

## What it costs

# Combi plans + web 'n' walk.

Available between 27 June 2008 and 14 April 2010

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.

Monthly line rental for contract length <sup>1</sup> 18 months	Combi 15 + web 'n' walk	Combi 20 + web 'n' walk	Combi 25 + web 'n' walk	Combi 30 + web 'n' walk	Combi 35 + web 'n' walk	Combi 40 + web 'n' walk	Combi 50 + web 'n' walk
Prices effective from 28th May 2014	£25.25	£30.85	£33.66	£39.28	£44.89	£50.50	£61.73
<b>Inclusive allowance</b>							
Inclusive minutes (each month) to call customers of UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	100	200	300	700	800	1000	1700
Maximum number of users	1						
Inclusive texts (each month) to text customers of UK mobile networks at any time	100	200	300	400	500		
Rollover	No						
<b>Service Type</b>	<b>Included in Allowance?<sup>1,2</sup></b>			<b>Cost of Calls Made Outside of Allowances (inc. VAT)<sup>3</sup></b>			
Calls to UK mobile numbers	✓			50p per minute <sup>4</sup>			
Calls to Landlines (numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man))	✓			50p per minute			
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>5</sup>	✗			Access Charge of 50p per minute plus a Service Charge			
Calls to Freephone (080) & (116)	✗			Free <sup>5</sup>			
Calls to retrieve voicemail	✗			50p per minute			
Text Messages to UK mobile numbers	✓			15p per message <sup>4,6</sup>			
Picture Messages	✗			50p per message			
Calls to Customer Services (During Normal Working Hours)	✗			Free <sup>7</sup>			
Calls to Customer Services (During Extended Working Hours)	✗			50p per call <sup>7</sup>			
Call Divert	✗			Standard Call Rates Apply			

Prices effective from 01st April 2020. The prices shown above include VAT at 20%.

### The legal stuff you need to know:

- Your inclusive minutes are from the UK to UK mobile customers and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).
- Calls made within your allowance are charged on a per second basis.
- Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- Calls & text message 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.
- Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk
- Applies to messages sent from your phone or via the EE website www.ee.co.uk
- 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".
- Please see ee.co.uk/ukcalling for a list of Service Charges.

\*Please go to the "Help & Support" section of our website, ee.co.uk for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

## Points to note.

- Your **inclusive minutes and texts allowance** (shown on your bill as 'allowance') is the amount you have to spend on selected EE service each month. Your inclusive minutes and texts allowance exclude calls to the EE WAP service, calls made whilst abroad, calls to numbers prefixed with 08, and calls to the Isle of Man, Jersey and Guernsey.
- **If your inclusive allowance runs out during a call**, we will charge you for the remainder of that call.
- Additional charges may apply when using your EE phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- 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.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount used** by calling EE account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry, in the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- **Per minute charging** applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device.
- 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 sub-categories 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.
- **A call ends when:**
  - a) you end the call on your device;
  - 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.
- EE reserves the **right to vary or withdraw** any individual service with 30 days notice.
- When you join a EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge and inclusive minutes will be proportionate to the number of days from your date of joining to the end date of your bill. All monthly charges and inclusive minutes and texts allowances will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T S

EE81018599\_0420  
700002163

COM15W  
COM20W  
COM25W  
COM30W  
COM35W  
COM40W  
COM50W