



# EE MONTHLY PLAN TERMS AND PRICE GUIDE

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Available from 7th February 2018

Updated on 31st March 2019

Prices valid for contracts entered into up to 28th February 2019

# PLAN TERMS

Choose from an Essential or Max Plan, see our Price Guide at pages 7-8 for details of your inclusive allowances. If you're on a Max Plan, your monthly payment will also include access to enhanced 4GEE speeds and some or all of the additional benefits described below. The Price Guide will detail which benefits apply to you and your chosen plan.

You'll have to pass our standard credit check and promise to stay with us for 24 months.

Your monthly payment is for using mobile internet on your phone, for checking voicemail (including visual voicemail if you have an iPhone) and an unlimited allowance of minutes and texts. You can use your minutes & texts:

- When in the UK to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (mobile and landline numbers to Jersey, Guernsey and Isle of Man not included).
- When roaming in the EU/EEA to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man).
- When roaming in the EU/EEA (including Jersey, Guernsey and the Isle of Man) to call and text customers of EU/EEA mobile networks and landlines.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
Calling to the UK (landlines starting with 01, 02 & 03, and mobiles)	Included	Included
Calling to EU/EEA/Switzerland (including Guernsey, Jersey & Isle of Man)	EU/EEA not included, Guernsey, Jersey & Isle of Man not included	Included (to landlines and mobiles)

For example:

- Calls and texts from the UK to France are not included in your allowance, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your roaming allowances.
- Calls and texts within the EU/EEA/Switzerland to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your roaming allowances.

You cannot use your inclusive minutes and texts to call and text customers of mobile networks and landlines in the EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU and will be charged at your normal plan rate.

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 of 55p (45,83 excluding VAT) per minute;
- 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-numbers>.

Your inclusive data allowance is for use when in the UK and in the EU. As well as EU roaming, Max plan customers will also be able to take their inclusive allowance to Australia, Canada, Mexico, New Zealand and the USA. When outside the UK you may be subject to a data fair use policy (see below for details).

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/or 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.



## **UK USE**

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. 4G isn't available everywhere in the UK. You'll also need a 4G SIM and a 4G phone compatible with our network. Your 4G phone may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage).

Each mobile internet option gives you a data allowance to use each month. We'll let you know by text message when your data is running low (when 80% of your allowance is used up) and when it has run out. 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. 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.

When in the UK, if you have a compatible device and the correct software, you can use your minutes allowance to make calls using WiFi Calling (see [ee.co.uk/wificalling](http://ee.co.uk/wificalling) for terms).

## **ROAMING**

Inclusive roaming benefits are available to UK based customers only.

Our **Europe Roaming Zone** presently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus\*, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

\* Note Turkey (you may connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network, will be chargeable.

Our **Rest of World Roaming Zone** presently includes: Australia, Canada, Mexico, New Zealand and the USA.

You can call 150 free of charge when roaming in the EU/EEA to get information about our charges. Emergency services can be contacted within the EU/EEA by calling 112.

If your device is compatible with WiFi Calling, you will not be able to use it for WiFi Calling when outside the UK.

## **Fair use amount**

If your domestic data allowance is greater than 15GB, a fair usage policy of 15GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 15GB 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 £0.0060

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000060 or 0.00060p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 15Gb 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 25GB you can use a maximum of 15GB 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 15GB in the UK before going abroad
You use the maximum 15GB outside the UK	You use 5GB while roaming, out of a maximum 15GB	You'll have 10GB maximum to use outside the UK
After you have used 15GB data outside the UK, surcharges will apply for you to keep using data	You'll have 12GB 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 5GB 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		

## Speeds

All our customers can enjoy the superfast speeds supported by our roaming partners abroad. But please note: Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. We aren't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

## Stable links

You must comply with the EE fair use policy which includes you being a permanent 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.

## **ADDITIONAL BENEFITS**

### 4GEE Speeds in UK

Essential Plans give you access to speeds of up to 60Mbps in the UK. Max Plans give you uncapped speeds in the UK. You can only use mobile internet or make calls on our 4G network if you're within a 4G-enabled area and in range of a 4G base station. You'll need a 4G calling compatible phone to make and receive calls over our 4G network. Roaming is not available with 4G Calling. 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](#).

The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds.

Access to our enhanced 4GEE speeds will also be impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Such equipment is not available everywhere in the UK and so you should check your coverage at [ee/co.uk/coverage](#) before selecting your plan.

### Max Plan Customers

Selected Max plan customers will also get EE's Upgrade Anytime. See [ee.co.uk/terms](#) for full details.

### BT Sport App

To use the App you'll need a compatible mobile phone containing an EE SIM card. The App is for personal, non-commercial use only. You must download and use the App on a device that uses the latest iOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content"). Before using the App, you must ensure that you or your household has a TV licence. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from Google Play, the Windows Store or the Apple App Store.

Before downloading the App you must visit [www.bt.com/eesport](#) to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy.

Visit [www.bt.com/privacy](http://www.bt.com/privacy) for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here [www.ee.co.uk/privacy-policy](http://www.ee.co.uk/privacy-policy).

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit [ee.co.uk/terms](http://ee.co.uk/terms) to read the latest version of our terms and conditions). Other terms apply, see [ee.co.uk/btsportaddonterms](http://ee.co.uk/btsportaddonterms).

# PLAN PRICE GUIDE

For new and upgrading customers from 7 February 2018. 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.

Plan Type	Essential							
Data Allowance	500MB	1GB	2GB	4GB	10GB	15GB	25GB	30GB
Price available	£12.32 - £36.97	£15.40-£55.45	£20.54 - £23.62	£19.50 - £69.84	£27.72 - £90.36	£33.89 - £69.84	£33.89 - £69.84	£28.74 - £95.51
Allowance	500MB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	1GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	2GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	4GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	10GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	15GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places	25GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places	30GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places

Plan Type	Max			
Data Allowance	8GB	20GB	60GB	100GB
Price available	£27.72 - £74.96	£28.74 - £95.51	£44.15 - £100.64	£64.69 - £105.77
Allowance	8GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries <sup>1</sup> . Plus you get access to the BT Sport app and access to our fastest 4G speeds.	20GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries <sup>1</sup> (15GB fair usage policy applies). Plus you get access to the BT Sport app and access to our fastest 4G speeds.	60GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries <sup>1</sup> (15GB fair usage policy applies). Plus you get access to the BT Sport app and access to our fastest 4G speeds.	100GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries <sup>1</sup> (15GB fair usage policy applies). Plus you get access to the BT Sport app and access to our fastest 4G speeds.

Service Type	Included in Allowances?		Cost of Calls or Services Made Outside of Allowances (incl. VAT) <sup>5</sup>
	4GEE Essential Plans (24months)	4GEE Max Plans (24months)	
Calls to UK mobile numbers	✓	✓	55p per minute <sup>2</sup>
Calls to certain MVNO numbers <sup>3</sup>	✗	✗	55p per minute <sup>2</sup>
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	55p per minute <sup>2</sup>
Calls to Freephone (080) & (116) <sup>4,5</sup>	✗	✗	Free
Calls to 08 & 09 numbers	✗	✗	Access Charge of 55p per minute plus a Service Charge
Calls to 084 and 087 numbers	✗	✗	Access Charge of 55p per minute plus a Service Charge
Calls to numbers starting in 0500	✗	✗	20p per minute <sup>2</sup>
Calls to retrieve voicemail	✓	✓	55p per minute <sup>2</sup>
Text messages to UK mobile numbers <sup>5</sup>	✓	✓	15p per message
Text messages to certain MVNO numbers <sup>3,5</sup>	✗	✗	15p per message
Picture messages	✗	✗	55p per MMS
BT Sport app	✗	✓	£5 per month
Calls to Customer Services (During Normal working hours)	✓	✓	Free
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	✓	✓	50p per call <sup>2</sup>
Calls divert <sup>7</sup>	✓	✓	Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below <sup>1,8</sup>	✓	✓	55p per minute <sup>2</sup> 15p 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 (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			
<b>Max Plan only Destinations: Australia, Canada, Mexico, New Zealand, USA</b>			
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries <sup>1,8</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			
<b>Max Plan only Destinations: Australia, Canada, Mexico, New Zealand, USA</b>			

- Inclusive calls and texts in certain destinations as listed in the table above.
- A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
- 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.
- 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.
- Applies to messages sent from your phone or via the EE website, 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."
- 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.
- 15GB Fair usage applies abroad. See plan terms above.

VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.

# Points to note

## 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 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
- 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
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

Information correct as at 31st March 2019

X18A24H01	X18R24H01	X18A24H37	X18I24H08	X18B24H01	X18C24H32	X18B24H26	X18B24H38
X18A24H02	X18A24H19	X18A24H38	X18I24H09	X18B24H02	X18B24H18	X18C24H39	X18C24H51
X18A24H03	X18A24H20	X18A24H39	X18I24H10	X18B24H03	X18C24H33	X18B24H27	X18B24H39
X18A24H04	X18A24H21	X18A24H40	X18I24H11	X18B24H04	X18B24H19	X18C24H40	X18C24H52
X18A24H05	X18A24H22	X18A24H41	X18I24H12	X18B24H05	X18C24H34	X18B24H28	X18B24H40
X18A24H06	X18A24H23	X18A24H42	X18I24H15	X18B24H06	X18B24H20	X18C24H41	X18C24H53
X18A24H07	X18A24H24	X18A24H43	X18I24H16	X18B24H07	X18C24H35	X18B24H29	X18B24H41
X18A24HM1	X18A24H25	X18A24H61	X18I24H17	X18B24H08	X18B24H21	X18C24H42	X18C24H54
X18A24H08	X18A24H26	X18I24H02	X18A24H44	X18C24H28	X18C24H36	X18B24H30	X18B24H63
X18A24H09	X18A24H27	X18I24H03	X18A24H45	X18B24H09	X18B24H22	X18C24H43	X18C24H63
X18A24H10	X18A24H28	X18I24H04	X18A24H46	X18C24H29	X18C24H37	X18B24H31	
X18A24H11	X18A24H29	X18I24H05	X18A24H47	X18B24H10	X18B24H23	X18C24H44	
X18A24H12	X18A24H30	X18I24H06	X18A24H48	X18C24H30	X18C24H38	X18B24H32	
X18A24H13	X18A24HM3	X18I24H07	X18A24H49	X18B24H11	X18B24H61	X18C24H45	
X18A24H14	X18A24M06	X18I24H13	X18A24H50	X18C24H31	X18C24H61	X18B24H33	
X18A24H15	X17D24M12	X18I24H14	X18A24H51	X18R24H12	X18B24H34	X18C24H46	
X18A24H16	X18A24H31	X18R24H02	X18A24H52	X18R24H13	X18C24H47	X18B24H62	
X18A24H17	X18A24H32	X18R24H03	X18A24H53	X18B24H13	X18B24H35	X18C24H62	
X18A24HM2	X18A24H33	X18R24H04	X18A24H62	X18B24H14	X18C24H48	X18B24H36	
X18A24M05	X18A24H34	X18R24H05	X18R24H09	X18B24H15	X18R24H15	X18C24H49	
X18I24H01	X18A24H35	X18R24H06	X18R24H10	X18B24H16	X18B24H24	X18B24H37	
X18I24H18	X18A24H36	X18R24H08	X18R24H11	X18B24H17	X18B24H25	X18C24H50	