

# PLAN PRICE GUIDE

Shared 4GEE Plans Price Guide joiners between 17 July 2013 and 29 October 2013

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Pay Monthly

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



# PLAN PRICE GUIDE

## Pay Monthly, Shared 4GEE Plans

Available to customers joining between 17 July 2013 and 29 October 2013

Leader Price Plans (24 Months)					
Monthly Cost (inc. VAT)	£34.97	£40.62	£46.27	£51.89	£57.54
Inclusive UK minutes <sup>2,3,4,5</sup>	Unlimited				
Inclusive UK texts <sup>1,2</sup>	Unlimited				
Inclusive internet <sup>11</sup>	1GB	1.5GB	2GB	10GB	20GB
Inclusive add-on <sup>9</sup>	-		Yes		
Additional benefits <sup>7</sup>	EE WiFi (BT WiFi hotspots and WiFi on the London Underground), £5 monthly discount on your broadband contract if you take broadband or fibre broadband from EE.				
VoIP <sup>6</sup>	Yes				

Service Type	Included in Allowance?	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to UK mobile numbers	✓	55p per minute
Calls to certain MNVO numbers	✗	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 numbers starting with 0500	✗	20p per minute
Calls to Freephone 0800, 0808 & 116		Free
Calls to other numbers starting 08 (except Freephone), 09 and 118 <sup>12</sup>	✗	Access Charge of 55p per minute plus a Service Charge <sup>13</sup>
Calls to retrieve voicemail	✓	55p per minute
Text messages to UK mobile numbers	✓	12p per message
Text messages to certain MVNO numbers	✗	12p per message
UK picture messages	✗	55p per message
Calls to Customer Services (During Normal Working Hours) <sup>10</sup>	✗	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends <sup>10</sup>	✗	50p per call
Call divert <sup>4</sup>	✓	You'll be charged in accordance with our Non Standard Price Guide
Calls from the UK to EU & Rest of World Countries	✗	You'll be charged in accordance with our Non Standard Price Guide

All services are for use whilst in the UK only

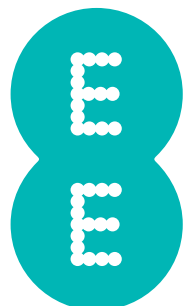
This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.



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1. Applies to messages sent from your phone or via the EE website, ee.co.uk
2. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Calls & text messages to certain MVNO ranges 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.
3. Unless otherwise stated, a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
4. Call divert is included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
5. 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
6. If tethering and VoIP is included as part of your plan their use will be deducted from your inclusive data allowances.
7. There is a 3GB fair use policy on BT WiFi. If your collective use amongst the Shared 4GEE Plan goes over 3GB, we may monitor your usage and suspend your usage or withdraw the offer from your account.
8. Calls, Texts and Data whilst roaming are not included in your plan. Add-on purchase will be required to use Data whilst roaming.
9. One inclusive add-on, choose from: music, games or TV. TV is not available on tablets.
10. 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".
11. Inclusive internet is an overall data allowance which is shared between multiple connections within a Shared 4GEE plan.  
Please go to the help section of our website, ee.co.uk, for details around 'non-standard' service charging which can be found in our Non Standard Price Guide. This includes charges for numbers starting with 05, 070, 09 and 118.
12. Please see ee.co.uk/ukcalling for a list of Service Charges.
13. 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.



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Sharer Plans (SIM Only)				
Type of plan	Shared EE PHONE SIM only plans		Shared EE DATA SIM only plans	
Length	12 months	30 days	24 months	30 days
Monthly Cost (inc. VAT)	£13.54	£18.55	£5.44	£8.78
Inclusive UK minutes <sup>2,3,4,5</sup>	Unlimited		-	
Inclusive UK texts <sup>1,2</sup>	Unlimited		-	
Inclusive add-on <sup>9</sup>	-			
Additional benefits <sup>7</sup>	EE WiFi (BT WiFi hotspots and WiFi on the London Underground)			
VoIP <sup>6</sup>	Yes			

Sharer Plans (Devices)				
Type of plan	Shared 4GEE PHONE		Shared 4GEE tablets & data devices	
Length	24 months			
Monthly Cost (inc. VAT)	£24.80	£36.11	£29.15	£12.32
Device	Phone		4G Tablet	USB Dongle or Mobile WiFi
Inclusive UK minutes <sup>2,3,4,5</sup>	Unlimited		-	
Inclusive UK texts <sup>1,2</sup>	Unlimited		-	
Inclusive add-on <sup>9</sup>	1		-	
Additional benefits <sup>7</sup>	EE WiFi (BT WiFi hotspots and WiFi on the London Underground)			
VoIP <sup>6</sup>	Yes			

Service Type	Included in Allowance?	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to UK mobile numbers	✓	55p per minute <sup>2</sup>
Calls to certain MNVO numbers	✗	55p per minute <sup>2</sup>
Calls to Landlines (numbers starting with 01, 02 or 03 excluding Jersey, Guernsey and Isle of Man)	✓	55p per minute <sup>2</sup>
Calls to numbers starting with 0500	✗	20p per minute <sup>5</sup>
Calls to Freephone 0800, 0808 & 116		Free
Calls to other numbers starting 08 (except Freephone), 09 and 118 <sup>11</sup>	✗	Access Charge of 55p per minute plus a Service Charge <sup>12</sup>
Calls to retrieve voicemail	✓	55p per minute
Text Messages to UK mobile numbers	✓	12p per message <sup>12</sup>
Text Messages to certain MVNO numbers	✗	12p per message <sup>12</sup>
UK Picture Messages	✗	55p per message
Calls to Customer Services (During Normal Working Hours) <sup>10</sup>	✗	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends <sup>10</sup>	✗	50p per call
Call Divert <sup>4</sup>	✓	You'll be charged in accordance
Calls from the UK to EU & Rest of World Countries	✗	with our Non Standard Price Guide

All services are for use whilst in the UK only

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.

- Applies to messages sent from your phone or via the EE website, ee.co.uk
- Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Calls & text messages to certain MVNO ranges 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.
- A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- Call divert is included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
- 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
- If tethering and VoIP is included as part of your plan their use will be deducted from your inclusive data allowances.



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7. There is a 3GB fair use policy on BT WiFi. If your collective use amongst the Shared 4GEE Plan goes over 3GB, we may monitor your usage and suspend your usage or withdraw the offer from your account.
8. Calls, Texts and Data whilst roaming are not included in your plan. Add-on purchase will be required to use Data whilst roaming.
9. Each member of the Group (except on SIM only, Dongle or Mobile WiFi plans) will also receive a content add-on as part of your plan. See the Price Plan terms and conditions for more information.
10. 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".
11. Inclusive internet is an overall data allowance which is shared between multiple connections within a Shared 4GEE plan.

Please go to the help section of our website, ee.co.uk, for details around 'non-standard' service charging which can be found in our Non Standard Price Guide. This includes charges for numbers starting with 05, 070, 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge. Thereafter, calls are charged on a per minute basis. Remember that calls to these numbers are not included in your monthly allowance.

12. 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 a call to an EE Roaming Zone. See our Non Standard Price Guide for more information.

### 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, Hutchinson 3G, 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, Fresh 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 EU and Rest of World countries are excluded from your allowances. Standard international calls rates apply to such calls. Please see our Non Standard Price Guide for rates.

### 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

### Internet options & WiFi

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 4G networks outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage

If any of the devices or SIMs in your Shared 4GEE plan go over the 3GB WiFi fair use policy, we may monitor usage or withdraw the offer from that account.

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.

### 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
- ✦ 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 month's 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

X13X01K01 X13X24O01 X13M24E20  
X13X12K02 X13X24O02 X13M24E21  
X13X01L01 X13M24E22  
X13X12L02 X13M24E23  
X13X24M01 X13M24E24  
X13X24N01  
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