

EE MONTHLY PLAN TERMS AND PRICE GUIDE

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PLAN TERMS

Choose from an Essential or Max Plan, see our Price Guide at pages 8-9 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 (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 (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 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 EU mobile networks and EU landlines when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU, and these 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, and is currently 50p (41.7p 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 see ee.co.uk/price-plans. Calls to 08 numbers cost up to 50p/min, calls to 070 numbers cost up to £1/min and 09 numbers cost up to £3/min.

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.

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 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 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, of £0.0060 per MB, will last until you use up the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier). 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 or not, if you use up all of your domestic data allowance when you are outside the UK, surcharges will apply to continue using data. Details of these surcharges (and those mentioned above) can be found at <http://ee.co.uk/content/dam/ee-help/Help-PDFs/ee-pay-monthlysimonstd-march-2017.pdf>

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 UK before going abroad	You've used 8GB in UK before going abroad	You've used 15GB in UK before going abroad
You use the maximum 15GB outside the UK	You use 5GB while roaming	You'll have 10GB maximum to use outside the UK
You'll have to buy an add-on to keep using data outside the UK after 15GB	You don't need to buy a data add-on for roaming data	You'll need to buy a data add-on if you want to use more than 10GB outside the UK
You'll have 2GB left to use in UK when you come back	You'll have 12GB left to use in UK when you come back	When you come back to the UK you'll need to get a data add-on for the rest of the month if you want to keep using data at home

Speeds

If you have an Essential Plan you will get our standard roaming data speeds when in the EU. This is likely to be slower than in the UK but fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi--mobile-broadband--terms/ee-traffic-management-for-mobile-broadband> for more info. If you want access to faster speeds you will be able to buy one of our Max Plans or a speed add-on (see below). If you are on a Max Plan you'll get access to the fastest available speeds when abroad.

Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn'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

We will consider you have a stable link to the UK if you spend at least half of your time during any 4 month period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use. Where your usage no longer indicates a risk of abusive or anomalous use we will stop charging you the surcharge. Examples of this are where you stop permanent use and resume periodic use when roaming in the EU. Where we have evidence of organised reselling of our UK SIM cards to persons not residing in or having stable links to the UK 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

NON-MAX PLAN ADD-ONS

Go Faster Add-on

Available with pay monthly EE Essential and SIM plans. Cost is £2 per month. UK use only. 4G speed is usually capped at 60Mbps on Essential and SIM plans; this Add-on allows you to access uncapped 4G speeds. 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. Your 4G phone may not be compatible with other UK 4G networks. 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](http://ee.co.uk/coverage) before purchasing the Go Faster Add-on. Subject to credit check. Cost added to next bill and then every bill each month until you ask us to remove it.

Go Further Add-on

Available with pay monthly EE Essential and SIM plans. Cost is £10 per month. 6 month minimum commitment required. This Add-on allows you to use your data allowance in the USA, Canada, Mexico, Australia and New Zealand in addition to the UK & EU/EEA. Data fair use policy may apply. See www.ee.co.uk/terms for countries and details. Deposit needed for roaming in limited circumstances. Subject to credit check. Cost added to next bill and then every bill each month for the 6 months minimum term (even if you terminate before the end of the 6 month minimum term). After 6 months it will continue each month until you ask us to remove it. Allowances last until next bill or until used up, whichever comes first. Allowances don't roll over. Once you have used up the allowance, or if you have hit your fair use policy amount, standard rates apply as set out in the Non-Standard Price Guide.

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 Annual Upgrade, 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 GooglePlay, 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 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.

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 to read the latest version of our terms and conditions). Other terms apply, see ee.co.uk/btsportaddonsterms.

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	4GB	10GB	30GB
Price available	£12-£36	£15-£58	£19-£68	£27-£83	£43-£88
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 ¹ . 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 ¹ . 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 ¹ . 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 ¹ . 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 ¹ (15GB fair usage policy applies). All on the network with 4G in more places

Plan Type	Max		
Data Allowance	8GB	20GB	60GB
Price available	£27-£73	£38-£88	£47-£93
Allowance	8GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ . 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 ¹ (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 ¹ (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 (inc. VAT) ⁵
	4GEE Essential Plans (24months)	4GEE Max Plans (24months)	
Calls to UK mobile numbers	✓	✓	50p per minute ²
Calls to certain MVNO numbers ³	✗	✗	50p per minute ²
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	50p per minute ²
Calls to Freephone (080) & (116) ^{4, 5}	✗	✗	Free
Calls to 08 & 09 numbers	✗	✗	Access Charge of 50p per minute plus a Service Charge

Calls to 084 and 087 numbers	x	x	Access Charge of 50p per minute plus a Service Charge
Calls to numbers starting in 0500	x	x	20p per minute ²
Calls to retrieve voicemail	✓	✓	50p per minute ²
Text messages to UK mobile numbers ⁵	✓	✓	15p per message
Text messages to certain MVNO numbers ^{3, 5}	x	x	15p per message
Picture messages	x	x	50p per message
BT Sport app	x	✓	£5 each month
Calls to Customer Services (During Normal working hours)	✓	✓	Free
Calls to Customer Services (During Extended Working Hours) ⁶	✓	✓	50p per call ²
Call divert ⁷	✓	✓	Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below ^{1, 8}	✓	✓	50p per minute ² 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			
Max Plan only Destinations: Australia, Canada, Mexico, New Zealand, USA			
calls and texts to mobiles and landlines within the countries listed below when roaming in those countries ^{1, 8}	✓	✓	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			
Max Plan only Destinations: Australia, Canada, Mexico, New Zealand, USA			

- 1 Inclusive calls and texts in certain destinations as listed in the table above.
- 2 A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
- 3 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 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.

