

What it costs

Precept 3000 plan.

(not available in store)

Each year in March, the price of your monthly plan will increase in line with the Retail Price Index (RPI) rate of inflation as published in January by the Office for National Statistics. To check your current monthly price plan charge just check your latest bill or My EE.

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.

Monthly line rental	
Prices	£82.01
Inclusive minutes (each month) Local and national calls and calls to other EE (UK) customers at any time	3000
Rollover	No
Itemised bills	Free
Call charges (per minute) for voice, fax and data calls from the UK	
Local and national calls	50p
Calls to other EE UK customers	50p
Calls to other UK mobile operators' customers**	50p
Voicemail message retrieval	Free
Text message charges (per message) from the UK	
To other EE (UK) customers	15p
To other UK mobile operators' customers**	15p

There is an extra monthly charge of £3 with any payment method other than direct debit (except for registered business customers).

Prices correct as at 01st April 2020.

1 Includes error, confirmation, notification messages and commands. We will try to deliver messages for up to 72 hours.

You'll be charged only once for any message we try to deliver to you.

*Please go to the "Help & Support" section of our website, ee.co.uk, for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

**Including Orange customers.

2 The prices shown above include VAT at 20%.

Points to note.

- Your **inclusive minutes allowance** (shown on your bill as 'inclusive time' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls (but excludes calls to the EE WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance.
- If a pay monthly plan has **rollover**, unused inclusive minutes from one monthly billing period are 'rolled over' for use during the next monthly billing period, up to the amount of inclusive minutes in your monthly allowance. Unused inclusive minutes are not refundable. Any inclusive minutes we may allow you are limited to the specific circumstances in which it was given. You cannot add it to any allowances you may already have from previous promotions.
- **If your inclusive minute allowance runs out during a call**, we will charge you for the remainder of that call.
- The allowance you have used is worked out when we print your bill. You can **get an estimate of the amount you have used** by calling the EE account enquiry service (dial 150) (not available on Precept Max). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- As a EE UK customer on a pay monthly plan, **you will receive a regular bill**. All monthly charges and inclusive minute allowances you receive will be proportionate to part months used, except where this would conflict with our agreement with you.
- **Per second charging** applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call. However, if the call exceeds two hours in length and crosses into a different part of the day (for example, from 'daytime' to 'evening'), the remainder of the call will be charged at the new rate.
- On the bill, 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 minimum charge per call of 2p unless otherwise stated.
- Free voicemail retrieval applies to the retrieval of messages when using the EE service in the UK.
- The **WAP access charges** in this booklet apply only for use of the EE WAP service using circuit switched data (CSD).
- Diverted calls are charged at the local or national fax/data call rate or, if appropriate, the relevant mobile or special number rate for fax/data calls. Diverted calls are not included in any inclusive time you may have.
- Additional charges may apply whilst using your EE phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on www.ee.co.uk or our 'Non standard charges' leaflet.
- EE reserves the right to vary or withdraw any individual or additional service with 30 days notice.
- A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.



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