

# PLAN PRICE GUIDE

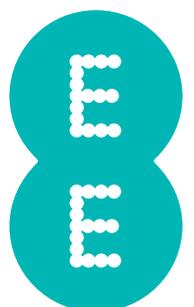
24 month Plans Price Guide on or after 10 February 2016

Version 2A

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## Pay Monthly

Price Guide updated and all charges applicable from 25th June 2018.



# Plan Terms



## 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). Out of allowance calls to these numbers cost 40p/min. Calls to 084, 087, 09 & 118 numbers are not included in your allowance of minutes; you'll be charged EE's Access Charge of 44p/min plus the applicable service charge. See the EE Price Guide for a detailed list of service charges. If you call a 070 you'll be charged up to 75p/min. See [ee.co.uk](http://ee.co.uk) for our Price Guide & more information on charges outside of your allowance.

## 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.

These plans are for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

#### **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. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

#### **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 10 February 2016

EE Complete 24 month plans									
Monthly Cost (Inc VAT)*							£85.34	£90.67	
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)*		£21.31	£26.65	£31.99	£37.32	£42.66	£47.99	£53.34	£58.66	£64.00	
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)*	£15.96	£18.65	£23.98	£29.33	£34.64	£40.00	£45.32	£50.65	£55.99	£61.33	
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 Made Outside of Allowances (inc. VAT) <sup>5</sup>
	EE Regular	EE Extra	EE Complete	
	Plans (24 months)	Plans (24 months)	Plans (24 months)	
Calls to UK mobile numbers	✓	✓	✓	55p per minute
Calls to certain MVNO numbers <sup>3</sup>	✗	✗	✗	55p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	✓	55p per minute
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 55p per minute plus a Service Charge <sup>9</sup>
Calls to 084 and 087 numbers	✗	✗	✓	Access Charge of 55p per minute plus a Service Charge <sup>9</sup>
Calls to numbers starting in 0500	✗	✗	✗	20p per minute
Calls to retrieve voicemail	✓	✓	✓	55p per minute
Text messages to UK mobile numbers <sup>6</sup>	✓	✓	✓	15p per message
Text messages to certain MVNO numbers <sup>4, 6</sup>	✗	✗	✗	15p per message
Picture messages	✗	✗	✓	55p per message
Calls to Customer Services (During Normal Working Hours) <sup>7</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>a</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 as set out below)	✗	✓	✓	You'll be charged in accordance with our Non Standard Price Guide
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				
Minutes and texts to land lines and mobiles within certain countries (when travelling in certain countries as set out below)	✗	✓	✓	You'll be charged in accordance with our Non Standard Price Guide
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				
Minutes from the UK to up to 5 landlines or mobiles within certain countries as set out below (IDD Minutes)	✗	✗	✓	You'll be charged in accordance with our Non Standard Price Guide
Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hong Kong, Hungary, Iceland, India, Ireland, Isle of Man, Israel, Italy, Jersey, Korea (Republic of), Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, New Zealand, Nigeria, Norway, Poland, Portugal, Puerto Rico, Romania, Singapore, Slovakia, South Africa, Spain, Sweden, Thailand, Turkey, USA, Virgin Islands (U.S.)				

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.

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- 1 Inclusive calls and texts in certain countries within Europe (plus selected overseas dependencies and territories). See table above 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 number 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.

## 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 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 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 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
- 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 25th June 2018

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