



NON-STANDARD PRICE GUIDE FOR EE SMALL BUSINESS

More information about out-of-bundle charges for our small business customers

Price for additional calls and texts that are not included in your price plan.

Service Type	Call charges for a one minute direct dial call (unless otherwise stated) ex VAT
Calls to EE Customer Services	Please refer to your Plan Price Guide for details.
Calls to a TextLink user, using 18002 prefix	Standard Rates Apply
International operator assistance (155)	£1.27
Emergency calls (999, 112) ¹	Free
Standard non-emergency (101)	13p per call
Blind and disabled directory enquiries (195) ¹	Free
Access to RNID Typetalk™ via BT RelayAssist ¹	Free
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	Same as texts to other mobile customers. Please refer to your price plan price guide for details.
Text Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details.
Speaking clock (123)	29p per min.
Multimedia services	From 63p per min/per call up to £2.50 per min/per call Price vary by service, please refer to the Help section of our website, www.ee.co.uk
EE Group Call – see description below.	Same as an On-net Call & Included in allowances
All numbers prefixed by	
Premium Rate Services (09 and 07)	46p per minute + Service Charge ²
Directory Enquiry Services (118)	46p per minute + Service Charge ²
0843, 0844, 0845, 0870, 0871, 0872, 0873	46p per minute + Service Charge ²
Personal Numbering (070)	4.17p per minute. For details on specific services please refer to the Help section of our website, www.ee.co.uk .
Paging Services (076)	46p per minute
Call forwarding services (e.g. 07744, 07755)	46p per minute
05 (including 0500)	46p per minute
0800, 0808, 116	Free
Charity & Helplines Services ¹	Calls to some charity & helpline services are free. Please refer to the Help section of our website, www.ee.co.uk for a full list.
ByPass Services via 29 xx pp Shortcodes <i>The pp digits indicate the price (inc. VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number. For example:</i>	
29 03 00 to 99	3p per minute
29 25 00 to 999	21p per minute
Local Toll	29p per minute
National Toll	29p per minute

1. Calls will not be deducted from your inclusive allowance.
2. Details on Service Charges can be found at www.ee.co.uk/ukcalling.

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 an IDD call (International Direct Dial)

EU Roaming Regulations 15th June 2017

From 15 June 2017, customers on eligible plans will be able to use their minutes, texts and data at no extra cost when roaming in the EU/EEA if they have roaming activated on their account. Data fair usage policy may apply, see plan details and Terms and Conditions section of the EE Standard Price Guide for more information.

Charges are per Connection per month. Plans with Unlimited UK minutes and UK Texts plus data included within them can be used as Shared Plans to share the data allowance unless otherwise specified. On plans that have UK and European allowances, the data allowance can be shared while roaming in the specified countries. Minutes and texts cannot be shared.

Details of all of European countries included for both roaming and International Direct Dial (calling abroad from the UK) are listed at the end of the business handset plans and business SIM Only sections. See the Terms and Conditions section for more information.

What's a UK landline or a local/national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs'). There are some newer networks who have a telephone number starting with 07 but which aren't treated as a UK mobile call for the purpose of inclusive allowances. Once we become aware of these newer networks and their number ranges we'll try to make sure that calls to those numbers are included in your allowance. This may not always be possible and at the moment there are 13 number ranges that are not included in your allowance. These include: 079112, 078920, 078931, 079788, 077211, 077856, 075594, 074088, 074067, 074187, 074189, 074182, 074409. That means that if you call one of those numbers, that call won't come out of your inclusive allowance and you'll be charged your price plan's rate for a call to a UK mobile. As networks like these change from time to time, please contact us if you would like to check a particular number before dialling it from your EE phone. Personal numbers that begin with 070, are not included in allowances.

Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message.

Roaming rates apply when accessing your voicemail service whilst abroad. Standard rates apply when using Call Return whilst abroad.

Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Calls diverted from your number are included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to calls diverted to outside of allowance calls.

Calling into CS

You can call into our Customer Services by dialling 150 from your handset or From a UK landline - call 0845 412 5000 (When calling this number from your EE mobile you will be charged EE's Access

Charge of 46p per minute plus a service charge of 6p per minute (excl. VAT). When calling from a landline you will be charged this service charge plus the applicable access charge. If you're calling from abroad call +44 7953 966 150.

Group Voice Messaging

Send one voicemail message to up to 20 EE friends at once.

EE Group Call

EE Group Call is a conference call hosting service that enables up to 20 callers to conference in to one call.

The group organiser will need to choose a conference ID. This can be any 6 digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference ID's can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted.

Third Party Information Services

Charges vary as published by third party

Other Service Charges

Service Charge	Charge (ex. VAT)
Replacement SIM card	£1.25
Changing your phone number	£29.78
Online billing ¹	Free
Bill re-issue	£2.13 per bill
Reconnection	£20
Unlock mobile phone for use on another compatible network	£17.01
Memorable number ²	Prices available on request
Payment failure – cheques, credit cards and direct debit	£4.17 per failure
Late payment – a charge for paying your bill late in any one month	£4.17 per payment

1. You will need to sign-up for My EE to access your free on-line bill.
2. The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavour to give you reasonable notice if we have to do this. If you leave EE, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one off premium paid to us.

Calling Abroad from the UK – no add on

Calls & Texts to landlines and mobiles within the below zones	Countries	Price per minute (ex VAT)	Text Message (ex VAT)	Calls to non-mobile or landline services ⁴	Picture Message (ex VAT)
Zone 1	Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovenia, Slovak Republic, Spain, Sweden, Switzerland, Vatican	£1.25	30p	£2.92	46p
Zone 2	Guernsey, Republic of Ireland, Isle of Man, Jersey	£1.25	30p	£2.92	46p
Zone 3	Canada, USA, US Virgin Islands	£1.67	30p	£2.92	46p
Zone 4	Australia, New Zealand	£1.67	30p	£2.92	46p
Zone 5	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia & Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei Darussalam, Burkina, Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook, Colombia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Cote d'Ivoire, Cuba, Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, French Guyana, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Honduras, Haiti, Hong Kong, Iceland, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Martinique, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea, Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Reunion, Russia, Rwanda, Samoa, Sao Tome & Principe, Saudi Arabia, Senegal, Serbia & Montenegro, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts & Nevis, St Lucia, St Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (inc. Northern Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.67	30p	£2.92	46p
Satellite	N/A	£4.17	N/A	N/A	£4.17

1. A pre call announcement will be played prior to connecting your call to an International Premium Service
2. Calls to Cuba, Liberia and North Korea are currently barred.

Calling abroad from the UK add on rates – Business customer with a business plan and business add on (YINTPASSB)

YINTPASSB						
Country	Landline		Mobile		Text	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Algeria	£ 0.12	£ 0.10	£ 0.30	£ 0.25	£ 0.18	£ 0.15
Argentina	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Australia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Austria	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Bangladesh	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Barbados	£ 0.12	£ 0.10	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Belgium	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Brazil	£ 0.05	£ 0.04	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Bulgaria	£ 0.06	£ 0.05	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Canada	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
China	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Columbia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Croatia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Cyprus	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Czech Republic	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Denmark	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Egypt	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Estonia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Finland	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
France	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Germany	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Ghana	£ 0.12	£ 0.10	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Greece	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Guernsey	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Hong Kong	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Hungary	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
India	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Indonesia	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Ireland	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Israel	£ 0.05	£ 0.04	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Italy	£ 0.05	£ 0.04	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Jamaica	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Japan	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Jersey	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Kazakhstan	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Kenya	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Latvia	£ 0.40	£ 0.33	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Lithuania	£ 0.40	£ 0.33	£ 0.15	£ 0.13	£ 0.18	£ 0.15

Luxembourg	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Malaysia	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Mauritius	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Morocco	£ 0.15	£ 0.13	£ 0.30	£ 0.25	£ 0.18	£ 0.15
Netherlands	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
New Zealand	£ 0.05	£ 0.04	£ 0.17	£ 0.14	£ 0.18	£ 0.15
Nigeria	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Norway	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Pakistan	£ 0.10	£ 0.08	£ 0.10	£ 0.08	£ 0.18	£ 0.15
Philippines	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Poland	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Portugal	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Romania	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Russia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Saudi Arabia	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Singapore	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Slovakia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
South Africa	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
South Korea	£ 0.07	£ 0.06	£ 0.10	£ 0.08	£ 0.18	£ 0.15
Spain	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Sri Lanka	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Sweden	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Switzerland	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Taiwan	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Thailand	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Trinidad and Tobago	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Turkey	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
UAE	£ 0.15	£ 0.13	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Uganda	£ 0.20	£ 0.17	£ 0.20	£ 0.17	£ 0.18	£ 0.15
USA	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15

- Charging is per minute.
- Business calling abroad add on is only available on business plans

Calling abroad from the UK add on rates – Business customer with a consumer plan and consumer add on (YINTPASS)

YINTPASS						
Country	Landline		Mobile		Text	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Algeria	£ 0.18	£ 0.15	£ 0.43	£ 0.36	£ 0.18	£ 0.15
Argentina	£ 0.14	£ 0.12	£ 0.26	£ 0.22	£ 0.18	£ 0.15
Australia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Austria	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Bangladesh	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Barbados	£ 0.18	£ 0.15	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Belgium	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Brazil	£ 0.08	£ 0.07	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Bulgaria	£ 0.08	£ 0.07	£ 0.23	£ 0.19	£ 0.18	£ 0.15
Canada	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
China	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Columbia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Croatia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Cyprus	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Czech Republic	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Denmark	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Egypt	£ 0.14	£ 0.12	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Estonia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Finland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
France	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Germany	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Ghana	£ 0.20	£ 0.17	£ 0.29	£ 0.24	£ 0.18	£ 0.15
Greece	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Guernsey	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Hong Kong	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Hungary	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
India	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Indonesia	£ 0.15	£ 0.13	£ 0.28	£ 0.23	£ 0.18	£ 0.15
Ireland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Israel	£ 0.09	£ 0.08	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Italy	£ 0.08	£ 0.07	£ 0.23	£ 0.19	£ 0.18	£ 0.15
Jamaica	£ 0.18	£ 0.15	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Japan	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Jersey	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Kazakhstan	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Kenya	£ 0.16	£ 0.13	£ 0.14	£ 0.12	£ 0.18	£ 0.15
Latvia	£ 0.45	£ 0.38	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Lithuania	£ 0.45	£ 0.38	£ 0.20	£ 0.17	£ 0.18	£ 0.15

Luxembourg	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Malaysia	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Mauritius	£ 0.14	£ 0.12	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Morocco	£ 0.20	£ 0.17	£ 0.38	£ 0.32	£ 0.18	£ 0.15
Netherlands	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
New Zealand	£ 0.10	£ 0.08	£ 0.22	£ 0.18	£ 0.18	£ 0.15
Nigeria	£ 0.14	£ 0.12	£ 0.14	£ 0.12	£ 0.18	£ 0.15
Norway	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Pakistan	£ 0.15	£ 0.13	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Philippines	£ 0.15	£ 0.13	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Poland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Portugal	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Romania	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Russia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Saudi Arabia	£ 0.14	£ 0.12	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Singapore	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Slovakia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
South Africa	£ 0.12	£ 0.10	£ 0.20	£ 0.17	£ 0.18	£ 0.15
South Korea	£ 0.12	£ 0.10	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Spain	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Sri Lanka	£ 0.13	£ 0.11	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Sweden	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Switzerland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Taiwan	£ 0.15	£ 0.13	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Thailand	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Trinidad and Tobago	£ 0.15	£ 0.13	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Turkey	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
UAE	£ 0.20	£ 0.17	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Uganda	£ 0.26	£ 0.22	£ 0.25	£ 0.21	£ 0.18	£ 0.15
USA	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15

- Charging is per minute.
- Consumer calling abroad add on is only available on consumer plans

Roaming Zones (Travelling abroad) – Voice & Text

Our Europe Zone

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City

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

Whilst roaming in our Europe Zone, it costs the same as the UK for voice and texts. It costs £2 per minute to call zones 3-8, 65p per text to send a text to zones 3-8 and 46p per message to send a picture message to zones 3-8.

Other Voice & Text zones:

Zone 3: Other Europe: Andorra, Faroe Islands	Cost
Making a call in the zone you're in / EU and back to the UK (per min)	£1
Making calls to Rest of the World (per min)	£2
Receiving a call in the country you're in (per min)	£1
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text message (any destination)	65p
Sending a picture message (any destination)	46p

Zone 4: USA, Canada	Cost
Making a call in the zone you're in / EU and back to the UK (per min)	£1.35
Making calls to Rest of the World (per min)	£2
Receiving a call in the country you're in (per min)	£1
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text message (any destination)	65p
Sending a picture message (any destination)	46p

Zone 5: Australia, New Zealand	Cost
Making a call in the zone you're in / EU and back to the UK (per min)	£1.50
Making calls to Rest of the World (per min)	£2
Receiving a call in the country you're in (per min)	£1
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text message (any destination)	65p
Sending a picture message (any destination)	46p

Zone 6: Rest of world (any countries not included above)	Cost
Making a call in the zone you're in / EU and back to the UK (per min)	£1.65
Making calls to Rest of the World (per min)	£2
Receiving a call in the country you're in (per min)	£1.50
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text message (any destination)	65p
Sending a picture message (any destination)	46p

Zone 7: Maritime	Cost
Making a call in the zone you're in / EU and back to the UK (per min)	£2
Making calls to Rest of the World (per min)	£2
Receiving a call in the country you're in (per min)	£2
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text message (any destination)	65p
Sending a picture message (any destination)	46p

Zone 8: Rest of World Exceptional: Benin, Bahamas, Cuba, Cape Verde, Chad, Congo, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan	Cost
Making a call in the zone you're in / EU and back to the UK (per min)	£2.50
Making calls to Rest of the World (per min)	£2.50
Receiving a call in the country you're in (per min)	£2.50
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text message (any destination)	65p
Sending a picture message (any destination)	46p

Zone 9: Planes	Cost
Making a call in the zone you're in / EU and back to the UK (per min)	£2.50
Making calls to Rest of the World (per min)	£2.50
Receiving a call in the country you're in (per min)	£2.50
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text message (any destination)	£1.00
Sending a picture message (any destination)	£1.00

Roaming Zones (Travelling abroad) – Data

Our Europe Zone

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City

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

Whilst roaming in our Europe Zone, it costs the same as the UK for data usage. Data fair usage policy may apply, see plan details and Terms and Conditions section of the EE standard Price Guide for more information.

Other Data zones:

Roaming data add-on terms apply, see terms in section below: Terms Applying to All Subscription Options below

Zone A: Andorra, Armenia, Australia, Canada, China, Hong Kong, India, Israel, Japan, Malaysia, Mexico, Moldova, New Zealand, Peru, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA	Cost
40MB (24 hours)	£4
100MB (24 hours)	£7
250MB (7 days)	£20
750MB (7 days)	£40
2GB (12 months)*	£100

Zone B: Albania, Algeria, Argentina, Bahrain, Bermuda, Brazil, Cambodia, Caribbean, Columbia, Dominican Republic, Ecuador, Indonesia, Isle of Man, Kenya, Kuwait, Macedonia, Montserrat, Nicaragua, Nigeria, Oman, Philippines, Saudi Arabia, Serbia, South Korea, Sri Lanka, Taiwan, Ukraine, United Arab Emirates	Cost
20MB (24 hours)	£5
45MB (24 hours)	£10
90MB (7days)	£20
200MB (7 days)	£40

Zone C: Benin, Botswana, Egypt, Gabon, Guinee, Ivory Coast, Jordan, Madagascar, Mali, Mongolia, Montenegro, Morocco, Panama, Senegal, Sudan, Tanzania, Vietnam, Zambia	Cost
10MB (24 hours)	£5
22MB (24 hours)	£10
40MB (7 days)	£20
100MB (7days)	£40

Zone D: Air and Maritime, Afghanistan, Angola, Bangladesh, Belize, Bhutan, Bolivia, Bosnia and Herzegovina, Brunei Darussalam, Burkina Faso, Burundi, Cameroon, Cape Verde, Centrafrique, Chad, Chile, Congo, Cook Islands, Costa Rica, Cuba, Djibouti, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gambia, Georgia, Ghana, Greenland, Guam, Guatemala, Guyana, Honduras, Iran, Iraq, Kazakhstan, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Malawi, Mauritius, Mozambique, Namibia, Nepal, Netherland Antilles, Niger, Pakistan, Palestine, Papua New Guinea, Paraguay, Sierra Leone, Suriname, Swaziland, Syria, Tajikistan, Tunisia, Uganda, Uruguay, Uzbekistan, Venezuela, Vietnam, Yemen	Cost
5MB (24 hours)	£5
11MB (24 hours)	£10
20MB (7days)	£20
45MB (7days)	£40

Zone E: Azerbaijan, Belarus, Maldives, Rwanda, Seychelles	Cost
5MB (24 hours)	£30
10MB (24 hours)	£55

* Add-on has a 12 month minimum commitment period and early termination fees will apply if it is cancelled within the first 12 months. After the 12 month period, the add-on will continue to be applied to the account on a monthly basis until cancelled

Some non EU countries may be temporarily blocked from time to time

Voicemail charges whilst travelling

Standard roaming rates apply when calling into your voicemail service whilst abroad.

Calls whilst Roaming

For further details on call costs whilst roaming please refer to the Help section of our website, www.ee.co.uk.

If you connect to a local WiFi service on your mobile phone while you're abroad, you won't use any of your Data Roaming add-on while you're using it. Charges for using WiFi will be made by the local provider.

Landline

International calls standard rates:

Country	Landline	Mobile
Afghanistan	£0.348	£0.353
Albania	£0.148	£0.440
Algeria	£0.171	£0.257
Afghanistan	£0.348	£0.353
Afghanistan	£0.348	£0.353
Albania	£0.148	£0.440
Algeria	£0.171	£0.257
American Samoa	£0.139	£0.139
Andorra	£0.048	£0.342
Angola	£0.184	£0.273
Anguilla	£0.310	£0.326
Antarctica	£1.468	£1.468
Antigua And Barbuda	£0.168	£0.154
Argentina	£0.013	£0.306
Armenia	£0.084	£0.309
Aruba	£0.146	£0.302
Ascension	£0.968	£0.968
Australia	£0.023	£0.229
Austria	£0.039	£0.134
Azerbaijan	£0.163	£0.273
Azores	£0.028	£0.028
Bahamas	£0.037	£0.037
Bahrain	£0.097	£0.126
Bangladesh	£0.121	£0.079
Barbados	£0.156	£0.292
Belarus	£0.304	£0.338
Belgium	£0.032	£0.218
Belize	£0.325	£0.301
Benin	£0.194	£0.201
Bermuda	£0.062	£0.062
Bhutan	£0.138	£0.205
Bolivia	£0.146	£0.153
Bosnia	£0.197	£0.401
Botswana	£0.083	£0.231
Brazil	£0.064	£0.321
Brunei Darussalam	£0.044	£0.049
Bulgaria	£0.069	£0.519
Burkina Faso	£0.286	£0.370
Burundi	£0.072	£0.215
Cambodia	£0.220	£0.220
Cameroon	£0.206	£0.275
Canada	£0.018	£0.018
Canary Islands	£0.015	£0.015
Cape Verde	£0.365	£0.365
Cayman Islands	£0.133	£0.239
Central African Rep	£0.314	£0.314
Chad	£0.231	£0.231
Chile	£0.035	£0.296
China	£0.014	£0.014
Christmas Islands	£0.030	£0.030
Cocos Islands	£0.029	£0.029
Colombia	£0.030	£0.131
Comoros	£0.599	£0.522
Congo	£0.280	£0.376
Cook Islands	£0.877	£0.877
Costa Rica	£0.059	£0.106
Cote d'ivoire	£0.224	£0.271
Croatia	£0.043	£0.296
Cuba	£1.029	£0.867
Cyprus	£0.028	£0.043

Czech Republic	£0.022	£0.246
Democratic Rep Of Congo	N/A	£0.327
Denmark	£0.028	£0.244
Diego Garcia	£1.247	£1.247
Djibouti	£0.482	£0.472
Dominica	£0.159	£0.305
Dominican Republic	£0.086	£0.148
East Timor	£1.814	£1.902
Ecuador	£0.286	£0.280
Egypt	£0.138	£0.151
El Salvador	£0.240	£0.249
Equatorial Guinea	£0.294	£0.454
Eritrea	£0.340	£0.486
Estonia	£0.112	£0.360
Ethiopia	£0.303	£0.349
Faeroe Islands	£0.331	£0.241
Falkland Islands	£0.637	£0.637
Fiji	£0.416	£0.403
Finland	£0.048	£0.186
France	£0.014	£0.138
French Guiana	£0.143	£0.534
French Polynesia	£0.304	£0.291
Gabon	£0.179	£0.282
Gambia	£0.419	£0.419
Georgia	£0.069	£0.194
Germany	£0.014	£0.163
Ghana	£0.100	£0.142
Gibraltar	£0.034	£0.363
Greece	£0.016	£1.534
Greenland	£0.601	£0.679
Grenada	£0.154	£0.289
Guadeloupe	£0.069	£0.450
Guam	£0.078	£0.078
Guatemala	£0.170	£0.220
Guinea	£0.332	£0.264
Guinea-Bissau	£0.868	£0.868
Guyana	£0.390	£0.348
Haiti	£0.375	£0.375
Honduras	£0.374	£0.378
Hong Kong	£0.024	£0.024
Hungary	£0.027	£0.188
Iceland	£0.020	£0.192
India	£0.064	£0.064
Indonesia	£0.116	£0.106
Iran	£0.154	£0.307
Iraq	£0.148	£0.176
Ireland	£0.014	£0.163
Israel	£0.017	£0.139
Italy	£0.014	£0.179
Jamaica	£0.084	£0.169
Japan	£0.023	£0.150
Jordan	£0.138	£0.184
Kazakhstan	£0.132	£0.334
Kenya	£0.125	£0.208
Kiribati	£0.730	£0.730
Korea North	£1.080	£1.080
Korea South	£0.043	£0.019
Kuwait	£0.130	£0.257
Kyrgyzstan	£0.118	£0.209
Laos	£0.114	£0.114

Latvia	£0.063	£0.229
Lebanon	£0.287	£0.406
Lesotho	£0.246	£0.323
Liberia	£0.219	£0.267
Libya	£0.288	£0.339
Liechtenstein	£0.307	£0.740
Lithuania	£0.133	£0.244
Luxembourg	£0.014	£0.206
Macao	£0.110	£0.106
Macedonia	£0.138	£0.387
Madagascar	£0.291	£0.300
Madeira	£0.015	£0.015
Malawi	£0.113	£0.142
Malaysia	£0.018	£0.054
Maldives	£0.436	£0.453
Mali	£0.191	£0.302
Malta	£0.094	£0.360
Marshall Islands	£0.392	£0.392
Martinique	£0.103	£0.459
Mauritania	£0.204	£0.301
Mauritius	£0.114	£0.110
Mayotte Island	£0.232	£0.500
Mexico	£0.063	£0.447
Micronesia	£0.339	£0.339
Moldova	£0.194	£0.284
Monaco	£0.051	£0.382
Mongolia	£0.121	£0.119
Montenegro	£0.167	£0.369
Montserrat	£0.181	£0.181
Morocco	£0.137	£0.247
Mozambique	£0.103	£0.146
Myanmar	£0.464	£0.464
Namibia	£0.107	£0.301
Nauru	£1.384	£1.384
Nepal	£0.676	£0.767
Netherlands	£0.019	£0.172
Netherlands Antilles	£0.258	£0.259
New Caledonia	£0.376	£0.376
New Zealand	£0.019	£0.193
Nicaragua	£0.332	£0.332
Niger	£0.211	£0.198
Nigeria	£0.141	£0.132
Niue	£0.903	£0.903
Norfolk Island	£1.266	£1.266
Northern Mariana Is	£0.092	£0.092
Norway	£0.014	£0.225
Oman	£0.207	£0.254
Pakistan	£0.136	£0.136
Palau	£0.541	£0.541
Palestine	£0.325	£0.325
Panama	£0.061	£0.161
Papua New Guinea	£1.018	£0.977
Paraguay	£0.084	£0.257
Peru	£0.059	£0.303
Philippines	£0.113	£0.125
Poland	£0.017	£0.177
Portugal	£0.034	£0.247
Puerto Rico	£0.037	£0.037
Qatar	£0.193	£0.268
Reunion	£0.221	£0.432
Rodriguez Island	£0.136	£0.136
Romania	£0.093	£0.371
Ross Island	£0.028	£0.028
Russia	£0.042	£0.071
Rwanda	£0.182	£0.182
Samoa West	£0.391	£0.575
San Marino	£0.061	£0.061

Sao Tome And Principe	£1.416	£1.416
Saudi Arabia	£0.197	£0.230
Senegal	£0.185	£0.298
Serbia	£0.097	£0.337
Seychelles	£0.120	£0.120
Sierra Leone	£0.294	£0.355
Singapore	£0.014	£0.013
Slovakia	£0.050	£0.263
Slovenia	£0.089	£0.467
Solomon Islands	£1.343	£1.343
Somalia	£0.710	£0.925
South Africa	£0.052	£0.297
Spain	£0.014	£0.155
Sri Lanka	£0.134	£0.201
St Helena	£1.127	£1.127
St Kitts And Nevis	£0.150	£0.316
St Lucia	£0.156	£0.291
St Pierre And Miquelon	£0.404	£0.433
St Vincent	£0.166	£0.304
Sudan	£0.171	£0.171
Suriname	£0.316	£0.316
Swaziland	£0.084	£0.174
Sweden	£0.014	£0.153
Switzerland	£0.018	£0.218
Syria	£0.220	£0.274
Taiwan	£0.015	£0.134
Tajikistan	£0.156	£0.154
Tanzania	£0.151	£0.177
Thailand	£0.056	£0.139
Togo	£0.331	£0.364
Tokelau	£1.145	£1.145
Tonga	£0.294	£0.294
Trinidad And Tobago	£0.113	£0.184
Tunisia	£0.223	£0.399
Turkey	£0.040	£0.130
Turkmenistan	£0.170	£0.160
Turks And Caicos Is	£0.159	£0.321
Tuvalu	£0.751	£0.751
Uganda	£0.140	£0.184
Ukraine	£0.123	£0.192
United Arab Emirates	£0.238	£0.238
United States	£0.014	£0.014
Uruguay	£0.080	£0.282
Uzbekistan	£0.085	£0.307
Vanuatu	£0.758	£0.749
Vatican City	£0.019	£0.019
Venezuela	£0.090	£0.315
Vietnam	£0.158	£0.151
Virgin Islands UK	£0.233	£0.238
Virgin Islands US	£0.014	£0.014
Wallis And Futuna Is	£0.579	£0.579
Yemen	£0.201	£0.203
Zambia	£0.032	£0.205
Zimbabwe	£0.110	£0.385

Points to note

As of October 2012 VAT is charged at 20%. If the rate is increased the amount that you pay will automatically be increased by an equivalent amount (meaning that the amount in the inc. VAT column of our charges table will be revised upwards to reflect the rate increase). 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 subcategories 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. Customers should look at the travelling section within this document for the minimum call charge for travelling calls.

Allowances and options

- a) Multiple allowances can be purchased.
- b) The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill. You will receive the full allowance from the point the allowance is added.
- c) Unless we tell you otherwise, your allowance from an Add On will last for 30 days. If you buy a monthly recurring Add On, the monthly charge will continue until you ask our customer service agent to cancel. Remember, if you decide to cancel your Add On you'll have to give us 30 days' notice. The Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle.

Bill Charges: Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.