

# You Fix SIM only

Available from 7 November 2012

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.

12 Month Plans		
Monthly Cost (inc. VAT)	£10.78	£15.91
Inclusive minutes	50	100
Inclusive texts	Unlimited	
Inclusive internet	500MB	

Service Type	Included in Allowance?
Calls to UK mobile numbers, including Orange and EE <sup>2,3,4</sup>	✓
Calls to Landlines (numbers starting with 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man) <sup>2,3</sup>	✓
Calls to Freephone (080) <sup>2,3,7</sup>	✓
Calls to 08 Numbers (not including Freephone 080)	✓
Calls to retrieve voicemail <sup>2,3</sup>	✓
Text Messages to UK mobile numbers, including Orange and EE <sup>1,2,4</sup>	✓
Picture Messages	✗
EE Customer Services <sup>8</sup>	✗
Call Divert <sup>2,3,6</sup>	✓

\* 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%. All services are for use in the UK only

- Applies to messages sent from your phone or via the EE website, ee.co.uk
- Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, 08 services and numbers beginning in 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.
- Calls made within your allowance are charged on a per second basis, with a one minute minimum call charge.
- Calls & text messages 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.
- A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 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.
- 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
- Calls to our technical specialist teams will cost £1.

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.

The legal stuff you need to know:

For usage outside of your monthly allowance, all you need to do is top up using our standard Pay As You Go Tariff structure.

## ■ Internet

Remember that you can only use internet on your phone in the UK and can't use internet on your phone for peer to peer file sharing, instant messaging, making internet phone calls ('VoIP') or use your phone as a modem ('tethering'). We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use internet on your phone, depending on how often you go over your amount and by how much.

## ■ 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 either 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 a Zone 1 country.

## ■ Which calls and text messages to UK mobile numbers are included in my allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your allowance. Inclusive calls currently include (but are not limited to) calls to the UK mobile numbers allocated to the national UK GSM cellular network operators EE, Orange, Three, 02, and Vodafone. On this plan, calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Lebara) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to LycaMobile.

## ■ Which calls and text messages to mobile numbers are excluded from my allowance?

Calls and texts to some numbers starting 07 are not included in your allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges.

For a full list of 07 number ranges that are not included in allowances please visit the "Help & Support" section of our website, [ee.co.uk](http://ee.co.uk). We may add numbers to the list of excluded mobile numbers from time to time at our discretion.

Please also note that if you are calling someone who has ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

## ■ 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 1pence credit available.

## ■ EE information services rate applies when using short code dialling from your mobile phone (unless otherwise stated)

## ■ 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).

## ■ 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 endeavours 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.

