

# U-Fix Talk Off-peak

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.

Monthly line rental for 12 months	U-Fix £20 Text	U-Fix £25 Text
Monthly Cost (incl. VAT)	£21.65	£27.06
Local, national and voicemail calls and calls to any UK mobile operators' customers at any time	15	30
Inclusive text messages (each month) to any UK mobile operator's customers	300	500
Rollover	No	

\* 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 monthly line rental shown above includes VAT at 20%.

1. Applies to messages sent from your phone or via the EE website [www.ee.co.uk](http://www.ee.co.uk).
2. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, 08 services and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Your monthly payment may also include inclusive internet on your phone. See 'points to note' for more information.
3. Calls made within your allowance are charged on a per second 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. Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
6. Call divert is included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
7. Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the "Help & Support" section of our website, ee.co.uk.
8. 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".
9. 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, 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

## General

- You'll need to promise to stay with us for 12 months. If you make a call or send a text which isn't included in your plan, you will need to top up first like a pay as you go customer. When you spend that top up we will treat you like a pay as you go customer but your U-Fix price plan charges will apply. Some services will be added to your bill rather than taken from your top-up. We will tell you if that is going to happen.
- Call Me Back is only available to new and existing U-Fix customers. You can use call me back up to 5 times a calendar month when you are in the UK to send a free SMS to a customer of a UK mobile network or to a local or national number starting with 01, 02 or 03. This doesn't cover Jersey, Guernsey and the Isle of Man.
- Inclusive minute allowance (shown on your bill as 'allowances') is the number of inclusive minutes included in your monthly plan. Your allowance includes voice, fax and data calls. Your inclusive minute allowance excludes calls to the EE WAP service, calls made whilst abroad, calls to numbers prefixed with 08 and calls to the Isle of Man, Jersey and Guernsey.
- Text allowances include text messages sent to any UK mobile operators' customers, including access to RNID TynetalkTM via BT RelayAssist, but excludes all other text message options and text messages sent whilst abroad.
- 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 second 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 for pay monthly customers, 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;
    - 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 a call within the allowance will be rounded to the nearest second. Customers who top up and use that top up to make calls, those calls will be rounded to the nearest penny and VAT will be charged on each individual call. All chargeable calls will be subject to a 1 minute minimum charge 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 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.
  - For U-Fix customers all calls made whilst roaming will be billed per second after the first minute.
  - For U-Fix customers all GPRS session charges will be rounded to the nearest half KB.
  - For U-Fix customers any business registered customers on these price plans will not be eligible for any business discounts.
  - Certain charges will appear on your bill rather than being deducted from your top up credit. These services are; text allowances, MMS bundles, Caller Tunes subscription charge, £3 charge for processing payments where you do not pay by direct debit and EE Browsing Bundles.
  - You can use your inclusive minutes and texts at any time to all UK mobiles and numbers starting with 01, 02 & 03. This doesn't cover Jersey, Guernsey and the Isle of Man.
  - Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.



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