

# PLAN PRICE GUIDE

## Mobile broadband pay as you go

Available from 21<sup>st</sup> February 2018

Plans (Data given all at once to use within a set time)

| PAYG Plans |       |           |
|------------|-------|-----------|
| Price      | Data  | Valid For |
| £1.00      | 200MB | 30 Days   |
| £7.00      | 2GB   |           |
| £30.00     | 6GB   | 60 Days   |
| £40.00     | 10GB  |           |
| £60.00     | 20GB  |           |

Add-Ons (Data available to purchase after initial allowance has expired)

| Data Add-Ons |       |           |
|--------------|-------|-----------|
| Price        | Data  | Valid For |
| £2.00        | 200MB | 30 Days   |
| £7.00        | 2GB   |           |
| £15.00       | 6GB   |           |
| £19.00       | 10GB  |           |
| £25.00       | 20GB  |           |
| £17.00       | 6GB   | 90 Days   |
| £22.00       | 10GB  |           |
| £35.00       | 20GB  |           |
| £44.00       | 30GB  |           |

## Points to note: Your account, top up & mobile broadband data

### Your account

When you join EE on a preloaded PAYG mobile broadband plan we'll provide you with a 4G enabled SIM card that is pre-loaded with an allowance of data. If you don't already have a 4G compatible mobile broadband device from us, you can choose a mobile broadband package that includes a mobile broadband device.

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

The SIM card we provide you for use in your compatible mobile broadband device is enabled for data and SMS use. You can send SMS using the messaging facility at [www.ee.co.uk](http://www.ee.co.uk) You'll be charged for each message sent using this facility and the cost will be deducted from your account's top up credit.

An SMS consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.

Data will expire at the end of the time allocated to your pre-loaded allowance or add-on's usage period or once you've

used your allowance of data, whichever comes first. Remember, you cannot purchase a new data add-on until your inclusive allowance has expired or you have used all the data available. If you don't use your data allowance within either the time allocated to your data plan any unused data will not be rolled over and you'll lose it. We won't charge you any more if you reach your data allowance, but you won't be able to use the internet. To continue to use mobile broadband once you've reached your data allowance, you will need to buy a new UK data add-on. The cost of the add-on will be deducted from your mobile broadband account's top up credit. You can buy credit using your credit or debit card in our online portal or using an E-Top Up card in shops displaying the green E-Top Up logo. If you use an E-Top Up card, its terms of use will also apply to you. Visit [ee.co.uk/terms](http://ee.co.uk/terms) for more information. If you're using a credit or debit card please remember that the terms and conditions of your card's issuer will apply and you must follow the fraud prevention measures it recommends.

Any data add-on purchased from the online portal will expire at the end of the time allocated to your add-on's usage period or once you've used your allowance of data, whichever comes first. We'll send a message to your device when your data allowance is running low (80% of your allowance used up) and when it has run out. Please note that the operating systems of some mobile broadband devices may prevent you from accessing these messages. Don't worry; you can check how much of your data add-on's allowance has been used by visiting your account's summary page via the online portal. Just remember, if you've left this page open and idle you'll need to refresh your web browser to get a current view of your data usage.

If you use VOIP (internet calling), the data used to make your call will be deducted from your pre-loaded data allowance or your data add-on's allowance.

#### European Roaming:

Inclusive roaming benefits are available to UK based customers only. Roaming is not available on 4GEE Home Router tariffs.

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 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 15GB, you will be subject to a fair usage policy of 15GB whilst you are roaming in our Europe Zone: this means you can use a maximum of 15GB from your data allowance while roaming.

When the FUP applies to you, once you have used up 15GB 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.

## Loyalty bonus for mobile broadband packs

When you buy your 1st, 3rd and 5th data add-ons of 6GB or more for your mobile broadband PAYG device, you will get an extra 1GB of data (the "Loyalty Bonus") which will be added to the data allowance that you buy.

Loyalty Bonuses last for the duration of the add-on's validity period (e.g. 30 days or 90 days) and will not roll over if you do not use them up.

If you do not purchase an add-on of any size for 6 consecutive months you will lose the Loyalty Bonuses that you have built up. If you buy an add-on which is less than 6GB your Loyalty Bonus will pause until you next buy an add-on of 6GB or more so the Loyalty Boost you have already built up will be included in your add-ons.

Your first Loyalty Bonus will be applied to your first and second qualifying add-ons so you will get an extra 1GB of data

added to both. If you then buy a third qualifying add-on you will get another Loyalty Bonus so 2GB in total will be added to your third and fourth add-ons. If you buy a fifth qualifying add-on you will get a further Loyalty Bonus so 3GB in total will be added to your fifth and any subsequent add-ons. You can accumulate a Loyalty Bonus of a maximum of 3GB.

### Keeping track of Loyalty Bonuses

- You can keep track by:
  1. Logging into My EE
  2. Looking on the My EE app

### Important things to remember about Loyalty Bonuses

#### **Gaps between packs**

You don't need to buy your qualifying add-ons one after another to get your Loyalty Bonus – if you have a gap between qualifying add-ons we'll pause counting and carry on as soon as you buy your next qualifying add-on. However, if you don't buy any add-ons for 6 months or more your Loyalty Bonus will reset to zero and you will lose the Loyalty Bonus you have built up. You will get your Loyalty Bonus as soon as you buy your 1st, 3rd and 5th add-ons of 6GB or more.

## Out of allowance rates:

| Service Type  | Cost of Calls Made Outside of Allowance (Inc. VAT)    |
|---|---|
| Calls to UK mobile numbers  | 55p per minute  |
| Calls to certain MVNO numbers   | 55p per minute  |
| Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)   | 55p per minute  |
| Calls to Free phone (080) & (116)   | Free  |
| Calls to 08 & 09 numbers (not including Freephone 080)  | Access Charge of 55p per minute plus a Service Charge |
| Calls to 084 and 087 numbers  | Access Charge of 55p per minute plus a Service Charge |
| Calls to numbers starting in 0500   | 20p per minute  |
| Calls to retrieve voicemail   | 55p per minute  |
| Test Messages to UK mobile numbers  | 15p per message                                       |
| Text Messages to certain MVNO   | 15p per message                                       |
| Picture Messages  | 55p 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)<br><br>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)<br><br>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,   | Standard Call Rates Apply                             |

Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City

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.

Information correct as of 25<sup>th</sup> June 2018

