

## Roaming for Pay Monthly customers

These terms apply only to usage of your EE, Orange or T-Mobile pay monthly plan in the EU/EEA/Switzerland **from 15<sup>th</sup> June 2017**. They replace the terms relating to roaming in the EU/EEA in your specific plan terms. **All other parts of your plan terms and your network terms continue to apply to you unchanged.** (If you joined or upgraded to an EE pay monthly plan from 10<sup>th</sup> May onwards, ignore these terms and see your normal plan terms.)

Your monthly payment is for using mobile internet on your phone, for checking voicemail (including visual voicemail if you have an iPhone) and an allowance of minutes and texts. You can use your minutes & texts:

- When **in the UK** to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (Jersey, Guernsey and Isle of Man not included).
- When abroad **in the EU/EEA/Switzerland** to call and text 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).
- When abroad **in the EU/EEA/Switzerland** (including Jersey, Guernsey and the Isle of Man) to call and text customers of EU/EEA mobile networks and landlines.

	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	Included
Calling to EU/EEA/Switzerland (including Guernsey, Jersey & Isle of Man)	Not included	Included

For example:

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

You cannot use your inclusive minutes and texts to call and text customers of mobile networks and landlines in the EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU, 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 08 numbers cost up to 50p/min, calls to 070 numbers cost up to £1/min and 09 numbers cost up to £3/min. For further information see [ee.co.uk/priceguides](http://ee.co.uk/priceguides).

Your inclusive data allowance is for use when in the UK and in the EU/EEA/Switzerland. When in the EU/EEA/Switzerland you may be subject to a data fair use policy (see below for details).

## **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 when in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable.

If you have an EE 4GEE Max plan you will also be able to take your inclusive allowance to Australia, Canada, Mexico, New Zealand and the USA.

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.

If your device is compatible with WiFi Calling, you will not be able to use it for WiFi Calling when outside the UK.

### **Fair use amount**

If your domestic data allowance is greater than 15GB, a fair usage policy of 15GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 15GB from your allowance while roaming). Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe Zone.

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier).

- 1MB £0.0060

Note whilst the charge displayed above are per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000060 or 0.00060p).

Whether you have a FUP or not, if you use up all of your domestic data allowance when you are outside the UK, surcharges will apply to continue using data. Details of these surcharges (and those mentioned above) can be found at <http://ee.co.uk/content/dam/ee-help/Help-PDFs/ee-pay-monthly-simo-nonstd-march-2017.pdf>

So, for example, if your data allowance is 25GB you can use a maximum of 15GB when roaming:

<b>Scenario 1</b>	<b>Scenario 2</b>	<b>Scenario 3</b>
You've used 8GB in the UK before going abroad	You've used 8GB in the UK before going abroad	You've used 15GB in the UK before going abroad
You use the maximum 15GB outside the UK	You use 5GB while roaming	You'll have 10GB maximum to use outside the UK
You'll have to buy an add-on to keep using data outside the UK after 15GB	You don't need to buy a data add-on for roaming data	You'll need to buy a data add-on if you want to use more than 10GB outside the UK
You'll have 2GB left to use in the UK when you come back	You'll have 12GB left to use in the UK when you come back	When you come back to the UK you'll need to get a data add-on for the rest of the month if you want to keep using data at home

### **Speeds**

If you have any plan other than an EE 4GEE Max plan you will get our standard roaming data speeds when in the EU. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi--mobile-broadband--terms/ee-traffic-management-for-mobile-broadband> for more info. If you want access to faster speeds you will be able to buy one of our Max plans or a speed add-on (where available). If you are on an EE 4GEE Max Plan you'll get access to the fastest available speeds when abroad.

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**

We will consider you have a stable link to the UK if you spend at least half of your time during any 4 month period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use. Where your usage no longer indicates a risk of abusive or anomalous use we will stop charging you the surcharge. Examples of this are where you stop permanent use and resume periodic use when roaming in the EU. Where we have evidence of organised reselling of our UK SIM cards to persons not residing in or having stable links to the UK 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.