

What it costs

SIM Only plan.

Available between 14 November 2007 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.

| SIM Only plan. | |
|---|----------------|
| Monthly line rental for 1 month rolling contract | Inc VAT |
| Monthly Cost (inc. VAT) | £8.18 |
| Inclusive minutes (each month) Local and national calls and calls to other EE UK customers at any time | 50 |
| Rollover | No |

| Service Type | Call charges (per minute) for voice, fax and data calls |
|--|--|
| Local and national calls | 52p per minute |
| Calls to other EE UK customers | 52p per minute |
| Calls to other UK mobile operators' customers | 52p per minute |
| Voicemail message retrieval | 52p per minute |
| Calls to 08, 09 & 118 numbers (not including Freephone 080) ⁴ | Access Charge of 52p per minute plus a Service Charge |
| Calls to Freephone (080) ³ & (116) | Free |
| Text message charges (per message) | |
| To other EE UK customers ^{1,2} | 15p per message |
| To other UK mobile operators' customers ^{1,2} | 15p per message |
| To non-UK mobile operators' customers ^{1,2} | 25p per message |
| Picture message charge (per message) | |
| Picture Message | 52p |

Prices effective from 01st April 2021. The monthly line rental shown above includes VAT at 20%.

1 Applies to messages sent from your mobile phone or via the EE website; www.ee.co.uk

2 You will be charged for messages sent to non GSM networks.

3 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

4 Please see ee.co.uk/ukcalling for a list of Service Charges.

*Please go to the "Help & Support" section of our website, 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.

■ For details of roaming mobile internet charges please refer to our 'Non standard charges' leaflet.

■ All calls to Customer Services, including the automated service will be charged at 50p per minute, with a maximum call charge of £5.

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. Freephone numbers are free.
- **Fair Use Policy:** To ensure the provision of a quality service to all our customers and to ensure that the behaviour of some does not disadvantage the majority of our customers, we may request customers who make excessive use of inclusive calls to reduce their usage of these calls. If usage continues to be excessive, EE may move these users to another plan from a selected range, and they may lose the right to move back to that original plan. EE currently considers 'excessive' use to be more than 3000 minutes of inclusive calls per month. We reserve the right to vary this policy, but we will notify you if we do.
- **If your inclusive minute allowance runs out during a call**, we will charge you for the remainder of that call.
- If a pay monthly plan has **rollover**, unused inclusive minutes from one monthly billing period are 'rolled over' for use during the next monthly billing period, up to the amount of inclusive minutes in your monthly allowance. Unused inclusive minutes are not refundable. Any inclusive minutes we may allow you are limited to the specific circumstances in which it was given. You cannot add it to any allowances you may already have from previous promotions.
- If you **move between any of these pay monthly plans with rollover**, you can carry forward any unused allowance from your previous plan to your next plan.
- 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. The call is billed at the rate applicable at the start of the call. However, if the call exceeds two hours in length and crosses into a different part of the day (for example, from 'daytime' to 'evening'), the remainder of the call will be charged at the new rate.

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.
- On the bill, 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 minimum charge per call of 2p unless otherwise stated.
 - 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 time 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 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

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