



# PLAN PRICE GUIDE

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Non-Standard Charges  
Pay as you go

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Price Guide updated and all charges applicable from 2<sup>nd</sup> August 2022

# PRICE FOR ADDITIONAL CALLS AND TEXTS THAT ARE NOT INCLUDED IN YOUR PRICE PLAN

| Service Type  | Call charges for a one minute <sup>2</sup> direct dial call (unless otherwise stated) Inc. VAT   |
|---|--|
| EE customer services (automated service)  | Free   |
| EE customer services (service agent)  | Please refer to your Plan Price Guide for details  |
| Calls to other EE mobile customers  | 40p per minute   |
| Calls to the customers of other mobile operators  | 40p per minute   |
| Calls to certain MNVO numbers   | 40p per minute   |
| Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)                               | 40p per minute   |
| Calls to retrieve voicemail   | 40p per minute   |
| Text messages to UK mobile numbers  | 20p per message  |
| Text messages to certain MVNO numbers   | 20p per message  |
| Text Messaging to numbers starting with 01,02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time | 20p per message  |
| Picture messages  | 40p per message  |
| Text Relay calls via 18002  | Standard Rates Apply   |
| International operator assistance (155)   | £1.53 per minute   |
| Emergency calls (999, 112) <sup>1</sup>   | Free   |
| Electricity Helpline (105)  | Free   |
| NHS Direct (111) <sup>1</sup>   | Free   |
| Standard non-emergency (101)  | Free   |
| Blind and disabled directory enquiries (195) <sup>1</sup>   | Free   |
| Text Relay calls <sup>1</sup>   | Free   |
| Text Messaging to premium rate services*  | Charges vary depending on the premium rate provider (and are excluded from allowances and bundles)   |
| Text Messaging via the EE website   | Charged at your price plan rate, please refer to your Plan Price Guide for details   |
| Speaking clock (123)  | 35p per minute   |
| Paging Services   | From 30p per minute to 75p per minute, or 75p per call   |
| Premium Rate Services (09) <sup>3</sup>   | Access Charge of 44p per minute plus a Service Charge  |
| Directory Enquiry Services (118) <sup>3</sup>   | Access Charge of 44p per minute plus a Service Charge  |
| Multimedia services   | From 75p per minute/per call up to £3.00 per minute/per call. Price vary by service, please refer to the Help section of our website, ee.co.uk |
| EE Group Call – see description below   | Same as an On-net Call and included in allowances  |
| <b>Bypass Services via</b>  |  |
| 07744   | 12p per minute   |
| 07755   | 12p per minute   |
| 0775522   | 3p per minute  |
| 0775533   | 5p per minute  |
| 0775544   | 6p per minute  |
| 0775555   | 8p per minute  |
| 0775520   | 10p per minute   |
| 0775530   | 15p per minute   |
| <b>Local Toll</b>   |  |
| Local Toll  | 35p per minute   |
| <b>National Toll</b>  |  |
| National Toll   | 35p per minute   |
| <b>All numbers prefixed by</b>  |  |
| 0500  | 20p per minute   |
| 0800, 0808  | Free   |
| Charity and Helpline Services <sup>1</sup>  | Calls to some charity and helpline services are free. Please refer to the help section of our website, ee.co.uk for a full list                |
| 0843, 0844, 0845, 0870, 0871, 0872, 08733 <sup>3</sup>  | Access Charge of 44p per minute plus a Service Charge 40p per minute   |
| 05 (not including 0500, 055, 056)   | 30p per minute   |
| 055, 056  | 40p per minute   |
| 116   | Free   |
| 070   | 5p per minute (For details on specific services please refer to the help section of our website, ee.co.uk/help)                                |

<sup>1</sup> Calls will not be deducted from your Add-On allowance.

<sup>2</sup> A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

<sup>3</sup> Please see ee.co.uk/ukcalling for a list of Service Charges.

\* For help with premium rate short codes see: <http://ee.co.uk/help/accounts-billing-and-topping-up/billing-and-payment/your-bill-explained/third-party-services>

## Notes on UK calling

Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only. 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 charged as a call to our EE Roaming Zone.

## What's a UK landline or a local /national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

## What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs').

Personal numbers that begin with 070 are not mobiles.

## Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message.

Standard roaming rates apply when accessing your voicemail service whilst abroad if you don't have one of our pay as you go packs. Standard rates apply when using Call Return whilst abroad.

## Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Standard call rates apply to diverted calls.

## Calling into CS

You can call into our Customer Services by dialing 150 from your handset or from a UK landline – call 0845 412 5000 (charged at Access Charge per minute plus a Service Charge of 7p per minute). If you're calling from abroad call +44 7953 966 150.

## Group Voice Messaging

Send one voicemail message to up to 20 EE friends at once. You'll only be charged for your call to your voicemail. Standard rates apply.

## EE Group Call

EE Group Call is a conference call hosting service that enables up to 20 callers to conference in to one call.

The group organizer will need to choose a conference ID. This can be any 6 digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference IDs can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted.

## Third Party Information Services

Charges vary as published by third party.

## How Your Services Are Charged - Data

What do you mean by data usage?

We measure how much data you use in kilobytes (KB). Data is based on the following units:

- 1024 bytes = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024 KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024 MB = 1 Gigabyte (GB) (equivalent to about five hours of watching YouTube)

We send data across our network in packets no bigger than 1.5KB. A packet is just a unit of data.

Data usage is all the data that's been sent or received. Upstream is where data is transferred from your device to the internet (uploading). Whereas downstream is from the internet to your device (downloading).

We calculate your data usage based on the amount of data that travels over our network both upstream and downstream, which may be different from the data your device consumes.

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off.

When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device.

# PACKS AND ADD-ONS

Packs available for purchase from 18<sup>th</sup> August 2021.

| Pack <sup>4</sup> | Pack allowance*                             | Price | Duration |
|-------------------|---|-------|----------|
| <b>£5 Pack</b>    | 250MB, 250 minutes, 500 texts**             | £5    | 30 days  |
| <b>£10 Pack</b>   | 5GB, 500 minutes, unlimited texts**         | £10   |          |
| <b>£15 Pack</b>   | 15GB, unlimited minutes, unlimited texts**  | £15   |          |
| <b>£20 Pack</b>   | 30GB, unlimited minutes, unlimited texts**  | £20   |          |
| <b>£30 Pack</b>   | 100GB, unlimited minutes, unlimited texts** | £30   |          |

\*Pack allowances can be used in the UK and while roaming in the EU.

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

\*\*These Packs Include Data Rollover,

- 4 All Packs last for the stated duration, but any of the allowances can be used up in that time. After the stated duration, payment is taken automatically from your credit, and a new set of allowances are provisioned; unused allowances expire. If you have insufficient credit to renew the Pack at the end of your validity period, we will not apply the new Pack until you have enough credit to pay for it. As soon as you do, we will take the payment from your credit and give you the new Pack immediately. When topping up the minimum top up amount is £5 and you can only top up increments of £5.

Add-Ons available to new and upgrading customers

| Add-On                   | Add-On Allowances | Price | Add-On Duration |
|--------------------------|-------------------|-------|-----------------|
| <b>UK and EU Texts</b>   | 200 texts         | £5    | 30 days         |
|                          |                   | £3    | 7 days          |
|                          |                   | £1    | 1 day           |
| <b>UK and EU Minutes</b> | 100 minutes       | £5    | 30 days         |
|                          |                   | £3    | 7 days          |
|                          |                   | £1    | 1 day           |

Add-Ons available to standard rates customers

| Add-On                  | Add-On Allowances | Price | Add-On Duration |
|-------------------------|-------------------|-------|-----------------|
| <b>UK &amp; EU Data</b> | 150MB             | £2    | 7 days          |
|                         | 500MB             | £3    |                 |
|                         | 1GB               | £6    |                 |
|                         | 750MB             | £6    | 30 days         |
|                         | 2GB               | £10   |                 |
|                         | 10GB              | £20   |                 |

Connected Data SIM Plans

| Pack allowance | Price | Duration |
|----------------|-------|----------|
| 10GB           | £5    | 30 days  |
| 30GB           | £10   |          |
| 60GB           | £20   |          |
| 120GB          | £30   |          |
| 240GB          | £40   |          |

Connected Data SIM Add-ons

| Pack allowance | Price | Duration |
|----------------|-------|----------|
| 5GB            | £5    | 30 days  |
| 15GB           | £10   |          |
| 30GB           | £20   |          |
| 60GB           | £30   |          |
| 120GB          | £40   |          |

Add-Ons available to eligible pack customers

| Add-On         | Pack Price     | Add-On Allowances | Price | Add-On Duration |
|----------------|----------------|-------------------|-------|-----------------|
| UK & EU Data   | £1 - £9.99     | 100MB             | £2    | 7 days          |
|                |                | 250MB             | £3    |                 |
|                |                | 1GB               | £6    |                 |
|                | £10 - £14.99   | 300MB             | £5    |                 |
|                |                | 1GB               | £6    |                 |
|                |                | 2GB               | £8    |                 |
|                | £15 - £24.99   | Unlimited Data    | £40   | 30 days         |
|                |                | 2GB               | £8    | 7 days          |
|                |                | 3GB               | £10   |                 |
|                |                | 10GB              | £13   | 30 days         |
|                | Unlimited Data | £40               |       |                 |
|                | £25 - £29.99   | 3GB               | £10   | 7 days          |
|                |                | 12GB              | £20   | 30 days         |
|                |                | Unlimited Data    | £40   |                 |
|                | £30+           | 3GB               | £10   | 7 days          |
|                |                | 12GB              | £20   | 30 days         |
| 50GB           |                | £25               |       |                 |
| Unlimited Data |                | £40               |       |                 |

International Add-Ons available to all customers

| Add-On                     | Add-On Allowances   | Price | Add-On Duration |
|----------------------------|---|-------|-----------------|
| Calling abroad from the UK | Cheaper calls and texts to over 70 countries <sup>5</sup> | Free  | Open Ended      |

<sup>5</sup> Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.

| Add-On Name                     |  | Duration | Cost | Countries included to call from the UK   |
|---------------------------------|--|----------|------|--|
| Select Rest of World IDD add-on | 100 minutes to select non-EU countries | 30 days  | £3   | United States Of America, Turkey, South Africa, Australia, Canada, Mexico, New Zealand, Brazil, Japan, Singapore, Argentina, China, Chile, Peru & Ecuador  |
| EU IDD add-on                   | 100 minutes to 27 EU countries         |          |      | Ireland, Spain, France, Poland, Romania, Germany, Italy, Portugal, Greece, Cyprus, Belgium, Hungary, Sweden, Denmark, Czech Republic, Slovakia, Malta, Lithuania, Austria, Latvia, Luxembourg, Estonia, Netherlands, Finland, Bulgaria, Croatia & Slovenia |

# SERVICE CHARGES

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| Service Charge  | Charge (incl. VAT)          |
|---|-----------------------------|
| Replacement SIM card                                      | £1.50                       |
| Changing your phone number                                | £35.74                      |
| Reconnection  | £24                         |
| Memorable number <sup>6</sup>                             | Prices available on request |
| Unlock mobile phone for use on another compatible network | Free                        |

- 6 The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or with draw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavor to give you reasonable notice if we have to do this. If you leave EE, or if we change or with draw your memorable number for any reason, you will not be able to claim a refund of the one-off premium paid to us.

# TEXT RELAY SERVICES

| Prefix   | Number Dialed   | Cost  |
|--|---|---|
| <b>18000</b>   | N/A (Direct access to the 999/112 Emergency Services) | Free  |
| <b>18001</b>   | UK Landline (01, 02, 03)                              | Free  |
|  | UK Mobile (07)  |   |
|  | 05  |   |
|  | 0800/0808   |   |
|  | 070 (personal numbers)                                | Standard Rates*                                 |
|  | 076 (radio paging)                                    |   |
|  | 09 (premium rate)                                     | Access charge: Free, Service Charge**: Standard |
|  | 118 xxx (directory enquires)                          |   |
|  | 084   |   |
|  | 087   |   |
|  | 116 xxx (charity helplines)                           | Free  |
|  | 150 (customer services)                               |   |
|  | 195 (disability directory)                            |   |
|  | 101 (non-emergency police)                            |   |
|  | 111 (non-emergency NHS)                               |   |
|  | 105 (Electricity helpline)                            |   |
|  | 00xx  | Standard Rates*                                 |
| Channel Island destinations (01481, 01534, 01624, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937) |   |   |
| <b>18002</b>   | UK Landline (01, 02)                                  | Free  |
|  | UK Mobile (07)  |   |
|  | 070 (personal numbers)                                | Standard Rates*                                 |
|  | 076 (radio paging)                                    |   |

\* Standard rates can be found on the EE website <https://ee.co.uk/help/help-new/price-plans/mobile/pay-as-you-go-price-plans>

\*\* Service charges can be found on the EE website <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>.

# CALLING ABROAD FROM THE UK

Table below indicates standard rates for calling countries from the U.K.

| Calls & Texts to landlines and mobiles within the below zones | Countries  | Price per minute (Inc. VAT) | Text Message (Inc. VAT) | Calls to non-mobile or landline services <sup>7</sup> (Incl. VAT) | Picture message (Inc. VAT) |
|---|--|-----------------------------|-------------------------|---|----------------------------|
| <b>Zone 1</b>   | Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Island, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City  | 18p                         | 6p                      | £3.50   | 40p                        |
| <b>Zone 2</b>   | Guernsey, Republic of Ireland, Isle of Man, Jersey   | 18p                         | 6p                      | £3.50   | 40p                        |
| <b>Zone 3</b>   | Canada, USA, US Virgin Islands   | £1.00                       | 25p                     | £3.50   | 40p                        |
| <b>Zone 4</b>   | Andorra, Australia, Faroe Islands, New Zealand   | £1.00                       | 25p                     | £3.50   | 40p                        |
| <b>Zone 5<sup>8</sup></b>                                     | Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina <sup>9</sup> , Botswana, Brazil, British Virgin Isles, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Columbia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Côte d'Ivoire, Cuba <sup>9</sup> , Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana <sup>9</sup> , Greenland, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Guiana, Honduras, Haiti, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia <sup>9</sup> , Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea <sup>9</sup> , Northern Marianas, Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts & Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (incl. N Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe | £1.50                       | 25p                     | £3.50   | 40p                        |
| <b>Satellite</b>  | N/A  | £5.00                       | 20p                     | N/A   | N/A                        |

<sup>7</sup> A pre-call announcement will be played prior to connecting your call to an International Premium Service.

<sup>8</sup> Calls to Cuba, Bosnia, Liberia and North Korea are currently barred. In addition, we also bar calls to certain number ranges in other countries to protect customers against fraud.



| Calling abroad Add-On rates* |          |        |      |                   |          |        |      |
|------------------------------|----------|--------|------|-------------------|----------|--------|------|
| Country                      | Landline | Mobile | Text | Country           | Landline | Mobile | Text |
| Algeria                      | 15p      | 50p    | 10p  | Kenya             | 12p      | 18p    | 10p  |
| Argentina                    | 10p      | 20p    | 10p  | Kuwait            | 12p      | 12p    | 10p  |
| Australia                    | 3p       | 10p    | 10p  | Latvia            | 18p      | 18p    | 6p   |
| Austria                      | 10p      | 10p    | 6p   | Lebanon           | 15p      | 15p    | 10p  |
| Bahrain                      | 10p      | 15p    | 10p  | Lithuania         | 18p      | 18p    | 6p   |
| Bangladesh                   | 5p       | 5p     | 10p  | Luxembourg        | 5p       | 15p    | 6p   |
| Barbados                     | 19p      | 19p    | 10p  | Malaysia          | 5p       | 5p     | 10p  |
| Belgium                      | 5p       | 10p    | 6p   | Mauritius         | 15p      | 15p    | 10p  |
| Brazil                       | 5p       | 15p    | 10p  | Morocco           | 15p      | 45p    | 10p  |
| Bulgaria                     | 6p       | 18p    | 6p   | Netherlands       | 5p       | 8p     | 6p   |
| Canada                       | 3p       | 3p     | 10p  | New Zealand       | 3p       | 7p     | 10p  |
| China                        | 3p       | 3p     | 10p  | Nigeria           | 20p      | 20p    | 10p  |
| Columbia                     | 5p       | 15p    | 10p  | Norway            | 8p       | 8p     | 6p   |
| Croatia                      | 5p       | 15p    | 6p   | Pakistan          | 10p      | 10p    | 10p  |
| Cyprus                       | 1p       | 10p    | 6p   | Philippines       | 15p      | 20p    | 10p  |
| Czech Republic               | 5p       | 6p     | 6p   | Poland            | 3p       | 5p     | 6p   |
| Denmark                      | 3p       | 5p     | 6p   | Portugal          | 3p       | 5p     | 6p   |
| Egypt                        | 10p      | 20p    | 10p  | Qatar             | 20p      | 20p    | 10p  |
| Estonia                      | 5p       | 18p    | 6p   | Romania           | 1p       | 5p     | 6p   |
| Finland                      | 10p      | 15p    | 6p   | Russia            | 15p      | 20p    | 10p  |
| France                       | 3p       | 5p     | 6p   | Saudi Arabia      | 10p      | 14p    | 10p  |
| Germany                      | 5p       | 5p     | 6p   | Singapore         | 1p       | 5p     | 10p  |
| Ghana                        | 25p      | 30p    | 10p  | Slovakia          | 5p       | 15p    | 6p   |
| Greece                       | 5p       | 15p    | 6p   | South Africa      | 15p      | 20p    | 10p  |
| Guernsey                     | 5p       | 15p    | 6p   | South Korea       | 7p       | 10p    | 10p  |
| Hong Kong                    | 6p       | 6p     | 10p  | Spain             | 3p       | 8p     | 6p   |
| Hungary                      | 1p       | 5p     | 6p   | Sri Lanka         | 15p      | 20p    | 10p  |
| India                        | 5p       | 5p     | 10p  | Sweden            | 1p       | 5p     | 6p   |
| Indonesia                    | 10p      | 20p    | 10p  | Switzerland       | 8p       | 18p    | 6p   |
| Ireland                      | 1p       | 8p     | 6p   | Taiwan            | 10p      | 20p    | 10p  |
| Iraq                         | 20p      | 20p    | 10p  | Thailand          | 6p       | 6p     | 10p  |
| Israel                       | 5p       | 20p    | 10p  | Trinidad & Tobago | 20p      | 20p    | 10p  |
| Italy                        | 3p       | 7p     | 6p   | Turkey            | 8p       | 20p    | 10p  |
| Jamaica                      | 15p      | 20p    | 10p  | UAE               | 20p      | 20p    | 10p  |
| Japan                        | 5p       | 15p    | 10p  | Uganda            | 35p      | 35p    | 10p  |
| Jersey                       | 5p       | 15p    | 6p   | United States     | 3p       | 3p     | 10p  |
| Kazakhstan                   | 15p      | 20p    | 10p  |                   |          |        |      |

# ROAMING

Pay As You Go customers using any of our 'packs' will be able to use this allowance at no extra charge whilst roaming in the EU. Pay As You Go customers not using a pack will just be charged standard rates, the same as they would be if they were in the UK. See our Pay As You Go terms for full information on charging.

Pay As You Go customers on our international SIMS will be able to call, text and use data as part of their inclusive allowance whilst roaming within the EU, but only to call/text back to the UK or other EU destinations. Customers will not be able to use minutes to call any international destination that is outside of the EU, and these calls will be charged at our standard roaming rates.

What this means for our customers is, they should be able to use their phone exactly as they would in the EU as they do in the UK. Usage that is normally included in packs in the UK will still be inclusive in the EU, and usage that is normally chargeable (i.e calling the USA) will still be chargeable, and at international rates.

| Standard roaming charges (all prices incl. VAT) |  |   |  |                  |  |  |                           |
|---|--|---|--|------------------|--|--|---------------------------|
|   | Countries  | Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including to the UK | Making a call to outside of the EU (Zones 3 - 8) | Receiving a call | Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK <sup>9</sup> | Sending a text to outside of the EU (Zones 3 - 8) <sup>9</sup> | Sending a picture message |
| <b>Zone 1a</b>                                  | Ireland (Republic of); Isle of Man   | 40p   | £1.20  | Free             | 20p  | 50p  | 40p                       |
| <b>Zone 1b</b>                                  | Guernsey; Jersey   | 40p   | £1.44  | Free             | 20p  | 60p  |                           |
| <b>Zone 2a</b>                                  | Austria; Belgium; Bulgaria; Croatia; Cyprus; Denmark; Estonia; Finland; France; Germany; Greece; Hungary; Italy; Latvia; Lithuania; Luxembourg; Madeira; Malta; Monaco; Poland; Portugal; Romania; Slovakia; Slovenia; Spain; Sweden; The Czech Republic; The Netherlands; Vatican | 40p   | £1.20  | Free             | 20p  | 50p  |                           |
| <b>Zone 2b</b>                                  | Gibraltar; Iceland; Liechtenstein; Norway; Reunion Islands; San Marino; Switzerland; The French Antilles; French Guiana  | 40p   | £1.44  | Free             | 20p  | 60p  |                           |

|               | Countries                 | Making a call (Inc. VAT) | Receiving a call (Inc. VAT) | Sending a text <sup>9</sup> (Inc. VAT) | Sending a picture message (Inc. VAT) |
|---------------|---------------------------|--------------------------|-----------------------------|--|--------------------------------------|
| <b>Zone 3</b> | Andorra and Faroe Islands | £1.20                    | £1.20                       | 60p                                    | 48p                                  |
| <b>Zone 4</b> | USA, Canada               | £1.20                    | £1.20                       | 60p                                    | 48p                                  |
| <b>Zone 5</b> | Australia, New Zealand    | £1.20                    | £1.20                       | 60p                                    | 48p                                  |

For calls made whilst in Europe\* a one-minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

|   | Countries  | Making a call<br>(Inc. VAT) | Receiving a call<br>(Inc. VAT) | Sending a text <sup>9</sup> (Inc. VAT) | Sending a picture message<br>(Inc. VAT) |
|---|--|-----------------------------|--------------------------------|--|---|
| <b>Zone 6<br/>(Rest of World )</b>                | Afghanistan; Albania; Algeria; Angola; Anguilla; Antigua and Barbuda; Argentina; Armenia; Azerbaijan; Bahrain; Bangladesh; Barbados; Belarus; Belize; Bermuda; Bhutan; Bolivia; Bosnia-Herzegovina; Botswana; Brazil; Brunei; Burkina Faso; Burundi; Cambodia; Cameroon; Chile; China; Colombia; Costa Rica; Dominica; East Timor; Ecuador; Egypt; El Salvador; Equatorial Guinea; Eritrea; Ethiopia; Fiji; French Polynesia; Gabon; Gambia; Georgia; Ghana; Greenland; Grenada; Guam; Guatemala; Guinea; Guinea-Bissau; Guyana; Haiti; Honduras; Hong Kong; India; Indonesia; Iran; Iraq; Israel; Jamaica; Japan; Jordan; Kazakhstan; Kenya; Kiribati; Kosovo; Kyrgyz Republic; Lebanon; Lesotho; Liberia; Libya; Macau; Macedonia; Madagascar; Malawi; Malaysia; Mali; Mauritania; Mauritius; Mexico; Micronesia; Moldova; Montenegro; Montserrat; Morocco; Mozambique; Myanmar; Namibia; Nauru; Netherlands Antilles; Nepal; New Caledonia; Nicaragua; Niger; Nigeria; Niue; North Korea; Oman; Pakistan; Panama; Papua New Guinea; Paraguay; Peru; Puerto Rico; Qatar; Russia; Rwanda; Saint Helena, Ascension and Tristan da Cunha; Saint Kitts and Nevis; Saint Lucia; Saint Pierre and Miquelon; Saint Vincent and the Grenadines; Samoa; Sao Tome and Principe; Saudi Arabia; Senegal; Serbia; Sierra Leone; Singapore; Somalia; South Africa; South Korea; South Sudan; Sri Lanka; Sudan; Suriname; Swaziland; Syria; Taiwan; Tanzania; Thailand; The British Virgin Islands; The Cayman Islands; The Central African Republic; The Comoros; The Cook Islands; The Dominican Republic; The Ivory Coast; The Marshall Islands; The Philippines; The Seychelles; The Solomon Islands; The State of Palestine; The Turks and Caicos Islands; The United Arab Emirates; Togo; Tonga; Trinidad and Tobago; Turkey; Tuvalu; Uganda; Ukraine; Uruguay; Vanuatu; Venezuela; Vietnam; Wallis and Futuna; Yemen; Zambia; Zimbabwe | £1.80                       | £1.80                          | 60p                                    | 48p                                     |
| <b>Zone 7<br/>(Other International Operators)</b> | Maritime (Ships & Ferries)   | £3.00                       | £3.00                          | 60p                                    | 48p                                     |
| <b>Zone 8<br/>Rest of World<br/>(exceptional)</b> | Benin; Cape Verde; Chad; Congo; Cuba; Djibouti; Kuwait; Laos; Mongolia; Palau; Tajikistan; Turkmenistan; The Bahamas; The Falkland Islands; The Maldives; Tunisia; Uzbekistan  | £3.00                       | £3.00                          | £1.20                                  | 48p                                     |
| <b>Zone 9</b>                                     | Aircraft; Satellite  | £3.00                       | £3.00                          | £1.20                                  | 48p                                     |

9 Any undelivered text messages will be charged at the standard rate for your price plan.

| Stable link and volume based data FUPs                  |          |           |
|---|----------|-----------|
| Surcharges where no stable link to the UK <sup>10</sup> | ex. VAT  | incl. VAT |
| <b>Making a call per minute</b>                         | 2.7p     | 3.2p      |
| <b>Receiving a call per minute</b>                      | 0.6p     | 0.8p      |
| <b>Sending an SMS per SMS</b>                           | 0.9p     | 1p        |
| <b>Using data</b>                                       | 0.30p/MB | 0.36p/MB  |

10. These charges apply where you have no stable links to the UK according to our terms and we have followed the procedure set out in those terms to notify you. Charges apply to services used when abroad in EU/EEA/Switzerland.

**Roaming Data add-ons outside of EU/EEA/Switzerland countries (Inc. VAT)**

| Zone A |     |     | Zone B |     |     | Zone C |     |     | Zone D |     |    | Zone E |     |    |
|--------|-----|-----|--------|-----|-----|--------|-----|-----|--------|-----|----|--------|-----|----|
| £      | Day | MB  | £      | Day | MB  | £      | Day | MB  | £      | Day | MB | £      | Day | MB |
| £5.70  | 1d  | 50  | £5.70  | 1d  | 15  | £5.70  | 1d  | 8   | £5.70  | 1d  | 4  | £41.11 | 1d  | 5  |
| £11.42 | 1d  | 150 | £11.42 | 1d  | 35  | £11.42 | 1d  | 20  | £11.42 | 1d  | 10 | £75.38 | 1d  | 10 |
| £28.54 | 7d  | 300 | £28.54 | 7d  | 100 | £28.54 | 7d  | 45  | £28.54 | 7d  | 22 |        |     |    |
| £57.10 | 7d  | 900 | £57.10 | 7d  | 225 | £57.10 | 7d  | 110 | £57.10 | 7d  | 50 |        |     |    |

**Countries included in the Data whilst roaming Add-Ons (Pay As You Go)**

| Zone A             | Zone B               | Zone C      | Zone D                   |  | Zone E     |
|--------------------|----------------------|-------------|--------------------------|--|------------|
| Andorra            | Albania              | Benin       | Air & Maritime           |  | Azerbaijan |
| Armenia            | Algeria              | Botswana    | Afghanistan              |  | Belarus    |
| Australia          | Argentina            | Egypt       | Angola                   |  | Rwanda     |
| Canada             | Bahrain              | Gabon       | Bangladesh               |  | Seychelles |
| China              | Brazil               | Guinee      | Belize                   |  |            |
| Dominican Republic | Caribbean            | Honduras    | Bhutan                   |  |            |
| Hong Kong          | Colombia             | Ivory Coast | Bolivia                  |  |            |
| India              | Cambodia             | Jordan      | Bosnia Herzegovina       |  |            |
| Israel             | Ecuador              | Madagascar  | Brunei Darussalam        |  |            |
| Japan              | Indonesia            | Mali        | Burkina Faso             |  |            |
| Malaysia           | Greenland            | Mauritius   | Burundi                  |  |            |
| Mexico             | Kenya                | Mongolia    | Cape Verde               |  |            |
| Moldova            | Kuwait               | Montenegro  | Cameroon                 |  |            |
| New Zealand        | Macedonia            | Morocco     | Central African Republic |  |            |
| Peru               | Montserrat           | Panama      | Chad                     |  |            |
| Qatar              | Nicaragua            | Senegal     | Chile                    |  |            |
| Russia             | Nigeria              | Serbia      | Congo                    |  |            |
| Singapore          | Oman                 | Sudan       | Cook Islands             |  |            |
| South Africa       | Philippines          | Tanzania    | Costa Rica               |  |            |
| Thailand           | Saudi Arabia         | Zambia      | Cuba                     |  |            |
| Turkey             | South Korea          |             | Djibouti                 |  |            |
| USA                | Sri Lanka            |             | El Salvador              |  |            |
|                    | Taiwan               |             | Equatorial Guinea        |  |            |
|                    | Ukraine              |             | Ethiopia                 |  |            |
|                    | United Arab Emirates |             | Falkland Islands         |  |            |
|                    |                      |             | Faroe Islands            |  |            |
|                    |                      |             | Fiji                     |  |            |
|                    |                      |             | French Polynesia         |  |            |
|                    |                      |             | Gambia                   |  |            |
|                    |                      |             | Georgia                  |  |            |
|                    |                      |             | Ghana                    |  |            |
|                    |                      |             | Guam                     |  |            |
|                    |                      |             | Guatemala                |  |            |
|                    |                      |             | Guyana                   |  |            |

## Call Return

When roaming with in Europe\*, you'll only be charged to listen to your voicemails if you don't have a pack. This is charged at the standard UK rate. If you do have a pack, this will be deducted from your allowances as normal.

When roaming outside of Europe\*\*, you'll be charged the per-minute rate for making a call when you listen to your voicemail. You'll also be charged when someone leaves you a voicemail unless you divert all calls to voicemail, or switch off your device when you're travelling.

\*Europe is defined as countries in Zone 1a - 2b

\*\*Outside of Europe countries are defined as countries listed in Zones 3 and above

## Points to note

You must make a connection action at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited.

'Connection actions' are:

- Making a chargeable outbound call
- Sending a text message
- Topping up your account
- Making a payment for an Add-On

We can place a charge on your account if a bank reverses a debit or credit card payment to your account. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.

Any text message sent to you, which doesn't get through because you are out of credit will be lost. To make or receive a chargeable call or receive a voicemail message, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1 pence credit available.

Calls are charged by the minute (unless otherwise stated) and rounded up to the nearest penny.

If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning.

All prices include VAT at the current rate of 20% (includes those calls made or received whilst abroad).

Charging starts when a call is answered by a person or answering device.

A call ends when:

- a) you end the call on your device; or
- b) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
- c) you do not end the call on your device up to 30 seconds after the last third party you were connected to has ended their call.

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.

While we use all reasonable endeavors to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.

This is the Plan Price Guide referred to in your Pay As You Go agreement with us. This Plan Price Guide forms part of your agreement with us.