



# PLAN PRICE GUIDE

Non-Standard Charges

Pay Monthly

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Price Guide updated and all charges applicable from 06<sup>th</sup> December 2019



# PRICE FOR ADDITIONAL CALLS AND TEXTS THAT ARE NOT INCLUDED IN YOUR PRICE PLAN

Service Type	Call charges for a one minute <sup>2</sup> direct dial call (unless otherwise stated) incl. VAT
Calls to Customer Services (During Normal Working Hours)	Free
Calls to Customer Services (During Extended Working Hours)	Free
Calls to Customer Services (priority answer)	50p per call*
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155)	£1.54 per minute
Emergency calls (999, 112) <sup>1</sup>	Free
NHS Direct (111) <sup>1</sup>	Free
Standard non-emergency (101)	15p per call
Blind and disabled directory enquiries (195) <sup>1</sup>	Free
Text Relay calls via 18000 (emergency services) and 18001 <sup>1</sup>	Same as texts to other mobile customers. Please refer to your price plan
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	Same as texts to other mobile customers. Please refer to your price plan price guide for details.
Text Messaging to Third Party short codes* Text	Charges are set by and vary depending on the Third Party service provider and are excluded from allowances and bundles.
Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details.
Speaking clock (123)	40p per minute
Paging Services	From 40p per minute up to 50p per minute or 50p per call
Premium Rate Services (09) <sup>2</sup>	Access Charge of 65p per minute plus a Service Charge
Directory Enquiry Services (118) <sup>2</sup>	Access Charge of 65p per minute plus a Service Charge
Multimedia services	From 75p per minute/per call up to £3.00 per minute/per call. Price vary by service, please refer to the Help section of our website, ee.co.uk
EE Group Call – see description below	Same as an On-net Call and included in allowances
<b>Bypass Services via</b>	
07744	12p per minute
07755	12p per minute
0775522	3p per minute
0775533	5p per minute
0775544	6p per minute
0775555	8p per minute
0775520	10p per minute
0775530	15p per minute
<b>ByPass Services via 29 pp xx Short codes</b> The pp digits indicate the price (incl. VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example:	
29 03 00 to 99	3p per minute
29 25 00 to 999	25p per minute
Local Toll	35p per minute
National Toll	35p per minute

\* Call charges vary depending on the other optional selections that you may choose. Charges apply to calls made to 150 as well as alternative numbers including, but not limited to, 07973 100150, 07953966 150, and 07953966250. You will be notified of call costs and have the option to end the call at that point without incurring any charge. For these purposes our 'Normal Working Hours' are currently 8am to 8pm weekdays and 8am to 6pm on weekends. Our 'Extended Working Hours' are currently 8pm to 10pm on weekdays and 6pm to 8pm on weekends.

\*\* These services are not run by EE, for help with Third Party short codes see: <http://ee.co.uk/help/accounts-billing-and-topping-up/billing-and-payment/your-bill-explained/third-party-services>

All numbers prefixed by	
0500	20p per minute
0800, 0808	Free
00800	up to 40p per minute
Charity and Helpline Services <sup>1</sup>	Calls to some charity and helpline services are free. Please refer to the help section of our website, ee.co.uk for a full list
0843, 0844, 0845, 0870, 0871, 0872, 08733 <sup>2</sup>	Access Charge of 65p per minute plus a Service Charge
05 (not including 0500)	35p per minute
116	Free
070	5p per minute For details on specific services please refer to the help section of our website, ee.co.uk/help

1. Calls will not be deducted from your inclusive allowance.
2. Please see ee.co.uk/ukcalling for a list of Service Charges.

A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

### Notes on UK calling

From 15th June you can call and text from the EU/EEA/Switzerland to mobiles and landlines in UK, EU/EEA/Switzerland at UK rates or within allowance if you have an allowance. Calls to premium numbers are not permitted within allowance.

Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only.

Calls within the UK only are calls made or received in either 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 charged as a call to our EE Roaming Zones 1a-2b.

### What's a UK land-line or a local/national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

### What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs'). There are some newer networks who have a telephone number starting with 07 but which aren't treated as a UK mobile call for the purpose of inclusive allowances. Once we become aware of these newer networks and their number ranges we'll try to make sure that calls to those numbers are included in your allowance. 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. That means that if you call one of those numbers, that call won't come out of your inclusive allowance and you'll be charged your price plan's rate for a call to a UK mobile. As networks like these change from time to time, please contact us if you would like to check a particular number before dialling it from your EE phone. Personal numbers that begin with 070, are not mobiles and not included in allowances.

### Out of Allowance Data

You'll get a data allowance with your price plan, if this runs out before the end of your bill period, you can buy an Add-On to let you carry on using the internet. Your data allowance will reset at the start of the next bill period.

### Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message.

Roaming rates apply when accessing your voicemail service whilst abroad. Standard rates apply when using Call Return whilst abroad.

### Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Calls diverted from your number are included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to calls diverted to outside of allowance calls.

### Calling into CS

You can call into our Customer Services by dialling 150 from your handset or from a UK landline – call 0845 412 5000 (Service Charge 7 ppm + Access Charge). If you're calling from abroad call +44 7953 966 150.

### Group Voice Messaging

Send one voicemail message to up to 20 EE friends at once. You'll only be charged for your call to your voicemail. Standard rates apply.

### EE Group Call

EE Group Call is a conference call hosting service that enables up to 20 callers to conference in to one call.

The group organiser will need to choose a conference ID. This can be any 6 digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference IDs can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted.

### Visual Voicemail

Inclusive Visual Voicemail is available on any iPhone on any EE plan. Requires iOS6.0 software or higher, Carrier Setting 13.2 and a 2G, 3G or 4G signal. Existing EE customers can activate Visual Voicemail for free by texting 'iphonevisual' to 150. New EE customers can get Visual Voicemail set up in-store or online. To use Visual Voicemail abroad, you'll need to have roaming activated: standard data charges will apply.

## ADD-ONS

Service Type	Add-On	Add-On charge/Monthly Cost	Subscription Type
UK Data <sup>5</sup>	Monthly Data 1GB	£4.99	Recurring
	Monthly Data 2GB	£7.99	
	Monthly Data 5GB	£9.99	
	Monthly Data 10GB	£12.99	
	Monthly Data 20GB	£19.99	
	End of bill cycle (250MB)	£2.99	One-off
	End of bill cycle (1GB)	£7.99	
	End of bill cycle (2GB)	£9.99	
	End of bill cycle (5GB)	£12.99	
	End of bill cycle (10GB)	£19.99	
Picture Messages	200 UK Pictures Messages	£6.00	30 Days Rolling
Calling abroad from UK <sup>1</sup>	500 minutes to 50 countries <sup>3</sup>	£10.00	
	250 minutes to 100 countries <sup>4</sup>	£20.00	
Roaming	60 minutes anywhere in the world	£10.00	30 Days Rolling
084 ,087 numbers <sup>2</sup>	200 minutes	£6.00	
Cross network minutes plus 200 Cross network minutes	200 network minutes	£5.00	

1. Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.
2. Our 084 ,087 Add-Ons give you an allowance of minutes to call UK registered 084 ,087 numbers when you're in the UK. To get an 084 ,087 Add-On you'll have to be on a selected pay monthly EE or EE Extra plan and pass our standard credit checks. The cost of the 084 ,087 Add-On will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your 084 ,087 Add-On is ready to use. You can ask us to remove the 084 ,087 Add-On by giving us 30 days' notice. Your minutes last until your next bill or until you've used them, whichever comes first. Allowances don't roll over. If you add the 084 ,087 Add-On part way through your billing cycle, you will be able to use the full allowance of minutes until your next bill.
3. Countries included are as follows: 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.).
4. Countries included are as follows: 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.), Andorra, Angola, Argentina, Bermuda, Bolivia, Brazil, Brunei Darussalam, Cambodia, Chile, Costa Rica, Dominican Republic, Egypt, El Salvador, Faroe Islands, Fiji, Guadeloupe, Guam, Guatemala, Honduras, Indonesia, Japan, Jordan, Kenya, Kuwait, Macao, Martinique, Namibia, Netherlands Antilles, New Caledonia, Pakistan, Panama, Paraguay, Peru, Philippines, Reunion, Russia, Saint Pierre And Miquelon, Saudi Arabia, Sri Lanka, Swaziland, Switzerland, Syrian Arab Republic, Tonga, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Vietnam, Zambia.
5. UK data add-ons can also be used in EU/EEA/Switzerland from 15th June when you have used up all your UK allowance.

Please go to the "Terms" section of our website, [ee.co.uk/terms](http://ee.co.uk/terms), for details around additional services and Add-Ons.

## SERVICE CHARGES

Service Charge	Charge (incl. VAT)
Replacement SIM card	£1.50
Changing your phone number	£35.74
Online billing <sup>6</sup>	Free
Itemised billing	£2.50 per month
Bill reissue	£2.55 per bill
Reconnection	£24
Unlock mobile phone for use on another compatible network <sup>7</sup>	£8.99 for customers who are in their minimum term
Unlock mobile phone for use on another compatible network <sup>7</sup>	Free for customers who are outside their minimum term
Memorable number <sup>8</sup>	Prices available on request
Payment failure/non-payment*	£5.00 per failure
Late payment – a charge for paying your bill late in any one month**	£7.68 per payment

\* Payments are required to be made by Direct Debit. In the event of a Direct Debit failure, or payment of the bill is not made, a non-payment fee of £5 will be charged to the account.

6. You will need to sign-up for My EE to access your free online bill.

7. Handsets can only be unlocked from our network once you've been on the pay monthly plan that the phone came with for at least 6 months.

8. The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavour to give you reasonable notice if we have to do this. If you leave EE, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one off premium paid to us.

# TEXT RELAY SERVICES

Prefix	Number Dialed	Cost
<b>18000</b>	N/A (Direct access to the 999/112 Emergency Services)	Free
<b>18001</b>	UK Landline (01, 02, 03)	Free
	UK Mobile (07)	
	05	
	0800/0808	
	084	
	087	Standard Rates*
	070 (personal numbers)	
	076 (radio paging)	
	09 (premium rate)	
	118 xxx (directory enquires)	Access charge: Free, Service Charge**: Standard
	116 xxx (charity helplines)	
	150 (customer services)	Free
	195 (disability directory)	
	101 (non-emergency police)	
	111 (non-emergency NHS)	
	105 (Electricity helpline)	
	00xx	
Channel Island destinations (01481, 01534, 01624, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937)	Standard Rates*	
<b>18002</b>	UK Landline (01, 02)	Free
	UK Mobile (07)	
	070 (personal numbers)	Standard Rates*
	076 (radio paging)	

\* Standard rates can be found on the EE website <https://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/pay-monthly-price-plan-brochures>

\*\* Service charges can be found on the EE website <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>

# CALLING ABROAD FROM THE UK

Calls & Texts to landlines and mobiles within the below zones	Countries	Price per minute (Incl. VAT)	Text Message (Incl. VAT)	Calls to non-mobile or landline Services <sup>9</sup> (Incl. VAT)	Picture message (Incl. VAT)
<b>Zone 1</b>	Austria, Belgium, Bulgaria, Comoros, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Iceland, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Vatican	19p	6p	£4.00	65p
<b>Zone 2</b>	Guernsey, Republic of Ireland, Isle of Man, Jersey	19p	6p	£4.00	65p
<b>Zone 3</b>	Canada, USA, US Virgin Islands	£3.00	65p	£4.00	65p
<b>Zone 4</b>	Australia, New Zealand	£3.00	65p	£4.00	65p
<b>Zone 5</b>	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua and Barbuda, Antarctica, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Indian Ocean Territory, British Virgin Isles, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Colombia, Congo (Democratic Republic of), Costa Rica, Côte d'Ivoire, Cuba <sup>10</sup> , Curacao, Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Haiti, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia <sup>10</sup> , Libya, Macao, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea <sup>10</sup> , Northern Mariana Islands, Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts and Nevis, St. Lucia, St. Pierre and Miquelon, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey (including Northern Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£3.00	65p	£4.00	65p
<b>Zone 6</b>	Andorra, Faroe Islands	£3.00	65p	£4.00	65p
<b>Satellite</b>	N/A	£5.00	65p	N/A	N/A

9. A pre-call announcement will be played prior to connecting your call to an International Premium Service.

10. Calls to Cuba, Liberia and North Korea are currently barred

Calling abroad Add-On rates							
Country	Landline	Mobile	Text	Country	Landline	Mobile	Text
Algeria	18p	43p	18p	Kazakhstan	8p	20p	18p
Argentina	14p	25p	18p	Kenya	16p	14p	18p
Australia	8p	20p	18p	Latvia	19p	19p	6p
Austria	8p	19p	6p	Lithuania	19p	19p	6p
Bangladesh	8p	8p	18p	Luxembourg	8p	19p	6p
Barbados	18p	24p	18p	Malaysia	8p	8p	18p
Belgium	8p	19p	6p	Mauritius	14p	25p	18p
Brazil	8p	24p	18p	Morocco	20p	38p	18p
Bulgaria	8p	19p	6p	Netherlands	8p	19p	6p
Canada	8p	8p	18p	New Zealand	10p	22p	18p
China	8p	8p	18p	Nigeria	14p	14p	18p
Columbia	8p	20p	18p	Norway	8p	19p	6p
Croatia	8p	19p	6p	Pakistan	16p	16p	18p
Cyprus	8p	19p	6p	Philippines	14p	25p	18p
Czech Republic	8p	19p	6p	Poland	8p	19p	6p
Denmark	8p	19p	6p	Portugal	8p	19p	6p
Egypt	14p	24p	18p	Romania	8p	19p	6p
Estonia	8p	19p	6p	Russia	8p	20p	18p
Finland	8p	19p	6p	Saudi Arabia	14p	24p	18p
France	8p	19p	6p	Singapore	8p	8p	18p
Germany	8p	19p	6p	Slovakia	8p	19p	6p
Ghana	20p	29p	18p	South Africa	12p	20p	18p
Greece	8p	19p	6p	South Korea	12p	16p	18p
Guernsey	8p	19p	6p	Spain	8p	19p	6p
Hong Kong	8p	8p	18p	Sri Lanka	13p	25p	18p
Hungary	8p	19p	6p	Sweden	8p	19p	6p
India	8p	8p	18p	Switzerland	8p	19p	6p
Indonesia	16p	25p	18p	Taiwan	16p	25p	18p
Ireland	8p	19p	6p	Thailand	8p	20p	18p
Israel	10p	24p	18p	Trinidad & Tobago	16p	25p	18p
Italy	8p	19p	6p	Turkey	8p	20p	18p
Jamaica	18p	25p	18p	UAE	20p	25p	18p
Japan	8p	20p	18p	Uganda	26p	25p	18p
Jersey	8p	19p	6p	United States	8p	8p	18p



£2 Calling abroad Add-On rates					
Country	Landline	Mobile	Country	Landline	Mobile
Algeria	10p	38p	Kazakhstan	5p	20p
Argentina	6p	20p	Kenya	14p	14p
Australia	6p	14p	Malaysia	5p	8p
Austria	5p	13p	Mauritius	13p	20p
Bangladesh	6p	6p	Morocco	7p	34p
Barbados	16p	18p	Netherlands	8p	8p
Belgium	2p	13p	New Zealand	2p	8p
Brazil	6p	22p	Nigeria	10p	10p
Bulgaria	4p	13p	Norway	5p	10p
Canada	2p	2p	Pakistan	14p	14p
China	2p	2p	Philippines	10p	20p
Columbia	6p	8p	Poland	2p	5p
Croatia	4p	13p	Portugal	2p	5p
Cyprus	2p	6p	Romania	5p	8p
Czech Republic	5p	5p	Russia	5p	20p
Denmark	2p	6p	Saudi Arabia	10p	16p
Egypt	10p	13p	Singapore	5p	5p
Estonia	5p	8p	Slovakia	5p	13p
Finland	8p	8p	South Africa	5p	8p
France	2p	6p	South Korea	6p	6p
Germany	2p	8p	Spain	2p	8p
Greece	2p	8p	Sri Lanka	13p	18p
Guernsey	4p	13p	Sweden	2p	13p
Hong Kong	5p	5p	Switzerland	2p	16p
Hungary	2p	8p	Taiwan	8p	13p
India	2p	2p	Thailand	5p	6p
Indonesia	8p	13p	Trinidad & Tobago	10p	16p
Ireland	4p	8p	Turkey	7p	13p
Israel	2p	8p	UAE	14p	14p
Italy	4p	6p	Uganda	26p	26p
Jamaica	18p	18p	United States	2p	2p
Japan	6p	13p			
Jersey	4p	13p			

\*Charging is per minute.

# ROAMING

From 15th June you can use your plan minutes, texts and data whilst abroad within the EU (zones 1a-2b) to call/text to the UK or within zones 1a-2b at no extra cost. Calls to premium numbers are not permitted within allowance. The charges in column 3 of the table below (calling from zones 1a-2b to zones 1a-2b) will be applicable if you exceed your plan allowances and are the same as or lower than standard UK rates.

Zone (you are in)	Standard roaming charges (all prices incl. VAT)						
	Countries	Making a call to within the EU (Zones 1a, 1b, 2a, 2b) including back to the UK	Making a call outside of the EU (Zones 3-8)	Receiving a call	Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK	Sending a text to outside of the EU (Zones 3 - 8)	Sending a picture message
<b>Zone 1a (Ireland)</b>	Ireland (Republic of), Isle of Man	65p	£1.20	Free	16p	50p	65p
<b>Zone 1b (Channel Islands)</b>	Jersey, Guernsey	65p	£1.44	Free	16p	60p	
<b>Zone 2a Europe</b>	Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Malta, Monaco, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Czech Republic, The Netherlands, Vatican	65p	£1.20	Free	16p	50p	
<b>Zone 2b Europe</b>	Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, Switzerland, The French Antilles, French Guiana	65p	£1.44	Free	16p	60p	

Zone (you are in)	Standard roaming charges (all prices incl. VAT)				
	Countries	Making a call	Receiving a call	Sending a text	Sending a picture message
<b>Zone 3 (Other Europe)</b>	Andorra and Faroe Islands	£1.20	£1.20	60p	65p
<b>Zone 4 (USA and Canada)</b>	USA, Canada	£1.20	£1.20	60p	65p
<b>Zone 5 (Australia and New Zealand)</b>	Australia, New Zealand	£1.20	£1.20	60p	65p

Zone (you are in)	Standard roaming charges (all prices incl. VAT)				
	Countries	Making a call	Receiving a call	Sending a text <sup>11</sup>	Sending a picture message
<b>Zone 6 (Rest of World)</b>	Albania, Afghanistan, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Bosnia- Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cayman islands, Cambodia, Cameroon, Central Africa, Chile, China, Colombia, Costa Rica, Comoros, Cook Islands, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kyrgyz Republic, Lebanon, Lesotho, Liberia, Libya, Macao, Macedonia, Madagascar, Malawi, Malaysia, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Netherlands Antilles, Nepal, New Caledonia, North Korea, Nicaragua, Niger, Nigeria, Niue, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saint Helena, Ascension and Tristan da Cunha, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Saudi Arabia, The Seychelles, Senegal, Serbia, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Turks and Caicos Islands, UAE, Togo, Tonga, Trinidad & Tobago, Turkey, Tuvalu, Uganda, Ukraine, Uruguay, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.80	£1.80	60p	65p
<b>Zone 7 (Other International Operators)</b>	Maritime (Ships & Ferries)	£2.40	£2.40	60p	65p
<b>Zone 8 Rest of World (exceptional)</b>	Bahamas, Benin, Cape Verde, Chad, Congo, Cuba, Djibouti, Kuwait, Falkland Islands, Laos, Mongolia, Palau, Tajikistan, The Maldives, Tunisia, Turkmenistan, Uzbekistan	£3.00	£3.00	£1.20	65p
<b>Zone 9 (Planes)</b>	Aircraft, Satellite	£3.00	£3.00	£1.20	65p

To use data whilst roaming abroad outside of the EU/EEA/Switzerland you will need to purchase a data pass.

A one-minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

11. Any undelivered text messages will be charged at the standard rate for your price plan.

#### **Voicemail charges whilst travelling**

When roaming in zones 3-8, you'll be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country.

Roaming Data add-ons outside of EU/EEA/Switzerland countries (Inc. VAT)														
Zone A			Zone B			Zone C			Zone D			Zone E		
£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB
£5	1d	50	£5	1d	15	£5	1d	8	£5	1d	4	£36	1d	5
£10	1d	150	£10	1d	35	£10	1d	20	£10	1d	10	£66	1d	10
£25	7d	300	£25	7d	100	£25	7d	45	£25	7d	22			
£50	7d	900	£50	7d	225	£50	7d	110	£50	7d	50			

Stable link and volume based data FUPs		
Surcharges where no stable link to the UK <sup>12</sup>	ex. VAT	incl. VAT
<b>Making a call per minute</b>	2.7p	3.2p
<b>Receiving a call per minute</b>	0.7p	0.9p
<b>Sending an SMS per SMS</b>	0.8p	1p
<b>Using data</b>	0.50p/MB	0.6p/MB

12. These charges apply where you have no stable links to the UK according to our terms and we have followed the procedure set out in those terms to notify you. Charges apply to services used when abroad in EU/EEA/Switzerland.

Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)					
Zone A	Zone B	Zone C	Zone D		Zone E
Andorra	Albania	Benin	Air & Maritime	Honduras	Azerbaijan
Armenia	Algeria	Botswana	Afghanistan	Iran	Belarus
Australia	Argentina	Cambodia	Angola	Iraq	Maldives
Canada	Bahrain	Cameroon	Bangladesh	Kazakhstan	Rwanda
China	Brazil	Egypt	Belize	Kyrgyz Republic	Seychelles
Hong Kong	Caribbean	Gabon	Bhutan	Laos	
India	Colombia	Ghana	Bolivia	Lebanon	
Israel	Dominican Republic	Guinee	Bosnia Herzegovina	Lesotho	
Japan	Ecuador	Ivory Coast	Brunei Darussalam	Liberia	
Malaysia	Indonesia	Jordan	Burkina Faso	Libya	
Mexico	Isle of Man	Madagascar	Burundi	Macao	
New Zealand	Kenya	Mali	Cape Verde	Malawi	
Peru	Kuwait	Mongolia	Central African Republic	Mauritius	
Qatar	Macedonia	Montserrat	Chad	Mozambique	
Russia	Moldova	Morocco	Chile	Namibia	
Singapore	Montenegro	Panama	Congo	Nepal	
South Africa	Nicaragua	Senegal	Cook Islands	Netherland Antilles	
Thailand	Nigeria	Sudan	Costa Rica	Niger	
Turkey	Oman	Tanzania	Cuba	Pakistan	
USA	Philippines	Vietnam	Djibouti	Palestine	
	Saudi Arabia	Zambia	El Salvador	Papua New Guinea	
	Serbia		Equatorial Guinea	Paraguay	
	South Korea		Ethiopia	Sierra Leone	
	Sri Lanka		Falkland Islands	Suriname	
	Taiwan		Faroe Islands	Swaziland	
	Ukraine		Fiji	Syria	
	United Arab Emirates		French Polynesia	Tajikistan	
	Uruguay		Gambia	Tunisia	
	Venezuela		Georgia	Uganda	
			Greenland	Uzbekistan	
			Guam	Yemen	
			Guatemala	Zimbabwe	
			Guyana		

#### Voicemail charges whilst travelling

Standard roaming rate apply when calling into your voicemail service whilst abroad.

For further details on call costs whilst roaming please refer to the help section of our website, ee.co.uk

If you connect to a local WiFi service on your mobile phone while you're abroad, you won't use any of your Data Roaming Add-Ons while you're using it. Charges for using WiFi will be made by the local provider.

## Points to note

Per minute charging applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call. A call ends when: a) you end the call on your phone; or b) 16 seconds after your calling phone loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or c) you do not end the call on your phone up to 30 seconds after the last third party you were connected to has ended their call. VAT: All Our Charges are exclusive of VAT. You shall pay an amount inclusive of VAT. As of October 2012 VAT is charged at 20%. If the rate is increased the amount that you pay will automatically be increased by an equivalent amount (meaning that the amount in the incl. VAT column of our charges table will be revised upwards to reflect the rate increase). 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 subcategories 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. Customers should look at the travelling section within this document for the minimum call charge for travelling calls.

Allowances and options a) Multiple allowances can be purchased, b) The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge and allowance will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill. c) Unless we tell you otherwise, your allowance from an Add-On will last for the stated duration. If you buy a monthly recurring Add-On, the monthly charge will continue until you ask our customer service agent to cancel. Remember, if you decide to cancel your Add-On you'll have to give us 30 day notice. The text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate. Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle. While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.

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

### Terminating your agreement with us

You can terminate your agreement with us at any time by calling customer services. Your agreement will terminate one calendar month from when we receive your call stating that you wish to terminate the agreement. You are free to change your mind and call us to restore your agreement at any time during that months' notice period. You must pay everything you owe us if you terminate your agreement with us. If you are terminating once your existing minimum term contract has run out, you will be responsible for all charges including the price plan charges up to and including the date that your agreement terminates. If you are terminating whilst you are within your existing minimum term, an early termination charge (ETC) will apply.

We calculate an early termination charge (ETC) like this:

1. We add together all outstanding monthly (or other periodic) charges for the remainder of your minimum term, excluding VAT. If you have a monthly recurring subscription discount we will take that into account.
2. Finally, we take 4% off that figure to get the final charge you owe us.