

PLAN PRICE GUIDE

Shared Price Guide - joiners from 17 August 2016

Pay Monthly

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



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Pay Monthly, Shared Plans

4GEE Max Plans											
Monthly Cost	£27.73	£33.05	£38.38	£43.73	£49.06	£54.40	£59.74	£62.51	£67.63	£72.76	
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 ^{1,2,9}						
				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. ^{1,2,9}							
			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. ^{1,2}								
		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. ^{1,2}									
	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. ^{1,2}										

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 ^{1,2}							
			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 ^{1,2}								
		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 ^{1,2}									
	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 ^{1,2}										
	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 ^{1,2}										



Leader plans – 24 months ¹	Included in allowance?		
	4G Extra 24 Month Plans	4G 24 Month Plans	Cost of Calls Made Outside of Allowances (inc. VAT) ³
Calls to UK mobile numbers	✓	✓	50p per minute
Calls to certain MNVO numbers ²	✗	✗	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 Jersey, Guernsey and Isle of Man ³	✗	✗	50p per minute
Calls to Freephone (080) & (116)	✗	✗	Free
Calls to 08 & 09 numbers (not including Freephone 080) ⁹	✗	✗	Access Charge of 50p per minute plus a Service Charge
Calls to retrieve voicemail	✓	✓	50p per minute
Text messages to UK mobile numbers ⁴	✓	✓	15p per message
Text messages to certain MVNO numbers ^{3,4}	✗	✗	15p per message
Picture messages	✗	✗	50p per message
Calls to Customer Services (During Normal Working Hours) ⁵	✗	✗	Free
Calls to Customer Services (During Extended Working Hours) ⁵	✗	✗	50p per call
Call divert ⁶	✓	✓	Standard call rates apply
Roaming minutes and texts back to the UK (When travelling within Europe) ⁷	✓	✗	Standard call rates apply
Minutes and texts to landlines and mobiles within any of the Europe countries (When travelling within Europe) ¹	✓	✗	Standard call rates apply

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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.



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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)	£13.10	£18.55	£7.54	£8.53
Inclusive UK minutes ^{2,3,4}	Unlimited		-	
Inclusive UK texts ^{1,2}	Unlimited		-	
Additional benefits ⁶	EE WiFi (WiFi on the London Underground) and EE Film.			
VoIP ⁵	Yes			

Sharer Plans (Devices)														
Type of plan	Shared 4G phone plans now available							Shared 4G tablets & data devices						
Length	24 months													
Monthly Cost (inc. VAT)	£14.94	£20.26	£25.61	£30.94	£36.26	£41.60	£46.94	£10.90	£16.36	£21.83	£27.29	£32.75	£38.22	£8.53
Device	Phone							Tablet						Sharer Mobile WiFi
Inclusive UK minutes ^{2,3,4}	Unlimited							-						
Inclusive UK texts ^{1,2}	Unlimited							-						
Additional benefits ⁶	EE WiFi (WiFi on the London Underground) and EE Film.													
VoIP ⁵	Yes													

Sharer Plans	Included in Allowance?	Cost of Calls Made Outside of Allowances (inc. VAT) ³
Calls to UK mobile numbers ²	✓	n/a
Calls to certain MNVO numbers ²	✗	50p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man) ²	✓	n/a
Calls to Freephone (080) & (116)	✗	Free
Calls to 08 & 09 Numbers (not including Freephone 08) ¹⁰	✗	Access Charge of 50p per minute plus a Service Charge
Calls to retrieve voicemail	✓	n/a
Text messages to UK mobile numbers ^{1,2}	✓	n/a
Text messages to certain MVNO numbers ^{1,2}	✗	15p per message
UK picture messages	✗	50p per message
Calls to Customer Services (During Normal Working Hours) ⁶	✗	Free
Calls to Customer Services (During Extended Working Hours) ^{6,8}	✗	50p per call
Call divert ⁴	✓	Standard call rates apply
Calls from the UK to EU & Rest of World Countries	✗	Standard call rates apply

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- 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.
- 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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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. Calls, Texts and Data whilst roaming are not included in your plan. Add-on purchase will be required to use Data whilst roaming.
8. Not applicable to SIM Only plans.
9. Inclusive internet is an overall data allowance which is shared between multiple connections within a Shared Plan.
10. Please see ee.co.uk/ukcalling for a list of Service Charges.

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.



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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:

(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, 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.



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.

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