

Roaming for PAYG customers

These terms apply only to usage of your EE, Orange or T-Mobile PAYG service in the EU/EEA/Switzerland from 15th June 2017. They replace the terms relating to roaming in the EU/EEA/Switzerland in your plan or pack terms. All other parts of your plan/pack terms and your network terms continue to apply to you unchanged.

If you have a PAYG Pack, or other PAYG bundle that gives you an allowance of data, minutes and texts, you can use that allowance as set out below.

If you have no Pack or bundle, or your allowance has run out, you will be charged as set out below.

- When **in the UK**, calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (Jersey, Guernsey and Isle of Man not included): use your allowance or charged at UK rates if no Pack allowance.
- When abroad in the **EU/EEA/Switzerland** calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man): use your allowance or charged at UK rates if no Pack allowance.
- When abroad in the **EU/EEA/Switzerland** (including Jersey, Guernsey and the Isle of Man) calls and texts to customers of EU/EEA mobile networks and landlines: use your allowance or charged at UK rates if no allowance.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
Calling to the UK (landlines starting with 01, 02 & 03, and mobiles)	Included in allowance or charged at UK rates if no allowance	Included in allowance or charged at UK rates if no allowance
Calling to EU/EEA/Switzerland (including Guernsey, Jersey & Isle of Man)	Not included in allowance; charged at international rates	Included in allowance or charged at UK rates if no allowance

For example:

- Calls and texts from the UK to France are not included in your allowance or charged at international rates, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your allowance or charged at UK rates.
- Calls and texts within the EU/EEA to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your allowance or charged at UK rates.

You cannot use your allowance minutes and texts to call and text customers of mobile networks and landlines in EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU/EEA/Switzerland and will be charged at your normal plan rate.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. Calls to numbers starting with 084, 087, 09 and 118 will be split into two parts:

- the Access Charge – this is the amount that is charged by EE of 44p (35.20p excluding VAT) per minute;

- the Service Charge – this is charged by the organisation you are calling. The amount of the Service Charge is set by them, and should be stated anywhere the number is advertised.

The Access Charge is added to the Service Charge to give your total cost of call. For further information <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>

Any inclusive data allowance you have is for use when in the UK and in the EU/EEA/Switzerland. Or you can buy a data add-on at UK rates to use data when abroad in the EU/EEA/Switzerland. See ee.co.uk/priceguides for details of add-ons available.

European Roaming

Inclusive roaming benefits are available to UK based customers only.

Our Europe Zone presently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

Note Turkey (you may connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone.

You can call 150 free of charge when roaming in the EU/EEA/Switzerland to get information about our charges. Emergency services can be contacted within the EU/EEA/Switzerland by calling 112.

WiFi Calling is not available when outside the UK.

Speeds

All our customers can enjoy the superfast speeds supported by our roaming partners abroad. But please note: Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. We aren't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

Stable links

You must comply with the EE fair use policy which includes you being a permanent resident in, or having a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four-month period, you:

- spend a total of two months or more within the UK; or
- mainly use your inclusive voice, text or data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with EE's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may apply a surcharge for all future data usage at the rate below:

- 1MB £0.0060

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.000060 or 0.00060p).

We will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy. You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

Complaints

If you have any concerns about EE's FUP policy, please get in touch with us using your preferred contact method at our [Ways to Complain](#) page. Please see our [Complaint Code of Practice](#) for full details of our complaints procedure.