

## What it costs

# Everyone Off-peak plans.

Available between 1 May 2006 and 29 September 2009

Each year in March, the price of your monthly plan will increase in line with the Retail Price Index (RPI) rate of inflation as published in January by the Office for National Statistics. To check your current monthly price plan charge just check your latest bill or My EE. This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.

	Everyone Offpeak 2000	Everyone Offpeak 3000
Monthly line rental for contract length	12 months	18 months
Prices effective from March 2016.	£33.67	
<b>Inclusive allowance</b>		
Inclusive minutes (each month) Local, national and voicemail calls and calls to any UK mobile operators' customers during the evening and weekend	2000	3000
Inclusive text messages (each month) to any UK mobile operators' customers at any time	50	75
Maximum number of users	1	
Rollover	No	

Service Type	Included in Allowance? <sup>1,2</sup>
Calls to UK mobile numbers	✓
Calls to Landlines (numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man))	✓
Calls to 08, 09 & 118 numbers (not including Freephone 080)	✗
Calls to Freephone (080) & (116)	✗
Calls to retrieve voicemail	✗
Text Messages to UK mobile numbers	✓
Picture Messages	✗
Calls to Customer Services (During Normal Working Hours)	✗
Calls to Customer Services (During Extended Working Hours)	✗
Call Divert	✗

\* Cost of Calls or Services Made Outside of Allowances (Inc. VAT) can be seen under the standard and non-standard price guide [here](#).

Updated on 31<sup>st</sup> March 2022.

The legal stuff you need to know:

- 1 Your inclusive minutes are from the UK to UK mobile customers and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).
- 2 Calls made within your allowance are charged on a per second basis.
- 3 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 4 Calls & text message to certain MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. See 'points to note' for more information.
- 5 Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk
- 6 Applies to messages sent from your phone or via the EE website [www.ee.co.uk](http://www.ee.co.uk)
- 7 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 & Support" section of our website, [ee.co.uk](http://ee.co.uk) for details around "non-standard" service charging. This includes charges for numbers starting with 05, 070, 08 (including 0870), 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

## Points to note.

- Your inclusive minutes allowance (shown on your bill as 'inclusive time' or 'allowance') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls (but excludes calls to the EE WAP service and calls made whilst abroad). Numbers prefixed with 08 are not included in your allowance.
- If your inclusive minute allowance runs out during a call, we will charge you for the remainder of that call.
- The allowance you have used is worked out when we print your bill. You can get an estimate of the amount you have used by calling the EE account enquiry service (dial 150). The estimate includes the inclusive minutes you have used up to the time of your enquiry in the current billing period. If there is a difference between the enquiry service estimates and the amounts shown on the bill, the latter takes precedence.
- When you join a EE pay monthly plan, you should be sent your first bill within 2 weeks of becoming a customer. Your first month's charge and inclusive minutes allowance will be proportionate to the number of days from your date of joining to the date of the bill. All monthly charges and inclusive minute allowances will be proportionate to part months used, except where this would conflict with any other clause of the agreement.
- Per minute charging applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device.
- A call ends when:
  - a) you end the call on your device.
  - 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.
- 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.
- Diverted calls are charged at the local or national call rate or, if appropriate, the relevant mobile or special number rate. Diverted calls are not included in any inclusive minutes you may have.
- Additional charges may apply whilst using your EE phone abroad.
- Additional charges (e.g. international call charges, premium rates etc) can be found on [www.ee.co.uk](http://www.ee.co.uk) or our 'Non standard charges' leaflet.
- EE reserves the right to vary or withdraw any individual or additional service with 30 days notice.
- 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.



LOW CHLORINE  
P A P E R



SUSTAINABLE  
F O R E S T S

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