



# PLAN PRICE GUIDE

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Shared Price Guide - joiners from 17 August 2016

Price Guide updated and all charges applicable from 31<sup>st</sup> March 2019

# Pay Monthly Shared Plans

4GEE Max Plans										
Monthly Cost (incl. VAT)	£28.48	£33.94	£39.41	£44.90	£50.38	£55.86	£61.34	£66.82	£72.30	£77.77
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 (incl. VAT)	£22.98	£28.48	£33.94	£39.41	£44.90	£50.38	£55.86	£61.34	£66.82	£72.30	
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>									

Service Type	Included in Allowance?		Cost of Calls Made Outside of Allowances (incl. VAT) <sup>3</sup>
	4G Extra 24 Month Plans	4G 24 Month Plans	
Calls to UK mobile numbers	✓	✓	55p per minute
Calls to certain MNVO numbers <sup>2</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 0800, 0808 & 116	✗	✗	Free
Calls to 08 numbers (not including Freephone 080), 09 and 118 <sup>9</sup>	✗	✗	Access Charge of 55p per minute plus a Service Charge <sup>10</sup>
Calls to retrieve voicemail	✓	✓	55p per minute
Text Messages to UK mobile numbers	✓	✓	15p per message <sup>1,4</sup>
Text Messages to certain MVNO numbers <sup>3</sup>	✗	✗	15p per message <sup>1,4</sup>
UK Picture Messages	✗	✗	55p per message
Calls to Customer Services (During Normal Working Hours) <sup>5</sup>	✗	✗	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends <sup>5</sup>	✗	✗	50p per call
Call Divert <sup>6</sup>	✓	✓	You'll be charged in accordance with our Non Standard Price Guide
Roaming minutes and texts back to the UK (When travelling within Europe) <sup>1</sup>	✓	✗	
Minutes and texts to landlines and mobiles within any of the Europe countries (When travelling within Europe) <sup>1</sup>	✓	✗	

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 (incl. VAT)	£13.45	£19.04		£7.73	£8.76
Inclusive UK minutes <sup>2,3,6</sup>	Unlimited			-	
Inclusive UK texts <sup>3,4</sup>	Unlimited			-	
Additional benefits <sup>5</sup>	EE WiFi (BT WiFi hotspots and WiFi on the London Underground)				
VoIP <sup>7</sup>	Yes				

Sharer Plans (Devices)														
Type of plan	Shared 4GEE PHONE							Shared 4GEE tablets & data devices						
Length	24 months													
Monthly Cost (incl. VAT)	£15.34	£20.80	£26.29	£31.76	£37.24	£42.72	£48.20	£11.18	£16.79	£22.42	£28.02	£33.62	£39.24	£8.76
Device	Phone							Tablet						Sharer Mobile WiFi
Inclusive UK minutes <sup>2,3,6</sup>	Unlimited							-						
Inclusive UK texts <sup>3,4</sup>	Unlimited							-						
Additional benefits <sup>5</sup>	EE WiFi (BT WiFi hotspots and WiFi on the London Underground)													
VoIP <sup>7</sup>	Yes													

Service Type	Included in Allowance?	Cost of Calls Made Outside of Allowances (incl. VAT) <sup>2</sup>
Calls to UK mobile numbers <sup>3</sup>	✓	55p per minute
Calls to certain MNVO numbers <sup>3</sup>	✗	55p per minute
Calls to Landlines (numbers starting with 01, 02 or 03 excluding Jersey, Guernsey and Isle of Man) <sup>3</sup>	✓	55p per minute
Calls to Freephone 0800, 0808 & 116	✗	Free
Calls to 08 numbers (not including Freephone 080) <sup>9</sup> , 09 and 118	✗	Access Charge of 55p per minute plus a Service Charge <sup>10</sup>
Calls to retrieve voicemail	✓	55p per minute
Text Messages to UK mobile numbers <sup>3,4</sup>	✓	15p per message
Text Messages to certain MVNO numbers <sup>3,4</sup>	✗	15p per message
UK Picture Messages	✗	55p per message
Calls to Customer Services (During Normal Working Hours) <sup>5</sup>	✗	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends <sup>5,12</sup>	✗	50p per call
Call Divert <sup>6</sup>	✓	You'll be charged in accordance with our Non Standard Price Guide
Calls from the UK to EU & Rest of World Countries	✗	

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.

- Inclusive calls and texts in certain countries within Europe (plus overseas dependencies and territories). See below for further details.
- A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 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.
- Applies to messages sent from your phone or via the EE website, ee.co.uk
- 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'.
- 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.
- VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
- Upgrade in last 90 days to new 24 month Extra plan with monthly payment same as or higher than current plan. Benefit only when upgrade done direct with us.
- Please see ee.co.uk/ukcalling for a list of Service Charges.
- 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.
- Calls, Texts and Data whilst roaming are not included in your plan. Add-on purchase will be required to use Data whilst roaming.
- Not applicable to SIM Only plans.
- Inclusive internet is an overall data allowance which is shared between multiple connections within a Shared 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 05 and 070. 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.

# PRICE PLANS TERMS

## 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:

(i) Europe: Andorra, Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City

(ii) Overseas dependencies: Azores, French Guyana, Guadeloupe, Martinique, Reunion Islands, Saint Martin and Saint Barthelemy

(iii) 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, 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.

#### 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.

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

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 31st March 2019

X16E24M01	X16D24M01	X16S24M01
X16E24M02	X16D24M02	X16S24M02
X16E24M03	X16D24M03	X16S24M03
X16E24M04	X16D24M04	X16S24M04
X16E24M05	X16D24M05	X16S24M05
X16E24M06	X16D24M06	X16S24M06
X16E24M07	X16D24M07	X16S24M07
X16E24M08	X16D24M08	X14X24N01
X16E24M09	X16D24M09	X14X24N02
X16E24M10	X16D24M10	X14X24N03
X16E24M11	X16D24M11	X14X24N04
X16E24M12	X16D24M12	X14X24N05
X16E24M13	X16D24M13	X14X24N06
X16E24M14	X16D24M14	X16X24K02
X16E24M15	X16D24M15	X16X01K03
X16E24M16	X16D24M16	X15X24K02
X16E24M17	X16D24M17	X14X12L01
X16E24M18	X16D24M18	X14X01L01
X16E24M19	X16D24M19	
X16E24M20	X16D24M20	
X16E24M21	X16D24M21	
X16E24M22	X16D24M22	
X16E24M23	X16D24M23	
X16E24M24	X16D24M24	
X16E24M25	X16D24M25	
X16E24M26	X16D24M26	
X16E24M27	X16D24M27	
X16E24M28	X16D24M28	
X16E24M29	X16D24M29	
X16E24M30	X16D24M30	
X16E24M31	X16D24M31	
X16E24M32	X16D24M32	
X16E24M33	X16D24M33	
X16E24M34	X16D24M34	
X16E24M35	X16D24M35	