

## What it costs

# Flex Plans

For all new customers and customers who migrate price plan after 1st April 2009

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 for contract length <sup>2</sup> 18 months	Flex 35	Flex 40	Flex 50	Flex 60	Flex 75	Flex 100
Monthly Cost (incl. VAT)	£44.30	£50.65	£63.34	£76.00	£94.99	£126.68
Inclusive monthly allowance to spend on calls and texts to UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time and picture messages to customers of UK mobile networks <sup>10</sup>	£183.81	£229.79	£331.91	£434.04	£587.23	£791.49
Maximum number of users	1					
Rollover	No					

Service Type	Cost of Calls Made Outside of Allowances (incl. VAT) <sup>2,3,5</sup>
Calls to UK mobile numbers	50p per minute
Calls to numbers starting with 01, 02 or 03 (not including Jersey, Guernsey and the Isle of Man)	50p per minute
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>9</sup>	Access Charge of 50p per minute plus a Service Charge
Calls to landlines in selected countries from the UK <sup>10</sup>	50p per minute
Calls to customers of mobile networks in selected countries from the UK <sup>10</sup>	£1.021
Calls to Freephone (080) & (116)	Free <sup>7</sup>
Checking voicemail in the UK	50p per minute
Text Messages to UK mobile numbers	15p per message <sup>1,2,4</sup>
To customers of mobile networks in selected countries from the UK <sup>10</sup>	20.4p per message
Picture Messages	50p per message
Calls to Customer Services (During Normal Working Hours)	Free <sup>8</sup>
Calls to Customer Services (During Extended Working Hours)	50p per call <sup>8</sup>
Call Divert	Standard Call Rates Apply <sup>6</sup>

Prices correct as at 01st April 2020. The monthly line rental shown above includes VAT at 20%.

1. Applies to messages sent from your phone or via the EE website [www.ee.co.uk](http://www.ee.co.uk).
2. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, 08 services and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Your monthly payment may also include inclusive internet on your phone. See 'points to note' for more information.
3. Calls made within your allowance are charged on a per second basis.
4. Calls & text message 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. See 'points to note' for more information.
5. Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
6. Call divert is included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
7. 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 & Support" section of our website, [ee.co.uk](http://ee.co.uk).
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. Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for a list of Service Charges.
10. You'll have to promise to stay with us for 18 months and pass our standard credit check. All Flex inclusive minutes and texts are from the UK only. Three types of calls are included: UK calls, international calls and calls to 08 numbers. There is always a one minute minimum call charge for all these types of calls and we may ask you to pay a deposit before you can make any international calls. Flex inclusive UK minutes and texts are to all UK mobiles and numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and the Isle of Man) and to check voicemail at any time. Picture messages are for messages to any UK mobile. UK calls cost 50p per minute, a text message costs 15p and a picture message costs 50p, both whilst you are using your allowance and once it's been used up. This plan comes with a fair use policy for calls to 08 and 0500 numbers and for included international calls. So that we can provide these inclusive services for our Flex customers, you may only use up to half of your inclusive allowance for any calls to 08 or 0500 numbers and only up to half for any international calls. We'll monitor your use each month and if you use more than that, we

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may restrict how you can use your plan, what you pay and/ or move you to a more appropriate plan, depending on how often you go over your amount and by how much. Flex inclusive international calling minutes are to the customers of overseas mobile networks and overseas landline numbers to a selection of countries, excluding calls to non-geographic and premium rate numbers. Inclusive international text messages are to the customers of particular overseas mobile networks in those countries, see ee.co.uk for details. Inclusive international picture messages are to the customers of particular overseas mobile networks in 10 of the 50 countries marked\* below only, see ee.co.uk for details. These international calls to mobiles cost £1.021 a minute and calls to landlines cost 50p per minute (apart from calls to the USA and Canada, which cost 50p per minute to both mobiles and landlines) and texts and picture messages cost 20.4p each, both whilst you are using your allowance and once it's been used up. The current list of international countries that are included is: Australia, Austria\*, Bangladesh, Belgium, Bulgaria, Canada, Channel Islands, China, Croatia, Cyprus, Czech Republic\*, Denmark, Estonia, Finland, France, Germany\*, Ghana, Greece\*, Hong Kong, Hungary, India, Indonesia, Ireland, Isle of Man, Israel, Italy\*, Jamaica, Japan, Latvia, Lithuania, Luxemburg, Malaysia, Netherlands\*, New Zealand, Norway, Pakistan, Poland\*, Portugal\*, Romania, Russia, Singapore, Slovakia\*, Slovenia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland\*, Taiwan, Thailand, Trinidad & Tobago, Turkey, USA. Flex inclusive 08 number calls are to numbers starting with 0800, 0808, 0845, 0844, 0843, 0842 and 0870, except those which are free to call (see ee.co.uk). Calls to numbers starting with 0500 are included too. All these calls cost 50p per minute, both whilst you are using your allowance and once it's been used up. Remember that you won't be able to get any discounts on the charges to call or text inclusive international countries. If you add an international calling booster offering a bundle of international minutes to one of the countries included here, the minutes from your booster will be used first. If you join Flex before 30 June 2009 you'll get web'n'walk included in your plan at no extra cost. You may lose your web'n'walk if you move, renew or upgrade your plan. You'll need a compatible phone and internet coverage, check it at ee.co.uk. Remember that you can only use web'n'walk in the UK and you can't use your phone as a modem or use web'n'walk for peer to peer file sharing, instant messaging (except if you have a Sidekick or G1) or making internet phone calls. This plan comes with a fair use policy of 1GB a month. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our web'n'walk customers. If you use more than your fair use policy amount, we won't charge you anymore, but we may restrict how you can use your plan, depending on how often you go over your amount and by how much.

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, 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.

# Points to note

## General

- 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.
- **Fair Use Policy:** To ensure the provision of a quality service to all our customers and to ensure that the behaviour of some does not disadvantage the majority of our customers, we may request customers who make excessive use of inclusive calls to reduce their usage of these calls. If usage continues to be excessive, EE may move these users to another plan from a selected range, and they may lose the right to move back to that original plan. EE currently considers 'excessive' use to be more than 3000 minutes of inclusive calls per month. We reserve the right to vary this policy, but we will notify you if we do.
- **If your inclusive minute allowance runs out during a call**, we will charge you for the remainder of that call.
- 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 you **move between any of these pay monthly plans with rollover**, you can carry forward any unused allowance from your previous plan to your next plan.
- 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). 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.
- When you join a EE pay monthly plan, **you should be sent your first bill within 2 weeks of becoming a customer**. Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- **Per minute 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.
- A call ends when:
  - a) you end the call on your device;
  - b) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
  - c) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call.
- 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.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. 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/priceguides](http://www.ee.co.uk/priceguides) 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.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.



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