



# PLAN PRICE GUIDE

Plans Price Guide - joiners from 17 September 2014

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SIM Only

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

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 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 6-7 for details of your inclusive allowances. Your monthly payment will also include access to speeds of up to 60Mbps in the UK and 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 of 55p (45,83 excluding VAT) per minute;
- 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/help-new/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') or to use your phone as a modem ('tethering').

Remember, 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 WiFi 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 WiFi Calling, you will not be able to use it for WiFi Calling when outside the UK.

### **Fair use amount**

If your domestic data allowance is greater than 15GB, a fair usage policy of 15GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 15GB 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 Zone.

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 £0.0060

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000060 or 0.00060p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 15Gb 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 25GB you can use a maximum of 15GB 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 15GB in the UK before going abroad
You use the maximum 15GB outside the UK	You use 5GB while roaming, out of a maximum 15GB	You'll have 10GB maximum to use outside the UK
After you have used 15GB data outside the UK, surcharges will apply for you to keep using data	You'll have 12GB 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 5GB 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

You must comply with the EE fair use policy which includes you being a permanent resident in, or having a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four-month period, you:

- spend a total of two months or more within the UK; or
- mainly use your inclusive voice, text or data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with EE's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may apply a surcharge for all future usage. Surcharges are set out above and we will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy. 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**

### 4GEE Speeds

EE 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.

## BT SPORT APP

To use the App you'll need a compatible mobile phone containing an EE SIM card. The App is for personal, non-commercial use only. You must download and use the App on a device that uses the latest iOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content"). Before using the App, you must ensure that you or your household has a TV licence. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

Before downloading the App you must visit [www.bt.com/eesport](http://www.bt.com/eesport) to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit [www.bt.com/privacy](http://www.bt.com/privacy) for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here [www.ee.co.uk/privacy-policy](http://www.ee.co.uk/privacy-policy).

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit [ee.co.uk/terms](http://ee.co.uk/terms) to read the latest version of our terms and conditions). Other terms apply, see [ee.co.uk/btsportaddonterms](http://ee.co.uk/btsportaddonterms).

## 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 55p/min. General: Calls to 084, 087, 09 & 118 numbers are not included; you'll be charged EE's Access Charge of 55p/min plus the applicable service charge. See the EE Price Guide for a detailed list of service charges. See [ee.co.uk](http://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

## SIM Only

Available from 17 September 2014

30 day SIM Only Pay Monthly Plan					
Monthly Cost (Inc. VAT)	£14.53	£17.92	£21.28*	£28.01*	£34.75*
Inclusive UK minutes <sup>1,2,3,4</sup>	250	500	Unlimited		
Inclusive UK Texts <sup>3,4</sup>	Unlimited				
Inclusive Internet <sup>5</sup>	250MB	500MB	2GB	5GB	10GB
Free calls to 080 <sup>6</sup>	No		Yes		

12 Month SIM Only Pay Monthly Plan					
Monthly Cost (Inc. VAT)	£11.17	£14.57	£17.92*	£24.65*	£31.37*
Inclusive UK minutes <sup>1,2,3,4</sup>	250	500	Unlimited		
Inclusive UK Texts <sup>3,4</sup>	Unlimited				
Inclusive Internet <sup>5</sup>	250MB	500MB	2GB	5GB	10GB
Free calls to 080 <sup>6</sup>	No		Yes		

\*On these plans, if you have a 4G handset, you will receive double speed 4G

Service Type	Included in Allowance <sup>2,3,4</sup>	Cost of Calls or Services Made Outside of Allowances (incl. VAT) <sup>7</sup>
Calls to UK mobile numbers	✓	55p per minute
Calls to certain MVNO 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 (080) & (116)	✗	Free
Calls to 08 & 09 numbers	✗	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
Text messages to certain MVNO numbers	✗	15p per message
Picture messages	✗	55p per MMS
Calls to Customer Services (During Normal working hours) <sup>8</sup>	✗	Free
Calls to Customer Services (During Extended Working Hours) <sup>8</sup>	✗	50p per call
Calls divert <sup>9</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

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. Free 080 calls: only up to 1000 minutes per month to one particular number. Standard call charges apply after 1000 minutes to any one 080 number.
7. Unless otherwise stated, a one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
8. 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".
9. 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.
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.  
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, 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.

# 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.

## Free 080 calls

Free 080 calls: only up to 1000 minutes per month to one particular number. Standard call charges apply after 1000 minutes to any one 080 number.

## 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.

## 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
- 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.
- 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.

Information correct as of  
31st March 2019

X14S01E09	X14S12E09
X14S01E10	X14S12E10
X14S01E11	X14S12E11
X14S01E14	X14S12E16
X14S01E15	X14S12E17

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