

What it costs

Relax + web'n'walk Plus.

Available between 1 October 2006 and 31 January 2007

	Relax 25 + web'n'walk Plus	Relax 35 + web'n'walk Plus
Monthly line rental for contract length 12 months	Inc VAT	Inc VAT
Prices from May 2014	£42.08	£53.30
Inclusive minutes (each month) Local, national and voicemail calls and calls to any UK mobile operators' customers at any time	150	500
Inclusive text messages (each month) to any UK mobile operators' customers at any time	100	200
Maximum number of users	1	
Unlimited browsing in the UK ⁸	Yes	
Rollover	No	
Service Type	Included in Allowance?^{1,2}	Cost of Calls Made Outside of Allowances (inc. VAT)³
Calls to UK mobile numbers	✓	50p per minute ⁴
Calls to Landlines numbers starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man)	✓	50p per minute
Calls to 08, 09 & 118 numbers (not including Freephone 080) ⁹	✗	Access Charge of 50p per minute plus a Service Charge
Calls to Freephone (080) & (116)	✗	Free ⁵
Calls to retrieve voicemail	✓	50p per minute
Text Messages to UK mobile numbers	✓	15p per message ^{4,6}
Picture Messages	✗	50p per message
Calls to Customer Services (During Normal Working Hours)	✗	Free ⁷
Calls to Customer Services (During Extended Working Hours)	✗	50p per call ⁷
Call Divert	✗	Standard Call Rates Apply

Prices correct as at 28th September 2016.

- 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).
- Calls made within your allowance are charged on a per second basis.
- Unless otherwise stated a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 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.
- 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
- Applies to messages sent from your phone or via the EE website www.ee.co.uk
- 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".
- Compatible device required. Not applicable to connection via CSD. Subject to coverage. To ensure a high quality of service for all our customers a fair use policy applies. EE defines fair use as total UK data (both sent and received) of up to 3GB per month. EE may contact customers who exceed 3GB of data and ask them to reduce their usage. If data is usage is not reduced following a request from EE and/or use of internet phone calling is detected, notice may be given, after which network protection controls may be applied which will result in a reduced speed of transmission."
- 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.

Points to note.

- Your **inclusive allowance** (shown on your bill as 'allowance') is the amount that you have to spend on selected EE services each month. You can use your allowance for voice calls (excluding calls to the EE WAP service and calls made whilst abroad), text and picture messages to the customers of other UK mobile networks and voicemail retrieval in the UK. Numbers prefixed with 08 are not included in your allowance. Freephone numbers are free.
 - **If your inclusive 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 allowance 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 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.
 - **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, 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 allowance 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.



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