

# 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. 12volt 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 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, 4GEE 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 4GEE 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 select 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

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.

Our Europe Zone presently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, 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 in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone.

#### 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.

When the FUP applies to you, once you have used up 50GB when roaming, we will notify you and you'll have to buy a data add-on if you want to keep using data when roaming.

Whether you have a FUP or not, if you use up all of your domestic data allowance when you are outside the UK, you'll need to buy a new data add-on to continue using data.

#### Speeds:

If you have a 4GEE Essential Plan or a 4GEE Plan 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:

EE plans are intended for customers with a stable link to the UK who travel abroad periodically. They are not intended for customers roaming on a permanent or semi-permanent basis. We will consider you have a stable link to the UK if spend a total of 60 days or more during any 120 day period within the UK. If your usage abroad in the EU/EEA exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use or block your SIM card and roaming services. We'll let you know before we do anything.

#### Sharer Plans:

Sharer plans allows an overall data allowance to be shared between multiple connections within a group. The lead account may only have one Shared 4GEE or 4GEE Max plan. A maximum of 5 connections, including the lead account, are permitted. A minimum term on each connection forming part of the Shared 4GEE or 4GEE Max plan applies. The lead account holder is responsible for all charges incurred outside of individual plan

allowances. The lead account holder may block particular usage for any connection. Subject to any such blocks, the lead account holder consents to and is responsible for charges incurred by any connection, including roaming and data add-ons. Data allowances are shared across all connections within the Shared 4GEE plan. Inclusive BT Sport App access available to lead account holder only. Other terms apply, see ee.co.uk/terms and search for "Shared 4GEE Plans" within our pay monthly terms hub.

#### Additional Benefits

##### 4GEE Speeds in UK

4GEE Essential Plans and 4GEE Plans gives 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 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 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. 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 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 licence. 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 programmes, 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)

# Pay Monthly Mobile Broadband, Tablet & SIM Pricing

Available from 1<sup>st</sup> June 2017

Price Guide updated and all charges applicable from 20th January 2020

## Mobile Broadband Plans:

24 Month Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£12.83	£19.24	£24.58	£31.00
Data	2GB	4GB	15GB	30GB

30 Day Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£13.88	£20.29	£25.66	£32.06
Data	2GB	4GB	15GB	30GB

## Internet On The Go

24 Month Plans			
	4GEE Essential Plans	4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£9.30	£11.48	£14.23
Data	2GB	4GB	8GB

## Data SIM Plans:

24 Month Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£11.45	£17.70	£22.90	£29.14
Data	2GB	4GB	15GB	30GB

12 Month Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£12.83	£19.24	£24.58	£31.00
Data	2GB	4GB	15GB	30GB

1 Month Plans				
	4GEE Essential Plans		4GEE Plans	4GEE Max Plans
Monthly cost (Inc. VAT)	£13.88	£20.29	£25.66	£32.06
Data	2GB	4GB	15GB	30GB

## Tablet Broadband Plans:

24 Month 4GEE Essential Plans								
Monthly cost (Inc. VAT)	£18.61	£21.91	£27.37	£33.95	£40.52	£47.10	£52.60	£85.46
Data	2GB							

24 Month 4GEE Plans								
Monthly cost (Inc. VAT)	£21.35	£24.62	£30.11	£36.70	£43.26	£49.85	£55.32	£88.20
Data	10GB							

24 Month 4GEE Max Plans								
Monthly cost (Inc. VAT)	£24.10	£27.37	£32.87	£39.44	£46.01	£52.60	£58.07	£90.92
Data	20GB							

## 4GEE Home Plans:

12 Month Plans			
Monthly cost (Inc. VAT)	£27.37	£54.78	£82.18
Data	10GB	50GB	100GB

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	£5 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)	50p 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, 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, 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](http://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](http://ee.co.uk/ukcalling). Remember that calls to these numbers are not included in your monthly allowance.

## 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](http://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 at 20th January 2020

X17MB0122	X16TB2440	X16TB2464
X17MB0123	X16TB2441	X16TB2465
X17MB0124	X16TB2442	X16TB2466
X17MB0125	X16TB2443	X16TB2467
X17MB0127	X16TB2444	X16FB1211
X17MB0128	X16TB2445	X16FB1212
X17MB0129	X16TB2446	X16FB1213
X17MB0130	X16TB2447	X16X24G04
X17MB1225	X16TB2452	X16X24G05
X17MB1226	X16TB2453	X16X24G06
X17MB1227	X16TB2454	
X17MB1228	X16TB2455	
X17MB2421	X16TB2456	
X17MB2422	X16TB2457	
X17MB2423	X16TB2458	
X17MB2424	X16TB2459	
X17MB2426	X16TB2460	
X17MB2427	X16TB2461	
X17MB2428	X16TB2462	
X17MB2429	X16TB2463	

