
<b>Making a call per minute</b>	2.7p	3.2p
<b>Receiving a call per minute</b>	0.6p	0.8p
<b>Sending an SMS per SMS</b>	0.9p	1p
<b>Using data</b>	0.30p/MB	0.36p/MB

10. These charges apply where you have no stable links to the UK according to our terms and we have followed the procedure set out in those terms to notify you. Charges apply to services used when abroad in EU/EEA/Switzerland.

Roaming Data add-ons outside of EU/EEA/Switzerland countries (Inc. VAT)														
Zone A			Zone B			Zone C			Zone D			Zone E		
£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB
£5	1d	50	£5	1d	15	£5	1d	8	£5	1d	4	£36	1d	5
£10	1d	150	£10	1d	35	£10	1d	20	£10	1d	10	£66	1d	10
£25	7d	300	£25	7d	100	£25	7d	45	£25	7d	22			
£50	7d	900	£50	7d	225	£50	7d	110	£50	7d	50			

Countries included in the Data whilst roaming Add-Ons (Pay As You Go)					
Zone A	Zone B	Zone C	Zone D		Zone E
Andorra	Albania	Benin	Air & Maritime		Honduras
Armenia	Algeria	Botswana	Afghanistan		Iran
Australia	Argentina	Cambodia	Angola		Iraq
Canada	Bahrain	Cameroon	Bangladesh		Kazakhstan
China	Bermuda	Egypt	Belize		Kyrgyz Republic
Hong Kong	Brazil	Gabon	Bhutan		Laos
India	Caribbean	Ghana	Bolivia		Lebanon
Israel	Colombia	Guinee	Bosnia Herzegovina		Lesotho
Japan	Dominican Republic	Ivory Coast	Brunei Darussalam		Liberia
Malaysia	Ecuador	Jordan	Burkina Faso		Libya
Mexico	Indonesia	Madagascar	Burundi		Macao
New Zealand	Isle of Man	Mali	Cape Verde		Malawi
Peru	Kenya	Mongolia	Central African Republic		Mauritius
Qatar	Kuwait	Monserrat	Chad		Mozambique
Russia	Macedonia	Morocco	Chile		Namibia
Singapore	Moldova	Panama	Congo		Nepal
South Africa	Montenegro	Senegal	Cook Islands		Netherland Antilles
Thailand	Nicaragua	Sudan	Costa Rica		Niger
Turkey	Nigeria	Tanzania	Cuba		Pakistan
USA	Oman	Vietnam	Djibouti		Palestine
	Philippines	Zambia	El Salvador		Papua New Guinea
	Saudi Arabia		Equatorial Guinea		Paraguay
	Serbia		Ethiopia		Sierra Leone
	South Korea		Falkland Islands		Suriname
	Sri Lanka		Faroe Islands		Swaziland
	Taiwan		Fiji		Syria
	Ukraine		French Polynesia		Tajikistan
	United Arab Emirates		Gambia		Tunisia
	Uruguay		Georgia		Uganda
	Venezuela		Greenland		Uzbekistan
			Guam		Yemen
			Guatemala		Zimbabwe
			Guyana		



## Voicemail charges whilst travelling

When roaming outside of Europe\*, you'll be charged the per-minute rate for making a call when you listen to your voicemail. You'll also be charged when someone leaves you a voicemail unless you divert all calls to voicemail, or switch off your device when you're travelling.

\*Europe is defined as countries in Zones 1a, 1b and 2a. Outside of Europe countries are defined as countries listed in Zones 2b and above.

## 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

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 1 pence 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.

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