

# PLAN PRICE GUIDE

24 month Plans Price Guide on or after 17 August 2016

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Pay Monthly

Price Guide updated and all charges applicable from 30th March 2018.



# Plan Terms

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Choose from a 4GEE Essential Plan, 4GEE Plan or 4GEE Max Plan, see our Price Guide at pages 5-6 for details of your inclusive allowances.

You'll have to pass our standard credit check and promise to stay with us for 24 months. 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 starting with 01, 02 & 03. Your inclusive minutes and texts do not include 01, 02 & 03 landline numbers in Jersey, Guernsey and the Isle of Man and numbers starting with 08. If you're on a 4GEE or 4GEE 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.

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.

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. 4G is currently only available in select areas in the UK. 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. 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 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.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. 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. For further information see [ee.co.uk/pricguides](http://ee.co.uk/pricguides)

## **Additional Benefits**

### 4GEE Speeds

Essential EE Plans gives you access to speeds of up to 20Mbps. 4GEE Plans give you access to 4GEE speeds of up to 60Mbps and 4GEE Max Plans give you uncapped speeds (up to 90 mbps speeds are available in select areas of London). 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. 4G is currently only available in select areas in the UK. 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).

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, above 20Mbps, 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 selecting your plan.

## Roaming

Inclusive roaming benefits are available to UK based customers only. Your phone must be used in the UK at least once every 30 days to make calls and use mobile internet.

You may be required to pay a refundable deposit for roaming benefits. The deposit will be credited back to 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. Payment of the full outstanding balance on your account by the due date advised on your bill for consecutive months will accelerate this. Inclusive roaming benefits include making and receiving calls and texts to and from mobiles and landlines whilst you're in a country included in our Europe Zone. Our Europe 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, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin, Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

For example:

- calls and text within France are included;
- calls and texts from France to the UK are included; and
- calls and texts from France to Germany because both are included countries.

The maximum call duration per call made using inclusive roaming allowances is 120 minutes after which time, you must redial to continue the call.

Allowances do not include calls to:

- calls or texts to any international mobile, landline or premium rate numbers whilst in the UK. Any such calls will be charged at your normal plan rate;
- making/receiving calls and/or texts or using data whilst roaming on a satellite network (access to such networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land);and
- making/receiving calls and/or texts whilst in an included country to a non-included country (see above for full list of included countries). For example calls and texts to and from France to Afghanistan are not included within your allowance.

If you're on a plan that includes roaming benefits, you can use up to 15GB of your plan's inclusive data allowance in our Europe Zone (described above). If you use all of your monthly data allowance you'll have to buy an add-on to continue using the internet. We'll use SMS alerts to let you know when you're running low on data and how to buy data add-ons that can be used in the UK or abroad. Your 4G phone may not be compatible with other UK 4G networks or 4G networks outside the UK.

## 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](http://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).

## The 4GEE Plan and 4GEE Max Plan on Sharer

Shared plans allows an overall data allowance to be shared between multiple connections within a group. The lead account may only have one Shared 4GEE or 4GEE Max plan. A maximum of 5 connections, including the lead account, are permitted. A minimum term on each connection forming part of the Shared 4GEE or 4GEE Max plan applies. The lead account holder is responsible for all charges incurred outside of individual plan allowances. The lead account holder may block particular usage for any connection. Subject to any such blocks, the lead account holder consents to and is responsible for charges incurred by any connection, including roaming and data add-ons. Data allowances are shared across all connections within the Shared 4GEE plan. Inclusive BT Sport App access available to lead account holder only. Other terms apply, see [ee.co.uk/terms](http://ee.co.uk/terms) and search for "Shared 4GEE Plans" within our pay monthly terms hub.

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**Pay Monthly Plans** For new and upgrading customers from 17<sup>th</sup> August 2016. 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.

4GEE Max Plans											
Monthly Cost	£27.73	£33.05	£38.38	£43.73	£49.06	£54.40	£59.74	£65.06	£70.40	£75.73	
Allowance					40GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries (15GB Fair Usage). Plus you get access to the BT Sport app and our fastest 4G speeds <sup>1,2,9</sup>						
				25GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries (15GB Fair usage). Plus you get access to the BT Sport app and our fastest 4G speeds. <sup>1,2,9</sup>							
			15GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries. Plus you get access to the BT Sport app and our fastest 4G speeds. <sup>1,2</sup>								
		7GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries. Plus you get access to the BT Sport app and our fastest 4G speeds. <sup>1,2</sup>									
	3GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries. Plus you get access to the BT Sport app and our fastest 4G speeds. <sup>1,2</sup>										

4GEE Plans											
Monthly Cost	£22.38	£27.73	£33.05	£38.38	£43.73	£49.06	£54.40	£59.74	£65.06	£70.40	
Allowance					20GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>						
				10GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>							
			5GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>								
	2GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>										
	1GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>										

4GEE Essential plans											
Monthly Cost	£15.98	£18.12	£19.72	£25.04	£30.38	£35.72	£41.05	£46.39	£51.73		
Allowances			2GB Data at up to 20mbps speed, 1000 minutes, unlimited texts								
				1GB Data at up to 20mbps speed, 750 minutes, unlimited texts.							
			500MB Data at up to 20mbps speed, 500 minutes, unlimited texts								
	300MB, 300 mins										



Service Type	Included in Allowances?			Cost of Calls or Services Made Outside of Allowances (inc. VAT) <sup>5</sup>
	4GEE Essential Plans (24months)	4GEE Plans (24months)	4GEE Max (24months)	
Calls to UK mobile numbers	✓	✓	✓	50p per minute
Calls to certain MVNO numbers <sup>3</sup>	✗	✗	✗	50p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	✓	50p per minute
Calls to Freephone (080) & (116) <sup>4, 5</sup>	✗	✗	✗	Free
Calls to 08 & 09 numbers (not including	✗	✗	✗	Access Charge of 50p per minute plus a Service Charge
Calls to 084 and 087 numbers	✗	✗	✗	Access Charge of 50p per minute plus a Service Charge
Calls to numbers starting in 0500	✗	✗	✗	20p per minute
Calls to retrieve voicemail	✓	✓	✓	50p 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	✗	✗	✗	50p per message
BT Sport app	✗	✗	✓	£5 each month
Calls to Customer Services (During Normal working hours)	✓	✓	✓	Free
Calls to Customer Services (During Extended Working Hours)	✓	✓	✓	50p per call
Call divert <sup>9</sup>	✓	✓	✓	Standard Call Rates Apply



Roaming Minutes and texts back to the UK (when travelling in selected countries as set out below)	x	✓	✓	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, 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)	x	✓	✓	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, 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. 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 VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
- 9 15GB Fair usage applies.



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## Points to note

### Roaming Minutes, Texts & Data

#### Minutes & Texts

4GEE plans and 4GEE Max plans only: on these plans, your inclusive allowances are for making and receiving calls and texts to and from mobiles and landlines in certain European countries whilst travelling in any of the following countries:

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

(i) Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included

#### Data

4GEE plans and 4GEE Max plans only: on these plans, your inclusive allowances are for using data in the European countries listed above. 15GB Fair Usage Cap applies each month.

### 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, O2, 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 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

#### Data

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. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage

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.





# PLAN PRICE GUIDE

## 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

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 30th March 2018

X16C24M01	X16D24M02	X16D24M23	X16E24M07	X16E24M28
X16C24M02	X16D24M03	X16D24M24	X16E24M08	X16E24M29
X16C24M03	X16D24M04	X16D24M25	X16E24M09	X16E24M30
X16C24M04	X16D24M05	X16D24M26	X16E24M10	X16E24M31
X16C24M05	X16D24M06	X16D24M27	X16E24M11	X16E24M32
X16C24M06	X16D24M07	X16D24M28	X16E24M12	X16E24M33
X16C24M07	X16D24M08	X16D24M29	X16E24M13	X16E24M34
X16C24M08	X16D24M09	X16D24M30	X16E24M14	X16E24M35
X16C24M09	X16D24M10	X16D24M31	X16E24M15	X16E24M36
X16C24M10	X16D24M11	X16D24M32	X16E24M16	X16E24M37
X16C24M11	X16D24M12	X16D24M33	X16E24M17	X16E24M38
X16C24M12	X16D24M13	X16D24M34	X16E24M18	X16E24M39
X16C24M13	X16D24M14	X16D24M35	X16E24M19	X16E24M40
X16C24M14	X16D24M15	X16D24M36	X16E24M20	X16E24M41
X16C24M15	X16D24M16	X16D24M37	X16E24M21	X16E24M42
X16C24M16	X16D24M17	X16E24M01	X16E24M22	X16E24M43
X16C24M17	X16D24M18	X16E24M02	X16E24M23	X16E24M44
X16C24M18	X16D24M19	X16E24M03	X16E24M24	X16E24M45
X16C24M19	X16D24M20	X16E24M04	X16E24M25	
X16C24M20	X16D24M21	X16E24M05	X16E24M26	
X16D24M01	X16D24M22	X16E24M06	X16E24M27	

