

PLAN PRICE GUIDE

Plans Price Guide - joiners from 10th February 2016

SIM Only

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



PLAN PRICE GUIDE

SIM Only

Available from 10th February 2016 to 17th August 2016.

12 Month PAYM Monthly SIM Plan								
	Regular Plans			Extra Plans				
Monthly Cost (Inc. VAT)	£10.63	£13.85	£15.98	£19.18	£23.44	£26.65	£29.84	£37.32
Inclusive UK minutes	250	500	1000	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive UK Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive Internet	250MB	500MB	1GB	2GB	4GB	6GB	8GB	16GB
Data Speed	4GEE			Double Speed 4GEE				
Roaming benefits				When in the EU, you can also use your allowance to call & text back to the UK and the EU.				

30 Days PAYM Monthly SIM Plan						
Monthly Cost (Inc. VAT)	£13.85	£17.04	£19.18	£22.38	£26.65	£29.84
Inclusive UK minutes	250	500	1000	Unlimited	Unlimited	Unlimited
Inclusive UK Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Inclusive Internet	250MB	500MB	1GB	2GB	4GB	6GB
Data Speed	4GEE			Double Speed 4GEE		



Service Type	Included in Allowance				Cost of Calls Made Outside of Allowances (inc. VAT)
	EE Extra SIM plans (12 months)	EE Regular SIM plans (12 months)	EE Double Speed plans (30 Days)	EE Regular SIM plans (30 days)	
Calls to UK mobile numbers	✓	✓	✓	✓	50p per minute
Calls to certain MVNO numbers	✗	✗	✗	✗	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 Freephone (080) & (116)	✗	✗	✗	✗	Free
Calls to 08 & 09 numbers (not including Freephone 080)	✗	✗	✗	✗	Access Charge of 50p per minute plus a Service Charge ¹⁰
Calls to retrieve voicemail	✓	✓	✓	✓	50p per minute
Text Messages to UK mobile numbers	✓	✓	✓	✓	15p per message
Text Messages to certain MVNO	✗	✗	✗	✗	15p per message
Picture Messages	✗	✗	✗	✗	50p per message
Calls to Customer Services (During Normal Working Hours)	✗	✗	✗	✗	Free
Calls to Customer Services between 8pm and 10pm Monday to Friday or 6pm to 8pm on weekends ⁸	✗	✗	✗	✗	50p per call
Call Divert	✓	✓	✓	✓	You'll be charged in accordance with our Non Standard Price Guide
Roaming minutes and texts back to the UK (when travelling in selected countries)	✓	✗	✗	✗	You'll be charged in accordance with our Non Standard Price Guide
Minutes and texts to landlines and mobiles within certain countries (when travelling in certain countries)	✓	✗	✗	✗	You'll be charged in accordance with our Non Standard Price Guide

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

PLAN PRICE GUIDE

1. 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
2. Calls made within your allowance are charged on a per second basis.
3. 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. Text messages are charged at 15p per message. See 'points to note' for more information.
4. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03.
5. VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
6. A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
7. 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".
8. 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.
9. 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.

This includes charges for numbers starting with 05, 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.

10. 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.

11. Now included in EE Extra plans from 10/02 is unlimited calls (making and receiving) and texts to and from mobiles and landlines in the EU and selected countries (listed below)

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

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.

PLAN PRICE GUIDE

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 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) 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 ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

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 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.
- 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.

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 of 30th March 2018

X16S12T01
X16S12T02
X16S12T03
X16S12T04
X16S12T05
X16S12T06
X16S12T07
X16S12T08
X16S01T01
X16S01T02
X16S01T03
X16S01T04
X16S01T05
X16S01T06