



# EE SIM PLAN TERMS AND PRICE GUIDE

EE 12 MONTH, 24 MONTH AND 30 DAY SIM PLANS

Available from 1 May 2019  
Updated on 20th January 2020

To be eligible to join a SIM only plan on EE, you will need to pass our standard credit checks.

## MINIMUM TERM

Minimum Term:

- If you choose a 24 month plan, you'll have to promise to stay with us for 24 months.
- If you choose a 12 month plan, you'll have to promise to stay with us for 12 months.
- If you choose a 30 day plan, you'll have to promise to stay with us for 30 days.

## USE OF SERVICES

See our Price Guide at pages 6-8 for details of your inclusive allowances. Your monthly payment will include some or all of the additional benefits described below.

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. You can use your minutes and texts:

- When **in the UK** to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (mobile and landline numbers to Jersey, Guernsey and Isle of Man not included).
- When **in the EU/EEA** to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man).
- When **in the EU/EEA** (including Jersey, Guernsey and the Isle of Man) to call and text customers of EU/EEA mobile networks and landlines.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
Calling to the UK (landlines starting with 01, 02 & 03, and mobiles)	Included	Included
Calling to EU/EEA/Switzerland (including Guernsey, Jersey & Isle of Man)	EU/EEA not included, Guernsey, Jersey & Isle of Man not included	Included (to landlines and mobiles)

For example:

- Calls and texts from the UK to France are not included in your allowance, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your roaming allowances.
- Calls and texts within the EU/EEA/Switzerland to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your roaming allowances.

You cannot use your inclusive minutes and texts to call and text customers of mobile networks and landlines in the EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU and will be charged at your normal plan rate.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. Calls to numbers starting with 084, 087, 09 and 118 will be split into two parts:

- the Access Charge – this is the amount that is charged by EE as set out in the Price Guide below (page 7);
- the Service Charge – this is charged by the organisation you are calling. The amount of the Service Charge is set by them and should be stated anywhere the number is advertised.

The Access Charge is added to the Service Charge to give your total cost of call. For further information <https://ee.co.uk/help/helpnew/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>.

Your inclusive data allowance is for use when in the UK and in the EU. When in the EU you may be subject to a data fair use policy (see below for details).

These 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. We'll decide that you're breaking these terms if you text and 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.

## **UK USE**

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. Your 4G phone may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your 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') use your phone as a modem ('tethering') and, 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.

When in the UK, if you have a compatible device and the correct software, you can use your minutes allowance to make calls using Wi-Fi Calling (see [ee.co.uk/wificalling](http://ee.co.uk/wificalling) for terms).

## **EUROPEAN ROAMING**

Inclusive roaming benefits are available to UK based customers only.

Our **Europe Roaming 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, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

\* Note Turkey (you may wish to connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable.

You can call 150 free of charge when roaming in the EU/EEA to get information about our charges. Emergency services can be contacted within the EU/EEA by calling 112.

If your device is compatible with Wi-Fi Calling, you will not be able to use it for Wi-Fi Calling when outside the UK.

## **Fair use amount**

If your domestic data allowance is greater than 50GB, a fair usage policy of 50GB whilst roaming in our Europe or Rest of World Roaming Zones will apply (i.e. you can use up to 50GB from your allowance while roaming). Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe and Rest of World Zones.

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier).

- 1MB £0.36

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.00036 or 0.036p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 50GB or less and therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy an out of bundle UK/EU data add-on to continue using data. Details of these data add-ons (and the surcharges mentioned above) can be found in the EE Monthly Plan Terms And Price Guide.

So, for example, if your data allowance is 60GB you can use a maximum of 50GB when roaming:

Scenario 1	Scenario 2	Scenario 3
You've used 8GB in the UK before going abroad	You've used 8GB in the UK before going abroad	You've used 50GB in the UK before going abroad
You use the maximum 50GB outside the UK	You use 5GB while roaming, out of a maximum 50GB	You'll have 10GB maximum to use outside the UK
After you have used 50GB data outside the UK, surcharges will apply for you to keep using data	You'll have 47GB left to use in the UK when you come back	After you have used the remaining 10GB of your allowance you will need to buy a data add-on to use more data whether you are in the EU or the UK. If you use more than 40GB of the data from the add-on while in the EU, surcharges will apply for you to keep using data.
You'll have 2GB left to use in the UK when you come back		

## Speeds

All our customers can enjoy the superfast speeds supported by our roaming partners abroad. But please note: Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. We aren't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

## Stable links

We will monitor your stable link to the UK based on a combination of your presence in the UK and usage in the EU/EEA/Switzerland. We will consider you to have a stable link to the UK if more than 50% of mobile services are used in the UK within a four-month period. In respect of your presence in the UK, more than 50% of your time must be spent in the UK with every day that you log into the UK or overseas network being counted. Days where you have not logged on to any network (e.g. device is switched off) will not be taken into account in determining whether there is a stable link to the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use. Where your usage no longer indicates a risk of abusive or anomalous use we will stop charging you the surcharge. Examples of this are where you stop permanent use and resume periodic use when roaming in the EU. Where we have evidence of organised reselling of our UK SIM cards to persons not residing in or having stable links to the UK we may block the SIM card and roaming services."

You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

## Complaints

If you have any concerns about EE's FUP policy, please get in touch with us using your preferred contact method at our [Ways to Complain](#) page. Please see our [Complaint Code of Practice](#) for full details of our complaints procedure.

## **ADDITIONAL BENEFITS**

### 4G Speeds in UK

EE Essential SIM Plans give you access to speeds of up to 60Mbps. 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. 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 4GEE speeds will also be impacted by the location of our masts and equipment. 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.

EE Smart SIM Plans give you uncapped speeds in the UK. 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. 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).

## Smart SIM Customers

Smart Plans give you access to a range of swappable benefits. Once you've chosen, you can change your swappable after a short period of up to 30 days. Choose your swappable benefit at purchase, via My EE or by texting 150, for more details go to [ee.co.uk/passes](https://ee.co.uk/passes) We may at any time change the range of swappables available, the content of swappables or the minimum length of time each must be active for. We will try to notify active users of the affected swappable if we do this but are not obliged to. Each swappable may take up to 24 hours to activate. Third party subscriptions may be required.

## UPGRADES

Upgrades (12 month plans):

- Existing EE, Orange or T-Mobile customers who have moved to a 12 month SIM only plan from a handset plan can move back to a handset plan at any time during their 12 month contract.
- Existing EE, Orange or T-Mobile customers who have moved from a PAYG plan need to stay on their 12 month SIM only plan for 6 months before they can move to a handset plan.
- New customers (not previously with EE, Orange or T-Mobile) also need to stay on their 12 month SIM only plan for 6 months before they can move to a handset plan.
- A fee to upgrade before the end of the 12 month minimum term may apply.
- SIM Access customers will need to have been on their plan for 10 months before they can move to a handset plan, this will be dependent on payment history
- If you choose a 30 day plan and you decide to upgrade or cancel your contract, you'll have to give 30 days' notice to us by phone.

## SIM ACCESS

These terms are in addition to our standard SIM plan terms where applicable and are subject to the restrictions outlined below. Offered at our discretion to those customers unable to obtain a standard SIM plan due to not passing the credit check. 12 month minimum term. All services for use in the UK only, unless specified otherwise. No deposit required. Not compatible with sharer plans. Not eligible for multi-line discount, roaming, premium or international calls.

Allowance allows you to call/text from UK to UK mobiles & landlines starting with 01, 02 and 03 (excluding Jersey, Guernsey and the Isle of Man). Out of allowance calls to these numbers cost 65p/min. General: Calls to 084, 087, 09 & 118 numbers are not included; you'll be charged EE's Access Charge of 65p/min plus the applicable service charge. See the EE Price Guide for a detailed list of service charges. See [ee.co.uk](https://ee.co.uk) for our Price Guide & more info. Once you use up your data, you'll be required to buy a data add-on to continue using your device for that purpose. The credit limit is £30 which may be increased at our discretion from time to time. Once the credit limit is reached the service will be suspended. Once the balance is cleared the service is restored. Some charges may not be recorded against your account immediately, so the charges could exceed your credit limit before your account is suspended.

# PLAN PRICE GUIDE

For new and upgrading customers from 1 May 2019. 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.

	SIM Plans (12 months)				
Monthly Cost (Inc. VAT)	£13	£16	£19	£22	£27
Inclusive UK minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive UK Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive Internet	250MB	1GB	3GB	20GB	40GB
Data Speed	Up to 60Mbps				
Roaming benefits	Use of your allowance when traveling in the EU (50GB fair usage policy applies), destinations listed in the terms above.				

	SIM Plans (30 days)				
Monthly Cost (Inc. VAT)	£18	£21	£24	£27	£32
Inclusive UK minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive UK Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive Internet	250MB	1GB	3GB	20GB	40GB
Data Speed	Up to 60Mbps				
Roaming benefits	Use of your allowance when traveling in the EU (50GB fair usage policy applies), destinations listed in the terms above.				

	SIM Plans (24 months)				
Monthly Cost (Inc. VAT)	£11	£14	£17	£20	£25
Inclusive UK minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive UK Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive Internet	250MB	1GB	3GB	20GB	40GB
Data Speed	Up to 60Mbps				
Roaming benefits	Use of your allowance when traveling in the EU (50GB fair usage policy applies), destinations listed in the terms above.				

Smart SIM Plans (12 months)			
Monthly Cost (Inc. VAT)	£24	£27	£32
Inclusive UK minutes	Unlimited	Unlimited	Unlimited
Inclusive UK Texts	Unlimited	Unlimited	Unlimited
Inclusive Internet	3GB	20GB	40GB
Data Speed	Our fastest 4G speeds		
Roaming benefits	Use of your allowance when traveling in the EU (50GB fair usage policy applies), destinations listed in the terms above.		

Service Type	Included in Allowances?		Cost of Calls or Services Made Outside of Allowances (incl. VAT) <sup>5</sup>
	SIM Plan (30-Day, 24-month or 12-month)		
Calls to UK mobile numbers	✓		65p per minute <sup>2</sup>
Calls to certain MVNO numbers <sup>3</sup>	✗		65p per minute <sup>2</sup>
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓		65p per minute <sup>2</sup>
Calls to Freephone (080) & (116) <sup>4,5</sup>	✗		Free
Calls to 08 & 09 numbers	✗		Access Charge of 65p per minute plus a Service Charge
Calls to 084 and 087 numbers	✗		Access Charge of 65p per minute plus a Service Charge
Calls to numbers starting in 0500	✗		20p per minute <sup>2</sup>
Calls to retrieve voicemail	✓		65p per minute <sup>2</sup>
Text messages to UK mobile numbers <sup>5</sup>	✓		16p per message
Text messages to certain MVNO numbers <sup>3, 5</sup>	✗		16p per message
Picture messages	✗		65p per minute
BT Sport app	✗		£10 per month
Calls to Customer Services (During Normal working hours)	✓		Free
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	✓		50p per call <sup>2</sup>
Calls divert <sup>7</sup>	✓		Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below <sup>1, 8</sup>	✓		65p per minute <sup>2</sup> 16p per SMS
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 (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries <sup>1, 8</sup>	✓		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 (French), 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. 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.
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 device.
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 a number which would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
8. Fair usage applies abroad. See plan terms above.  
VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.

## PLAN PRICE GUIDE

Europe		Overseas Dependencies
Austria	Jersey	Azores
Belgium	Latvia	French Guiana
Bulgaria	Liechtenstein	Guadeloupe
Canary Islands	Lithuania	Martinique
Croatia	Luxembourg	Mayotte
Cyprus	Madeira	Reunion Islands
Czech Republic	Malta	Saint Barthélemy
Denmark	Monaco	Saint Martin
Estonia	Norway	
Finland	Poland	
France	Portugal	
Germany	Romania	
Gibraltar	San Marino	
Greece	Slovakia	
Guernsey	Slovenia	
Hungary	Spain	
Iceland	Sweden	
Ireland	Switzerland	
Isle of Man	Netherlands	
Italy	Vatican City	

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 Wi-Fi 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 Wi-Fi will be made by the local provider.