



PRICE PLAN GUIDE

EE 3G pay monthly terms and EE 3G price plan guide

Available only for invited customers moving from Orange to EE Pay Monthly EE 3G Plans during 2018

EE 3G PAY MONTHLY PLAN TERMS

These plans give you access to EE's 3G network. If you want to change your monthly plan you will need to contact us and change to a 4G plan. If you want access to EE's 4G network you will need to contact us and upgrade to a new pay monthly plan with a new minimum term. The speeds you achieve will 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.

Your monthly payment is for using mobile internet on your mobile broadband device and your phone. For phone plans it also covers checking voicemail (including visual voicemail if you have an iPhone) and an unlimited allowance of minutes and texts. You can use your minutes & 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 roaming outside the UK **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 roaming outside the UK **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 (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 (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 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 EU mobile networks and EU landlines when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU, and these 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, and is currently 55p (45.3p 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 see <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>. Calls to 08 numbers cost up to 55p/min, calls to 070 numbers cost up to £1/min and 09 numbers cost up to £3/min.

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

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. At the moment, we'll decide that you're breaking these terms if you text and/or 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 coverage to use mobile internet on your phone and a compatible device. You'll also need a phone and SIM compatible with our network. You can check your coverage at ee.co.uk/coverage. Mobile coverage will be the same as on your previous Orange plan.

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. 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 for terms).

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 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 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, of £0.0060 per MB, will last until you use up the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier). Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.000060 or 0.00060p).

Whether you have a FUP or not, if you use up all of your domestic data allowance when you are outside the UK, surcharges will apply to continue using data. Details of these surcharges (and those

mentioned above) can be found at <https://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/pay-monthly-price-plan-brochures>

So, for example, if your data allowance is 24GB you can use a maximum of 15GB when roaming:

Scenario 1	Scenario 2	Scenario 3
You've used 8GB in UK before going abroad	You've used 8GB in UK before going abroad	You've used 15GB in UK before going abroad
You use the maximum 15GB whilst roaming in our Europe Zone	You use 5GB whilst roaming in our Europe Zone	You'll have 10GB maximum to use whilst roaming in our Europe Zone
You'll need to buy a data add-on to keep using data whilst roaming in our Europe Zone after 15GB	You don't need to buy a data add-on whilst roaming in our Europe Zone	You'll need to buy a data add-on if you want to use more than 10GB whilst roaming in our Europe Zone
You'll have 2GB left to use in UK when you come back	You'll have 12GB left to use in UK when you come back	When you come back to the UK you'll need to buy a data add-on for the rest of the month if you want to keep using data in the UK

Speeds

Speeds outside the UK always depend on the network you connect to and 3G may or may not be available. EE isn'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 consider you have a stable link to the UK if you spend at least half of your time during any 4 month period within 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.

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

Mobile Broadband 3G EE Pay Monthly Plans:

Compatible laptop/tablet, an enabled device like a USB modem (which you may need to buy) and coverage required. Plans are for mobile internet use only. Supports up to 10 compatible devices. Signal range up to 10m. The more devices you have connected to your mobile Wi-Fi device at the same time, the slower your internet connection will be. Must be charged periodically in order to power devices. Battery life depends upon type of device connected & level of charge in 3GEE Wi-Fi device.

EE 3G PHONE PLAN PRICE GUIDE

Available only for invited customers moving from Orange to EE during 2018. 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.

Plan Type	Voice Allowance	Text Allowance	Data Allowance	Price available (Inc. VAT)
EE 3G Plan 300MB	500 min.	Unlimited	300 MB	£6.99
EE 3G Plan 300MB	550 min.	Unlimited	300 MB	£7.49
EE 3G Plan 400MB	600 min.	Unlimited	400 MB	£7.99
EE 3G Plan 400MB	650 min.	Unlimited	400 MB	£8.49
EE 3G Plan 450MB	700 min.	Unlimited	450 MB	£8.99
EE 3G Plan 500MB	750 min.	Unlimited	500 MB	£9.49
EE 3G Plan 500MB	800 min.	Unlimited	500 MB	£9.99
EE 3G Plan 750MB	850 min.	Unlimited	750 MB	£10.99
EE 3G Plan 750MB	900 min.	Unlimited	750 MB	£11.99
EE 3G Plan 1GB	1000 min.	Unlimited	1GB	£12.99
EE 3G Plan 1.5GB	1000 min.	Unlimited	1.5GB	£15.99
EE 3G Plan 2GB	1000 min.	Unlimited	2GB	£18.99
EE 3G Plan 3GB	2000 min.	Unlimited	3GB	£21.99
EE 3G Plan 4GB	Unlimited	Unlimited	4GB	£24.99
EE 3G Plan 6GB	Unlimited	Unlimited	6GB	£27.99
EE 3G Plan 10GB	Unlimited	Unlimited	10GB	£30.99
EE 3G Plan 12GB	Unlimited	Unlimited	12GB	£33.99
EE 3G Plan 15GB	Unlimited	Unlimited	15GB	£37.99
EE 3G Plan 18GB	Unlimited	Unlimited	18GB	£41.99
EE 3G Plan 21GB	Unlimited	Unlimited	21GB	£45.99
EE 3G Plan 24GB	Unlimited	Unlimited	24GB	£49.99
EE 3G Pay as you consume	Standard rates apply	Standard rates apply	Standard rates apply	£0.00

EE 3G MOBILE BROADBAND PLAN PRICE GUIDE

Plan Type	Data Allowance	Price available (Inc. VAT)
EE 3G MBB Plan 1GB	1GB	£10.00
EE 3G MBB Plan 2GB	2GB	£5.00
EE 3G MBB Plan 2GB	2GB	£10.00
EE 3G MBB Plan 2GB	2GB	£15.00
EE 3G MBB Plan 2GB	2GB	£20.00
EE 3G MBB Plan 2GB	2GB	£25.00
EE 3G MBB Plan 2GB	2GB	£30.00
EE 3G MBB Plan 5GB	5GB	£5.00
EE 3G MBB Plan 5GB	5GB	£10.00
EE 3G MBB Plan 5GB	5GB	£15.00
EE 3G MBB Plan 5GB	5GB	£20.00
EE 3G MBB Plan 5GB	5GB	£25.00
EE 3G MBB Plan 5GB	5GB	£30.00
EE 3G MBB Plan 5GB	5GB	£35.00
EE 3G MBB Plan 20GB	20GB	£10.00
EE 3G MBB Plan 20GB	20GB	£15.00
EE 3G MBB Plan 20GB	20GB	£20.00
EE 3G MBB Plan 20GB	20GB	£25.00
EE 3G MBB Plan 20GB	20GB	£30.00
EE 3G MBB Pay as you consume	A data pass must be purchased before data can be consumed **	

** EE 3G MBB Pay as you consume - A data pass must be purchased before data can be consumed for data pass pricing please see EE 3G Non-Standard price guide.

Service Type	Included in Allowances 3GEE Plans	Cost of Calls or Services Made Outside of Allowances (Inc. VAT) ¹
Callsto UK mobile numbers	✓	55p per minute ²
Callsto certain MVNO numbers ³	X	55p per minute ²
Callsto landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	55p per minute ²
Callsto Freephone (080) & (116) ^{4, 5}	X	Free
Callsto 08 & 09 numbers	X	Access Charge of 55p per minute plus a Service Charge
Callsto 084 and 087 numbers	X	Access Charge of 55p per minute plus a Service Charge
Callsto numbers starting in 0500	X	20p per minute ²
Callsto retrieve voicemail	✓	55p per minute ²
Text messages to UK mobile numbers ⁵	✓	15p per message
Text messages to certain MVNO numbers ^{3, 5}	X	15p per message
Picture messages	X	55p per message
BT Sport app	✓	£5 each month
Callsto Customer Services (During Normal working hours)	✓	Free
Callsto Customer Services (During Extended Working Hours) ⁶	✓	50p per call ²
Call divert ⁷	✓	Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below ^{1, 8}	✓	55p per minute ² 15p 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 ^{1, 8}	✓	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 destinations as listed in the table above.

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 phone or via the EE website, ee.co.uk

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 15GB 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.