



# PLAN PRICE GUIDE

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12 month Plans Price Guide from 1 July 2015

Price Guide updated and all charges applicable from 01st April 2020

# 12 Month Pay Monthly Plans

For new and upgrading customers from 1 July 2015

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.

EE Extra 12 month plans					
<b>Monthly Cost (inc. VAT)*</b>	£54.94	£60.55	£66.16	£71.77	£77.39
<b>Allowance</b>	20GB Data <sup>1</sup> , unlimited minutes <sup>2</sup> , unlimited texts <sup>2</sup> , inclusive Roaming in selected countries <sup>3,4</sup>				
	10GB Data <sup>1</sup> , unlimited minutes <sup>2</sup> , unlimited texts <sup>2</sup> , inclusive Roaming in selected countries <sup>3,4</sup>				
	4GB Data <sup>1</sup> , unlimited minutes <sup>2</sup> , unlimited texts <sup>2</sup> , inclusive Roaming in selected countries <sup>3,4</sup>				

\*The monthly cost and inclusive allowance of your price plan depends on how much you have chosen to pay upfront.

Service Type	Included in Allowance?	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>5</sup>
Calls to UK mobile numbers	✓	65p per minute
Calls to certain MNVO numbers	✗	65p per minute
Calls to Landlines (numbers starting with 01, 02 or 03 excluding Jersey, Guernsey and Isle of Man)	✓	65p per minute
Calls to Freephone (080) & (116) <sup>5,6</sup>	✗	Free
Calls to 08 & 09 numbers (not including Freephone 080) <sup>9</sup>	✗	Access Charge of 65p per minute plus a Service Charge <sup>10</sup>
Calls to numbers starting with 0500	✗	20p per minute
Calls to retrieve voicemail	✓	65p per minute
Text Messages to UK mobile numbers <sup>7</sup>	✓	16p per message <sup>1,2</sup>
Text Messages to certain MVNO numbers <sup>7</sup>	✗	16p per message <sup>1,2</sup>
Picture Messages	✗	65p per message
Calls to Customer Services (During Normal Working Hours) <sup>8</sup>	✓	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends <sup>8</sup>	✓	50p per call
Call Divert <sup>9</sup>	✓	You'll be charged in accordance with our Non Standard Price Guide
Roaming Minutes and texts back to the UK (when travelling in selected countries)	✓	You'll be charged in accordance with our Non Standard Price Guide
Minutes and texts to land lines and mobiles within certain countries (when travelling in certain countries)	✓	You'll be charged in accordance with our Non Standard Price Guide

# PRICE PLANS TERMS

**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.**

1. VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
2. Your inclusive 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 your allowance. A pre call announcement may be heard prior to call connection. See 'points to note' for more information.
3. Inclusive calls and texts in certain countries within Europe (plus overseas dependencies and territories). See below for further details.
4. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
5. Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the help section of our website, [www.ee.co.uk](http://www.ee.co.uk).
6. Applies to messages sent from your phone or via the EE website, [ee.co.uk](http://ee.co.uk).
7. Call charges vary depending on the time of your call as well as other optional selections that you may choose. You will be notified of call costs and have the option to end the call at that point without incurring any charge. Please see our 'Non-Standard Service' brochure for further details and for definitions of our "normal working hours" and "extended working hours".
8. Call divert is included in your allowance where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
9. Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.
10. The total charge for calls to 0800, 0808 and 118 numbers is split into two parts. The Access Charge, which is the amount EE charges for you to dial the number and the Service Charge. The Service Charge is set by the organisation you're calling and should be stated anywhere the number is advertised. The Access Charge is added to the Service Charge to give you the total cost of the call.

## Points to note

### Roaming Minutes & Texts

EE Extra plan only: on this plan, your inclusive allowances are for making and receiving calls and texts to and from mobiles and landlines in the following countries whilst travelling in any of the following countries: Austria, Azores, Belgium, Bulgaria, Canary Islands (Spain), Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana (France), Germany, Gibraltar (UK), Greece, Guadeloupe (France), Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira (Portugal), Malta, Martinique (France), Monaco, Norway, Poland, Portugal, Reunion Islands (France), Romania, Saint Barthelemy (France), Saint Martin (France), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Netherlands, Vatican City (Italy).

Calls and texts back to the UK from the selected countries are included. Calls and texts from the UK to the selected countries are not included.

Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included.

### 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 an EE Roaming Zone.

### Which calls and text messages to UK mobile numbers are included in my allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your 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, Three, 02, and Vodafone. On this plan, 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 and BT mobile) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to Lycamobile.

### Which calls and text messages to mobile numbers are excluded from my allowance?

Calls and texts to some numbers starting 07 are not included in your 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 moved from an MVNO with an excluded number range, and taken an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

Calls from the UK to EU and Rest of World countries are excluded from your allowances. Standard international calls rates apply to such calls. Please see our Non Standard Price Guide for rates.

## What happens if my call or text messages to mobile number are excluded from my allowance?

You can still make calls and text messages to UK mobile numbers that are excluded from your allowance. However, you can't use your allowance towards these calls. You will simply be charged the standard mobile call rate for your price plan.

## 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.

## Data

You'll need 3G or 4G coverage to use mobile internet on your phone and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage

For further information on terms and conditions please see 'Non Standard Price Guide'. Non Standard Price Guide also includes the prices and legal stuff for all our other additional services, like using your phone abroad if you don't get an inclusive roaming allowance and calls to premium rate numbers.

## General

- 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.
- You can get an estimate of your out of allowance usage by calling 150 or by visiting MyEE. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Charging starts when a call is answered by a person or an answering device.
- Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- On the bill, for pay monthly customers the charge for each call is rounded to the nearest tenth of a penny. The total of each of the subcategories of 'call charges' and 'other usage charges' will be rounded to the nearest penny on the bill, then added together before VAT is added to this final figure. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first month's charge will be proportionate to the number of days from your date of joining to the end date of your bill.
- Many phones automatically convert some text messages into picture messages. If your price plan doesn't provide you with an allowance of inclusive picture messages, you'll be charged in accordance with this Price Guide. Text messages can convert to picture messages where: your text includes a non-standard smiley or symbol such as an emoticon or emoji; your text is sent to an email address rather than a phone number; you're sending a group text message; your text exceeds the character limit ; or you add text to the subject field. This conversion is beyond our control but you can help prevent this from happening by updating the software used on your device. See our website for more information.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

The Plan Price Guide and Non-Standard Price Guide PDF documents set out the costs of our services. Where a price given elsewhere (for example an article on our Help pages) is different to the price stated in the Price Guide or Non-Standard Price Guide PDFs, the price in the PDF guides shall take precedence.

Information correct  
as at 01st April 2020  
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