

## What it costs

# Free Time Max 18 months online plan.

Available between 1 July 2004 and 30 September 2004

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 Charge	
Prices from May 2013	£33.67	
<b>Inclusive allowance</b>		
Inclusive minutes (each month) Local and national calls and calls to other EE UK customers during the evening and weekend from th UK	3000	
Rollover	n/a	
Service Type	Included in Allowance? <sup>1,2</sup>	Cost of Calls Made Outside of Allowances (inc. VAT) <sup>3</sup>
Calls to EE mobile numbers	✓	50p per minute <sup>4</sup>
Calls to other UK mobile numbers (including Orange and EE customers)	✗	50p per minute
Calls to Landlines (numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	50p per minute
Calls to 08, 09 & 118 numbers (not including Freephone 080) <sup>8</sup>	✗	Access Charge of 50p per minute plus a Service Charge
Calls to Freephone (080) & (116)	✗	Free <sup>5</sup>
Calls to retrieve voicemail	✗	Free
Text Messages to UK mobile numbers	✗	15p per message <sup>6</sup>
Picture Messages	✗	50p per message
Calls to Customer Services (During Normal Working Hours)	✗	Free <sup>7</sup>
Calls to Customer Services (During Extended Working Hours)	✗	50p per call <sup>7</sup>
Call Divert	✗	Standard Call Rates Apply

Prices correct as at 01st April 2020.

The prices shown above include VAT at 20%

### The legal stuff you need to know:

- 1 Your inclusive minutes are from the UK to UK mobile customers and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).
- 2 Calls made within your allowance are charged on a per second basis.
- 3 Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute 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 Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk
- 6 Applies to messages sent from your phone or via the EE website www.ee.co.uk
- 7 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".
- 8 Please see ee.co.uk/ukcalling for a list of Service Charges

\* 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.

- **Fair Use Policy;** To ensure the provision of a quality service to all of 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 the 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.
- **Your Inclusive minute allowance** (shown on your bill as 'inclusive minutes or 'allowance') is the number of inclusive minutes and text messages included in your monthly plan. Your allowance includes voice, fax, data calls but excludes WAP (over GPRS) and calls made whilst abroad. Your text message allowance includes text messages sent to any UK mobile operators' customers, including via Group Text, but excludes all other text messages sent whilst abroad
- **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 free 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.
- 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.
- 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 minutes you may have.
- Additional charges may apply whilst using your EE phone abroad.
- 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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P A P E R



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