

# PLAN PRICE GUIDE

## 4GEE WiFi 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 WiFi 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 4GEE WiFi device.

## Plan Types:

Choose from an Essential (tablet only) or Smart Plan, see our Price Guide at pages 4-6 below for details of your inclusive allowances. If you're on a Smart Plan, your monthly payment will also include access to some or all of the additional benefits described below. The Price Guide will detail which benefits apply to you and your chosen plan. You'll have to pass our standard credit check and promise to stay with us for the minimum term outlined (in the Price Guide below) for your price plan. Your monthly payment is for using mobile internet on your device. Your inclusive data allowance is for use when in the UK and in the EU. When in the EU you may be subject to a data fair use policy (see below for details). Plans are for normal person to person use from your device and are subject to your acceptance of our standard terms and conditions for pay monthly services.

## UK Use:

You'll need 3G or 4G coverage to use mobile internet on your device and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. 4G isn't available everywhere in the UK. You'll also need a 4G SIM and a 4G device compatible with our network. Your 4G device may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage). 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. 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.

## European Roaming:

Inclusive roaming benefits are available to UK based customers only. Roaming is not available on 4GEE Router tariffs. Our Europe Zone presently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guiana, French West Indies, 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 when 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.*

## Fair Use Amount:

If your domestic data allowance is greater than 50GB, you will be subject to a fair usage policy of 50GB whilst you are roaming in our Europe Zone: this means you can use a maximum of 50GB from your data allowance while roaming. After you have used 50GB data outside the EU, surcharges will apply for you to keep using data. The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier).

- 1MB £0.36

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.00036 or 0.036p). Whether you have a FUP, and subject to the above surcharges, after exhausting your fair use amount, or if you have a domestic allowance of 50GB or less and are therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy an out of bundle UK/EU data add-on to continue using data. Details of these data add-ons (and the surcharges mentioned above) can be found in the price guide

### Speeds:

Speeds outside the UK always depend on the network you connect to and 4G 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 monitor your stable link to the UK based on a combination of your presence in the UK and usage in the EU/EEA/Switzerland. We will consider you to have a stable link to the UK if more than 50% of mobile services are used in the UK within a four-month period. In respect of your presence in the UK, more than 50% of your time must be spent in the UK with every day that you log into the UK or overseas network being counted. Days where you have not logged on to any network (e.g. device is switched off) will not be taken into account in determining whether there is a stable link to 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.

You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

### Additional Benefits

#### 4G Speeds in UK

The speeds you achieve will also 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 indoors, the materials of the building you're in may also affect mobile internet speeds.

### Smart Plan Tablet Customers

Smart Plans give you access to a range of swappable benefits. Once you've chosen, you can change your swappable after a short period of up to 30 days. Choose your swappable benefit at purchase, via My EE or by texting 150, for more details go to [ee.co.uk/passess](https://ee.co.uk/passess) We may at any time change the range of swappables available, the content of swappables or the minimum length of time each must be active for. We will try to notify active users of the affected swappable if we do this but are not obliged to. Each swappable may take up to 24 hours to activate. Third party subscriptions may be required.

### 4GEE WiFi Customers (plans with 30GB or more)

Included in your plan is Roam Further. Access your standard plan allowances in the USA, Canada, Mexico, Australia and New Zealand in addition to the UK & EU/EEA. Remember, data fair use policy outside UK of 50GB applies. See [ee.co.uk/terms](https://ee.co.uk/terms) for countries and details. Allowances last until next bill or until used up, whichever comes first. Allowances don't roll over. Our stable links policy applies, as set out in the Plan Terms. Once you have used up the allowance, or hit your 50GB fair use amount, standard rates apply as set out in the Non-Standard Price Guide.

### 10% Multi-Plan Saving

Available only to existing pay monthly customers of EE, Orange or T-Mobile taking an additional pay monthly plan on EE in the same name only. Saving off monthly line rental for additional plan only. 30 day plans not included. 4GEE Home Router plans not included. Saving will be removed if you cancel the original plan. RPI increase based on undiscounted amount. Not available with any other offer. See [ee.co.uk/terms](https://ee.co.uk/terms) for full terms.

Pay Monthly Tablet, 4GEE WiFi & 4GEE WiFi SIM Pricing

Available from 1<sup>st</sup> May 2019.

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.

4GEE WiFi Plans:

24 Month Plans				
Monthly cost (Inc. VAT)	£13.00	£22.00	£28.00	£40.00
Data	5GB	15GB	30GB*	50GB*

30 Day Plans				
Monthly cost (Inc. VAT)	£15.00	£25.00	£32.00	£45.00
Data	5GB	15GB	30GB*	50GB*

\*Plans 30GB and above include Roam Further

4GEE WiFi SIM Plans:

24 Month Plans				
Monthly cost (Inc. VAT)	£12.00	£21.00	£27.00	£39.00
Data	5GB	15GB	30GB*	50GB*

12 Month Plans				
Monthly cost (Inc. VAT)	£13.00	£22.00	£28.00	£40.00
Data	5GB	15GB	30GB*	50GB*

30 Day Plans				
Monthly cost (Inc. VAT)	£15.00	£25.00	£32.00	£45.00
Data	5GB	15GB	30GB*	50GB*

\*Plans 30GB and above include Roam Further

Tablet Plans:

24 Month Tablet Essential Plans																
Monthly cost (Inc. VAT)	£20	£25	£31	£34	£37	£40	£42	£45	£50	£55	£60	£65	£70	£75	£80	+£5 increments up to £125
Data	2GB															

24 Month Tablet Smart Plans																
Monthly cost (Inc. VAT)	£26	£31	£37	£40	£43	£46	£48	£51	£56	£61	£66	£71	£76	£81	£86	+£5 increments up to £131
Data	20GB															

4GEE Home Router Plans:

18 Month Plans					
Monthly cost (Inc. VAT)	£40.00	£50.00	£60.00	£70.00	£80.00
Data	50GB	100GB	200GB	300GB	500GB

30 Day Plans					
Monthly cost (Inc. VAT)	£40.00	£50.00	£60.00	£70.00	£80.00
Data	50GB	100GB	200GB	300GB	500GB

Indirect Retail Plans:

(Guideline pricing only, final price decided by retailer)

4GEE WiFi 24 Month Plans					
Monthly cost (Inc. VAT)	£18.00	£23.00	£28.00	£33.00	£43.00
Data	15GB	20GB	30GB	50GB	75GB

4GEE WiFi 30 Day Plans					
Monthly cost (Inc. VAT)	£20.00	£25.00	£30.00	£35.00	£45.00
Data	15GB	20GB	30GB	50GB	75GB

Service Type	Cost of Calls Made Outside of Allowance (Inc. VAT)
Calls to UK mobile numbers	65p per minute
Calls to certain MVNO numbers	65p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	65p per minute
Calls to Free phone (080) & (116)	Free
Calls to 08 & 09 numbers (not including Freephone 080)	Access Charge of 65p per minute plus a Service Charge
Calls to 084 and 087 numbers	Access Charge of 65p per minute plus a Service Charge
Calls to numbers starting in 0500	20p per minute
Calls to retrieve voicemail	65p per minute
Test Messages to UK mobile numbers	16p per message
Text Messages to certain MVNO	16p per message
Picture Messages	65p per message
BT Sport App	£10 per month (included in 24m Tablet 4GEE Max Plans)
Calls to customer service (during normal working hours)	Free
Calls to customer service (during extended working hours)	55p per call <sup>3</sup>
Call Divert	Standard Call Rates Apply
Roaming minutes and text back to the UK (when traveling in selected countries as set out below)  Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, French West Indies, 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, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	Standard Call Rates Apply
Minutes and text to landlines and mobiles within certain countries (when travelling in certain countries as set out below)  Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, French West Indies, 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, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	Standard Call Rates Apply

1.

Data when using VoIP service, use will be deducted from your inclusive data allowances.
2.

A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis
3.

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".

Please go to the help section of our website, ee.co.uk for details around ‘non-standard’ charging which can be found in our Non-Standard Price Guide. 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. Thereafter, calls are charged on a per minute basis. Applicable service charges may include a pence per minute charge, a flat charge per call, or a combination of an initial call connection fee and then a pence per minute charge; see ee.co.uk/ukcalling. Remember that calls to these numbers are not included in your monthly allowance.

## Plans taken between 4th November 2016 and 16th August 2017

If you took out an MBB or Data SIM plan after the 4th November 2016, or a tablet plan between 4th November 2016 and 16th Aug 2017, the out of bundle rates you are charged may be lower as follows:

Services Outside Your Price Plan	Cost
Standard UK charges	
Calls to mobiles, landlines and voicemail	40p per minute
Access charges for calling numbers starting with 08/09/118	44p per minute
PICTURE MESSAGES (UK + Roaming)	40p per picture message
INTERNATIONAL CHARGES	
Outgoing calls to international destinations from UK (per min)	
Zone 3 – Canada, US, Virgin Islands	£1 per minute
Zone 4 – Australia, New Zealand	£1 per minute
Zone 5 – Rest of the World	£1 per minute
Outgoing SMS to international destinations from UK – EU, Ireland, Channel Islands, Canada, US, Virgin Islands, Australia, New Zealand and Rest of the World	25p

## Points to note

Calls within the UK only are calls made or received in England, Wales, Scotland or Northern Ireland. As you’ll know, the Channel Islands and the Isle of Man are not part of the UK. That means that, although customers of networks there will have a telephone number starting with 01, 02, 03 or 07, calls to those numbers from the UK will be classed as a call to an EE Roaming Zone. See our Non Standard Price Guide for more information.

### Roaming Data

Your inclusive allowances are for using data whilst travelling in any of the following countries: Austria, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland.

### Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for ‘follow me’ services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Charges for calls to these numbers may vary. See our Non Standard Price Guide for more information.

### Internet options & WiFi

You'll need 3G or 4G coverage to use mobile internet on your phone and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage.

For further information on terms and conditions please see 'Non Standard Price Guide'. Non Standard Price Guide also includes the prices and terms and conditions for all our other additional services, like using your phone abroad if you don't get an inclusive roaming allowance and calls to premium rate numbers.

### General

- ☐

A text message consists of up to 160 characters. If you send a longer message, to a number excluded from your allowance, you will be charged for two or more text messages as appropriate.
- ☐

You can get an estimate of your out of allowance usage by calling 150 or by visiting MyEE. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- ☐

Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate. ☐ Charging starts when a call is answered by a person or an answering device.
- ☐

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 one minute minimum charge unless otherwise stated.
- ☐

When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first month's charge will be proportionate to the number of days from your date of joining to the end date of your bill.
- ☐

Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

Information correct as of 01st April 2020

X18MB2430 X18MB0121 X18TB2428 X18TBIN04  
X18MB2431 X18MB0148 X18TB2429 X18MB1240  
X18MB2432 X18MB0150 X18TB2430 X18MB1241  
X18MB2433 X18MB0151 X18BB1801 X18TB2426  
X18MB2434 X18MB0152 X18BB1802 X18TB2427  
X18MB2435 X18TB2401 X18BB1803 X18TBIN02  
X18MB2436 X18TB2402 X18FB1805 X18TBIN03  
X18MB0142 X18TB2403 X18FB1807  
X18MB0144 X18TB2404 X18BB0101  
X18MB0145 X18TB2405 X18BB0102  
X18MB0147 X18TB2436 X18BB0103  
X18MB2435 X18TB2437 X18FB0104  
X18MB2437 X18TB2438 X18FB0106  
X18MB2438 X18TB2439 X18MB0131  
X18MB2439 X18TB2440 X18MB0132  
X18MB2440 X18TB2421 X18MB0133  
X18MB2441 X18TB2422 X18MB0134  
X18MB1236 X18TB2423 X18MB0136  
X18MB1237 X18TB2424 X18MB0146  
X18MB1239 X18TB2425 X18TBIN01