

# PLAN PRICE GUIDE

## Mobile Broadband/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.

## Car WiFi Pay Monthly Plans:

Plans are for mobile internet use only. Supports up to 10 compatible devices. The more devices you have connected to your mobile WiFi device at the same time, the slower your internet connection will be. 12v power supply required. The device is designed for in-car passenger use only and you are responsible for using the device in such a way that complies with all relevant laws, including road safety law. We will not be responsible to you if you do not. See [ee.co.uk](http://ee.co.uk) or your in-box literature for more information about using your equipment safely. In some makes & models, you will need to plug the device into an alternative, non-dashboard 12v power supply. Please ask in store for more information. As of November 2014, 5 cars have been identified by our tests as not being compatible with Car WiFi from EE.

## Plan Types:

Choose from a 4GEE Essential or 4GEE Max Plan, see our Price Guide at pages 4-6 below for details of your inclusive allowances. If you're on a 4GEE Max Plan, your monthly payment will also include access to enhanced 4G speeds and 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 24 months. 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 (and selected other countries on Max plans). 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:

If you have a 4GEE Essential Plan you will get our standard roaming data speeds when in the EU. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi--mobile-broadband--terms/ee-traffic-management-for-mobile-broadband> for more info. If you want access to faster speeds you will be able to buy one of our Max plans or a speed add-on (where available). If you are on a Max Plan you'll get access to the fastest available speeds when abroad.

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:

You must comply with the EE fair use policy which includes you being a permanent resident in, or having a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four-month period, you:

- spend a total of two months or more within the UK; or
- mainly use your inclusive voice, text or data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with EE's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may apply a surcharge for all future usage. Surcharges are set out above and we will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy. 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

4GEE Essential Plans give you access to speeds of up to 60Mbps in the UK. 4GEE Max Plans give you uncapped speeds in the UK. 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.

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.

Access to our enhanced 4GEE speeds will also be impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Such equipment is not available everywhere in the UK and so you should check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage) before selecting your plan.

### Max Plan Customers

As well as EU roaming, Max plan customers will also be able to take their inclusive allowance to Australia, Canada, Mexico, New Zealand and the USA.

### 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](http://ee.co.uk/terms) for full terms.

### BT Sport App

BT Sport App (Inclusive Access on 4GEE Max plans only)

To use the App you'll need a compatible device containing an EE SIM card. The App is for personal, non-commercial use only. You must download and use the App on a device that uses the latest IOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content") Before using the App, you must ensure that you or your household has a TV license. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

Before downloading the App you must visit [www.bt.com/eesport](http://www.bt.com/eesport) to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit [www.bt.com/privacy](http://www.bt.com/privacy) for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here [www.ee.co.uk/privacy-policy](http://www.ee.co.uk/privacy-policy).

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programs, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit [ee.co.uk/terms](http://ee.co.uk/terms) to read the latest version of our terms and conditions). Other terms apply, see [www.ee.co.uk/btsportaddonterms](http://www.ee.co.uk/btsportaddonterms)

## Terms BT Customer on 4GEE Home Trial (December 2018)

1. This offer is available by invitation only to BT Broadband customers. Selected customers will be offered the option to take 4GEE Home.
2. By signing up to take 4GEE Home, you're signing up for an 18 month minimum term pay monthly contract on our 4GEE Terms and Conditions. The 18 month minimum term starts running from the moment you place your order from us. Whilst your BT Broadband will be billed as normal during the Trial Period, you will receive the 4GEE Home Service free of charge for an initial two month trial period. We call this the "Trial Period".
3. During the Trial Period, you may contact us to cancel your 4GEE Home service for any reason. If you do, you won't be charged any early termination fees for the 4GEE Home service.
4. Once you've asked to cancel the 4GEE Home service in the Trial Period, we will process this immediately.
5. However, when cancelling the 4GEE Home Service in the Trial Period, the following will also apply:
  - a. You must return the 4GEE Home equipment provided to you to us within 30 days of cancelling a service.
  - b. We'll give you some pre-paid packaging for this.
  - c. If you don't return the 4GEE Home equipment within 30 days of cancelling 4GEE Home, you'll have to pay the full cost of the equipment.
6. At the end of the Trial Period, you will have the option to choose whether you would like to continue with 4GEE Home or BT Broadband. If you choose to stay with 4GEE, your BT Broadband billing will be stopped, with no early termination fees. However, you can elect to retain your BT Home Phone Service.
7. If you don't contact us during the Trial Period, or do not respond to our attempts to contact you, your 4GEE Home minimum term will run, and be billed, as normal following the end of the Trial Period and your BT Broadband service and billing will stop.
8. However, at the end of the Trial Period, BT reserves the right to terminate your 4GEE Home Service, based on low/no service usage and continue BT Broadband service and billing as normal.



4GEE Home Plans:

18 Month Plans					
Monthly cost (Inc. VAT)	£45.00	£55.00	£70.00	£90.00	£100.00
Data	50GB	100GB	200GB	300GB	500GB

30 Day Plans					
Monthly cost (Inc. VAT)	£45.00	£55.00	£70.00	£90.00	£100.00
Data	50GB	100GB	200GB	300GB	500GB

Indirect Retail Plans:  
(Guideline pricing only, final price decided by retailer)

MBB 30 Day Plans						
Monthly cost (Inc. VAT)	£11.00	£17.00	£21.00	£25.00	£35.00	£60.00
Data	1GB	4GB	15GB	20GB	50GB	75GB

Tablet Plans				
Monthly cost (Inc. VAT)	£16.20	£18.00	£23.40	£36.00
Data	2GB	2GB	20GB	20GB

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

EE Extra plan only: on this plan, 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	
X18MB2432	X18MB0150	X18TB2430	
X18MB2433	X18MB0151	X18BB1801	
X18MB2434	X18MB0152	X18BB1802	
X18MB2435	X18TB2401	X18BB1803	
X18MB2436	X18TB2402	X18FB1805	
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	
X18MB1240	X18TB2426	X18TBIN02	
X18MB1241	X18TB2427	X18TBIN03	

