

What it costs

Flex 40 (12 months).

Available between 1 December 2007 and 26 June 2008

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 1 month rolling contract	Inc VAT
Prices effective from March 2016.	£44.89
Inclusive allowance	
Inclusive monthly allowance to spend on calls to UK local and national numbers, calls, texts and picture messages to customers of UK mobile networks	£153.19
Maximum number of users	1
Rollover	No
Call charges (per minute) for voice, fax and data calls	
Calls to other EE UK customers	50p
Local and national calls	50p
Calls to UK mobile operators' customers	50p
Voicemail message retrieval	50p
Text message charges (per message)	
To other EE UK customers ^{1,2}	15p
To other UK mobile operators' customers ^{1,2}	15p
Calls to customer services	
Calls to Customer Services (During Normal Working Hours) ⁴	Free
Calls to Customer Services (During Extended Working Hours) ⁴	50p per call

Prices effective from 01st April 2020.

The prices shown above include VAT at 20%.

All calls to Customer Services, including the automated service will be charged at 50p per minute, with a maximum call charge of £5.

- 1 Applies to messages sent from your mobile phone or via the EE website; www.ee.co.uk
 - 2 You will be charged for messages sent to non GSM networks.
 - 3 Applies to messages sent from your mobile phone or via the EE website; www.ee.co.uk
 - 4 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".
- For details of roaming mobile internet charges please refer to our 'Non standard charges' leaflet.

*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.

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 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). 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 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 for pay monthly customers, 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; or
 - 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, 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 minimum charge per call of 2p unless otherwise stated.
 - 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 minutes 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.
- ▲ 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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