



# PLAN PRICE GUIDE

24 month Plans Price Guide from 28 October 2015

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Pay Monthly

Version 1A

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

# PLAN TERMS

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## ALL PLANS

You'll have to promise to stay with us for 24 months and pass our standard credit check. All services are for use in the UK only, unless specified otherwise.

Your monthly payment is for using mobile internet on your phone for checking voicemail (including visual voicemail if you have an iPhone) and an allowance of minutes and texts to customers of UK mobile networks and UK landlines described below. Your inclusive minutes and texts do not include 01, 02 & 03 landline numbers in Jersey, Guernsey and the Isle of Man.

These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text and call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

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. You'll also need a 4G SIM and a 4G phone compatible with our network. 4G is currently only available in select areas in the UK. Up to 90 mbps speeds are available in select areas in London only. Your 4G phone may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage).

Each mobile internet option gives you a data allowance to use each month. You can use mobile internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information. We won't charge you any more if you reach your monthly data allowance, but you won't be able to use mobile internet. To continue to use mobile internet after you've used up your current month's data allowance, you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date.

Your inclusive allowance of minutes and texts are for calls/texts from the UK to UK mobiles and UK landline starting with 01, 02 and 03 (excl. Jersey Guernsey & Isle of Man).

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. Calls to numbers starting with 084, 087, 09 and 118 will be split into two parts:

- the Access Charge – this is the amount that is charged by EE as set out in the Price Guide below (page 6);
- the Service Charge – this is charged by the organisation you are calling. The amount of the Service Charge is set by them, and should be stated anywhere the number is advertised.

The Access Charge is added to the Service Charge to give your total cost of call. For further information <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-number>.

## EXTRA PLANS

In addition to the above, EE Extra plans give you additional data, the possibility of additional speed and roaming benefits.

### Speed

Standard EE plans can experience speeds of up to 30Mbps only. EE Extra plans mean you could experience 4G speeds over 30Mbps, but only where double speed 4G is available and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. Double speed 4G is not available everywhere in the UK so you should check your coverage at [ee.co.uk/doublespeed](http://ee.co.uk/doublespeed) before purchasing a EE Extra plan.

### Roaming Minutes and Texts

You may be required to pay a refundable deposit for roaming benefits at the time of signing up to this plan. The deposit will be credited back in to on your account when you've established a good payment history with us. If you choose not to pay the deposit, then the roaming benefits on your plan will not be available until you have established a good payment history with us. Prompt payment of your account by the due date advised on your bill for consecutive months will accelerate these.

Included in your allowance of minutes and texts is making and receiving calls and texts to and from mobiles and standard landlines in Europe and selected countries as set out in the Price Guide below, when roaming abroad in these countries (the 'included countries').

Your monthly payment includes:

- Making and receiving calls and texts whilst in an included country, to and from mobiles and landlines in the same country. For example, calls and texts within France are included;
- Making calls and texts to mobiles and landlines in the UK from an included country. For example, calls and texts from France to the UK are included; and
- Making and receiving calls and texts whilst in an included country, to and from mobiles and landlines in a different included country. For example, calls and texts to and from France to Germany are included in your allowance because both are included countries.

Unless we tell you otherwise, your monthly payment does not include:

- Calls or texts to any international mobile, landline or premium rate numbers whilst in the UK. Such calls will be charged at your normal plan rate.
- Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) are not included in your allowance
- Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included.

If your domestic data allowance is greater than 50GB, a fair usage policy of 50GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 50GB from your allowance while roaming). Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe Zone.

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier).

- 1MB £0.36

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.00036 or 0.036p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 50GB or less and therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy an out of bundle UK/EU data add-on to continue using data. Details of these data add-ons (and the surcharges mentioned above) can be found in the EE Monthly Plan Terms And Price Guide.

So, for example, if your data allowance is 60GB you can use a maximum of 50GB when roaming:

Scenario 1	Scenario 2	Scenario 3
You've used 8GB in the UK before going abroad	You've used 8GB in the UK before going abroad	You've used 50GB in the UK before going abroad
You use the maximum 50GB outside the UK	You use 5GB while roaming, out of a maximum 50GB	You'll have 10GB maximum to use outside the UK
After you have used 50GB data outside the UK, surcharges will apply for you to keep using data	You'll have 47GB left to use in the UK when you come back	After you have used the remaining 10GB of your allowance you will need to buy a data add-on to use more data whether you are in the EU or the UK. If you use more than 40GB of the data from the add-on while in the EU, surcharges will apply for you to keep using data.
You'll have 2GB left to use in the UK when you come back		

## Stable links

You must comply with the EE fair use policy which includes you being a permanent EE resident in, or having a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four-month period, you:

- spend a total of two months or more within the UK; or
- mainly use your inclusive voice, text or data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with EE's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may apply a surcharge for all future usage. Surcharges are set out above and we will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy. You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

## Complaints

If you have any concerns about EE's FUP policy, please get in touch with us using your preferred contact method at our [Ways to Complain](#) page. Please see our [Complaint Code of Practice](#) for full details of our complaints procedure.

## COMPLETE PLAN

In addition to everything you get in an EE Extra plan, the Complete plan gives you even more data, additional allowances and an early upgrade benefit as set out below.

### International Minutes

Included in your plan is a monthly allowance of minutes for making calls from the UK to up to 5 mobile or standard landline numbers in selected countries and as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those countries as set out in the Non-Standard Price Guide.

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

### 084/087 Minutes

Included in your plan is an allowance for making calls to UK registered 084/087 numbers when you're in the UK.

### Picture Messaging

Included in your plan is an allowance for sending picture messages (MMS)

### Upgrade Early

Customers on Complete plans can upgrade to a new Complete plan, with a new minimum term, after 12 months without having to pay an early upgrade fee. The monthly payment for the new plan must be at least the same as or higher than the monthly payment for your current plan. Standard eligibility rules apply. We may withdraw this benefit at any time.

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## Pay Monthly Plans

For new and upgrading customers from 28 October 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 Complete 24 month plans		
Monthly Cost (Inc. VAT)*	£88.75	£94.31
Allowance	50GB Data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup> 200 084 & 087 minutes, 200 MMS, 1000 IDD mins to selected countries, 12 month Early Upgrade <sup>8</sup>	

EE Extra 24 month plans										
Monthly Cost (Inc. VAT)	£22.16	£27.71	£33.26	£38.82	£44.36	£49.91	£55.48	£61.00	£66.55	
Allowance					20GB data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup>					
				10GB data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup>						
			4GB data, unlimited minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup>							
		2GB data, 1000 minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup>								
	1GB data, 500 minutes, unlimited texts, inclusive Roaming in selected countries <sup>1,2</sup>									

EE 24 month plans											
Monthly Cost (Inc. VAT)	£16.62	£19.37	£24.91	£30.49	£36.04	£41.59	£47.14	£52.69	£58.24	£63.79	
Allowance						10GB Data, unlimited minutes, unlimited texts					
					5GB Data, unlimited minutes, unlimited texts						
				2GB Data, unlimited minutes, unlimited texts							
			1GB Data, 1000 minutes, unlimited texts								
		500MB Data, 500minutes, unlimited texts									
		300MB, 300 minutes, unlimited texts									

Service Type	Included in Allowances?			Cost of Calls or Services Made Outside of Allowances (incl. VAT) <sup>5</sup>
	EE Regular Plans (24months)	EE Extra Plans (24months)	EE Complete Plans (24months)	
Calls to UK mobile numbers	✓	✓	✓	65p per minute <sup>2</sup>
Calls to certain MVNO numbers <sup>3</sup>	✗	✗	✗	65p per minute <sup>2</sup>
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	✓	65p per minute <sup>2</sup>
Calls to Freephone (080) & (116) <sup>4,5</sup>	✗	✗	✗	Free
Calls to 08 & 09 numbers (not including Freephone 080) <sup>8</sup>	✗	✗	✗	Access Charge of 65p per minute plus a Service Charge <sup>9</sup>
Calls to 084 and 087 numbers	✗	✗	✓	Access Charge of 65p per minute plus a Service Charge <sup>9</sup>
Calls to numbers starting in 0500	✗	✗	✗	20p per minute <sup>2</sup>
Calls to retrieve voicemail	✓	✓	✓	65p per minute <sup>2</sup>
Text messages to UK mobile numbers <sup>5</sup>	✓	✓	✓	16p per message
Text messages to certain MVNO numbers <sup>3,5</sup>	✗	✗	✗	16p per message
Picture messages	✗	✗	✓	65p per minute
Calls to Customer Services (During Normal working hours) <sup>7</sup>	✓	✓	✓	Free
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	✓	✓	✓	50p per call <sup>2</sup>
Calls divert <sup>8</sup>	✓	✓	✓	Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below <sup>1</sup>	✗	✓	✓	65p per minute <sup>2</sup> 16p per SMS
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City				
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries <sup>1</sup>	✗	✓	✓	Standard Call Rates Apply
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City				

1. Inclusive calls and texts in certain countries within Europe Zone (plus overseas dependencies and territories). See below for further details.
2. A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
3. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03. Calls & text messages to certain MVNO 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.
4. 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, ee.co.uk.
5. Applies to messages sent from your phone or via the EE website, ee.co.uk.
6. 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'.
7. Call divert is included in your allowance where the diverted to a number which would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
8. Please see ee.co.uk/ukcalling for a list of Service Charges.
9. 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.

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## 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 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) 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 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 anywhere outside the UK are excluded from your allowances. Standard international calls rates apply to such calls.

### 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

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.

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## General

- A text message consists of up to 160 characters. If you send a longer message, to a number excluded from your allowance, 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 months 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.

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  
EE81017128\_0420

X15R24H01	X15X24H02
X15R24H02	X15X24H03
X15R24H03	X15X24H04
X15R24H04	X15X24H05
X15R24H05	X15X24H06
X15R24H06	X15X24H07
X15R24H07	X15X24H08
X15R24H08	X15X24H09
X15R24H09	X15X24H10
X15R24H10	X15X24H11
X15R24H11	X15X24H12
X15R24H12	X15X24H13
X15R24H13	X15X24H14
X15R24H14	X15X24H15
X15R24H15	X15X24H16
X15R24H16	X15X24H17
X15R24H17	X15X24H18
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X15R24H23	X15X24H24
X15R24H24	X15X24H25
X15R24H25	X15X24H26
X15R24H26	X15X24H27
X15X24H01	