



PAY AS YOU GO PRICE PLANS

AVAILABLE FROM 02 DECEMBER 2025

OUR PLANS

When you join EE pay as you go, you can pay for services using your top up credit or by taking a plan (described below).

Talk and Text Plan

If you pay for services using top up credit, you'll be charged in accordance with the rates set out in the Pay As You Go Price Guide and Pay As You Go Non-Standard Price Guide. See, www.ee.co.uk/priceguides. Talk and Text Plans do not include a data allowance, but data passes are available to buy, with the charge being deducted from your top up balance.

7-Day, 14-Day, 30-Day & 90-Day Plans ("Plans") & 30-Day Saver Plans ("Saver Plans")

With our Plans and Saver Plans, you will receive an allowance of minutes, texts and data which lasts for the number of days specified ("plan validity period"). When you join EE pay as you go, the SIM card comes with a pre-selected plan which will start as soon as you top up the amount required to activate the plan, or set up a recurring card payment for a Saver Plan, insert the card into your device and make a call, text or use the internet. If you top up with an amount less than the pre-selected plan value, you will automatically default to a Talk and Text Plan. If after the plan validity period you have not topped-up your credit balance to the value of the pre-selected plan value, the pre-selected plan will be cancelled and you can continue using the services using the Talk and Text Plan. You can choose to purchase a new Plan at any time. SIM cards without pre-selected plans are available in selected retailers or EE stores and can be used using your top up credit or by subscribing to a Plan of your choice.

If you set up a recurring card payment when you take your 30-Day plan, you will receive a 10% discount on the cost of the plan (a 30-Day Saver Plan). If you cancel your Card Payment arrangement, you will no longer be eligible for the discount. Card Payment terms apply, see ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/card-payments.

Unless you cancel your plan, Plans automatically recur after the plan validity period, so you will need to make sure that you have enough credit on your account for us to take payment or have set up recurring card payments. We will remind you when the plan duration period ends, and we will remind you the day before it is due to recur that we are about to take payment. Once we have taken payment, we will let you know. If you don't want the plan to recur text STOP PLAN to 150 at any time before the plan period ends. Alternatively, log in to your EE Account where you can also stop your plan recurring.

If you don't have enough credit on your account (and you haven't set up recurring card payments) to pay for a new plan, we will not apply the new plan to your account until you have enough credit to pay for it. As soon as you do, we will take payment from your credit and give you the new plan immediately. If 30 days after your previous plan expired you have still not topped up enough money to pay for a new plan, we will not make any further attempts to take payment and we will cancel your plan and you will automatically default to a Talk and Text Plan.

We'll let you know when you have used up each allowance in your plan. If you use up all the allowances in your plan before the end of the plan duration, we'll also let you know. Once you've used up all of the allowances, you can pay for services using your top up credit (see below for further details on out of allowance charges), you can buy an Add-On (described below) until your plan recurs or you can buy a new recurring plan that starts straight away.

If you want to buy a new or different plan, then text the short code of the plan you want to 150. You can also buy via our automated calling service by dialling 150 from your EE phone or by logging in to your EE Account. We take the payment immediately and the new plan will start when either all of the allowances in your current plan expire, or when your current plan comes to recur, whichever happens first. Alternatively, you can start your new plan immediately by texting NOW to 150, but if you do this you will lose any allowances you may still have remaining on your current plan.

MINUTES AND TEXTS

The allowance of minutes and texts included in Plans can be used when in the UK or Republic of Ireland 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).

If you do not have Plan or add-on or your allowance has run out you will be charged at your normal plan rate as set out in PAYG Non-standard Price Guide at ee.co.uk/priceguides.

Allowances do not include premium rate numbers anywhere in the UK 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. For further information on what you will be charged to call these numbers see ee.co.uk/priceguides.

Whenever you make a call, a one-minute minimum call charge applies and are charged on a per minute basis.

DATA

Any inclusive data allowance you have is for use when in the UK and Republic of Ireland. See ee.co.uk/priceguides for details of Add-Ons available.

EU ROAMING

If you have a PAYG plan you can access your allowances in the EU/EEA (Our Europe Zone) for either 24 hours or 7 days for an additional charge. You can only opt in to the additional charge when you arrive in in our Europe Zone. You will need sufficient credit balance and the charge is deducted from your credit balance when you opt in.

If you do not have an active plan or do not opt in to access your allowances in our Europe Zone, you will be charged as set out in PAYG Non-standard Price Guide at ee.co.uk/priceguides. You will not be able to use data unless you buy a EU roaming data add-on.

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).

**Turkey (you may wish to connect to a Turkish network 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 opt in to the 24 hour or 7 day charge you can use your minutes and texts:

- When roaming in the EU/EEA 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) & Republic of Ireland.
- When roaming in the EU/EEA (including Jersey, Guernsey and the Isle of Man) to call and text customers of EU/EEA mobile networks and landlines.

Examples of when the 24 hour or 7 day charge does/does not apply:

- Calls and texts from the UK to France is an international call. This is not covered by the daily charge and International call charges apply.
- The daily charge does apply to calls and texts from France to mobiles & landlines in the UK & Republic of Ireland.

- The daily charge does apply to calls and texts within the EU/EEA/Switzerland to mobiles & landlines (so for example from France to France, or from France to Spain).

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 EU and will be charged at your normal plan rate.

The maximum call duration per call made using inclusive allowances when roaming is 120 minutes after which time, you must redial to continue the call.

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.

Republic of Ireland

If you have a PAYG plan, when you are in the Republic of Ireland calls, text and data usage within the Republic of Ireland and to the UK are included within your allowance and the daily charge does not apply unless you have a limited call or text allowance. Once you have used up your allowance, calls or texts from the Republic of Ireland to the UK will be subject to the daily charge and calls within the Republic of Ireland will be subject to standard rates as set out in the standard and non-standard price guide. When you are in the Republic of Ireland the daily charge applies to calls and texts to the EU/EEA/Switzerland You can call 150 free of charge when roaming in the EU/EEA to get information about our charges. Emergency services can be contacted within the EU/EEA 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 25GB, a fair usage policy of 25GB whilst roaming in our Europe will apply (i.e. you can use up to 25GB 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 and Rest of World Zones.

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

- 1MB £0.0036

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000036 or 0.00036p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 25GB or less and therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy a UK/EU data Add-On to continue using data. Details of these data Add-Ons (and the surcharges mentioned above) can be found in the EE Pay As You Go Price Guide.

Speeds

You will get our standard roaming data speeds when in the EU/EEA/Switzerland. 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/accountsbilling-and-topping-up/terms-and-conditions/ee-termsandconditions/4gwifi--mobile-broadband-terms/ee-traffic-management-for-mobile-broadband> for more info.

Speeds outside the UK always depend on the network you connect to. EE isn'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

Our PAYG service is intended for customers with a stable link to the UK who travel abroad periodically. It is not intended for customers roaming on a permanent or semi-permanent basis. We will consider you have a stable

link to the UK if spend a total of 60 days or more during any 120-day 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 or block your SIM card and roaming services. We'll let you know before we do anything.

ADD-ONS

If you've used one or more of the allowances from your plan or if you would like to pay for services using a non-recurring add-on, you can choose to buy an add-on using your pay as you go credit. Add-ons lasts 1, 7 or 30 days (the "**add-on validity period**") or until you have used the add-on's allowance, whichever comes first. We'll let you know when your allowance runs out or when the **add-on validity period** ends. To buy an add-on, check you have enough credit then text the short code of the add-on you want to 150. You can also buy via our automated calling service by calling 150 from your EE phone or by logging in to your EE Account. For more information, please see <https://ee.co.uk/help/helpnew/billing-usage-and-top-up/add-ons/pay-as-you-go-add-ons-explained>. You can have up to two of the same add-ons active on your account at any one time. If you have got two add-ons active at the same time, the one which is going to expire first will be used up first.

MINUTES & TEXT ADD-ONS (INCLUDING CALLING ABROAD)

When your add-on runs out, you'll need to buy a new one or you'll be charged on a per minute or per text basis. See below for further details.

For our Calling Abroad add-ons see our PAYG Price Guide and PAYG Non-standard Price Guide at ee.co.uk/pricguides for the countries included.

We can remove or change the countries included in the add-on or change the pricing at any time. We will try to tell active users of the service before doing this. We can also remove this add-on from your account, but we will tell you by text message before we do. Our usual one-minute minimum call charges will apply.

If you buy an additional minutes or text add-on while one is active, the new **add-on's validity period** will start running immediately.

DATA ADD-ONS

If you don't have a 30-day or 90-day plan or you have used up all of your plan data allowance, you'll be directed to our portal to buy a data add-on. We'll also send you a link to the portal by text. If apps on your phone are updating themselves or files are being downloaded, and you don't have data allowance, we will send you a link to the portal by text.

If you buy a data add-on whilst you still have data allowances from a plan or data add-on, the new data **add-on's validity period** will start running immediately.

USING OUR SERVICES

In order to activate your SIM, you must first make a call, send an SMS or MMS or use data in the UK.

Some services are available as an add-on only.

You'll need a 4G calling compatible phone to make and receive calls over our 4G network. 4G Calling is not available when roaming.

When in the UK, if you have a compatible device and the correct software, you can use your minutes allowance to make calls using Wi-Fi Calling (see ee.co.uk/wificalling for terms).

For more information on the cost of using our services, see the Pay as You Go Price Guide and Pay As You Go Non-Standard Price Guide at www.ee.co.uk/pricguides.

You can only use mobile internet if you have a compatible phone. You can check your coverage at ee.co.uk/coverage. Your phone may not be compatible with any networks outside the UK. We'll let you know by text message when your data is running low (80% of your allowance is used up) and when it has run out. You cannot use mobile internet unless you have bought a plan or an Add-On.

Speeds are capped at 25Mbps. The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds.

GENERAL

Use of our pay as you go services is subject to your acceptance of our standard network terms and conditions. We monitor your use in accordance with those terms, which can be found at www.ee.co.uk/terms.

Services are for use in the UK unless we tell you otherwise. Services are for normal person to person use from your phone. You can't sell access to our network or to anyone else and that services are not be used for anything unlawful or to send nuisance communications. We'll decide if you are in breach of these terms and conditions if you text and call more than 300 different numbers in a month. We're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network. If you don't call, text or top-up every 180 days you will be disconnected, and you'll lose any credit on your account.

FREE BOOSTS FOR PLANS

Each time you consecutively buy 2 of our 30 day Plans, you will receive a Free Boost of 2GB of data that will be applied to your current plan and to future plans purchased (the "Free Boost"). You can accrue up to a maximum of 6 Free Boosts, meaning the more plan you buy, the more Free Boosts you will receive.

Free Boosts last for the duration of the plan's validity period (e.g. 30 days) and will not roll over if you do not use them up.

You cannot accrue Free Boosts for plans costing less than £10. If you purchase a plan less than £10, you will lose all of the Free Boosts accrued.

DATA ROLLOVER

If you have not used all of the data allowance in your plan when the plan ends the unused data will be added to the next plan that you buy. You cannot roll over data from Add-Ons or free boosts. Applies to 30-day plans only. Does not apply to Talk and Text plans. You must buy a new plan within 7 days of the expiry of the original plan with unused data to qualify for data rollover.

Rollover data lasts for the duration of the plan validity period and will not roll over a second time if you do not use it up. Your data allowance will be applied in the following order for each plan:

1. Rollover data
2. Core plan allowance
3. Free boosts.