



# EE SIM ONLY PAY MONTHLY SAFER SIMS PLAN TERMS AND PRICE GUIDE

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Available from 12<sup>th</sup> August 2025

## PLAN TERMS

Choose from a Protected, Guided or Trusted Safer SIMs plan, see our Price Guide at page 5 or details of your inclusive allowances. Additional benefits included in Safer SIMs plans are described below.

You'll have to pass our standard credit check and promise to stay with us for 30 days.

Your monthly payment is for the use of mobile internet on your phone, for checking voicemail (including visual voicemail on an iPhone) and an allowance of minutes and texts, in addition to the benefits described below.

### **MINUTES AND TEXTS**

You can use minutes & texts when in the UK and Republic of Ireland to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (mobile and landline numbers to Jersey, Guernsey and Isle of Man not included). Calls to numbers starting with 08, 070, 09 and 118 are blocked and not included in your inclusive allowance of minutes.

Your inclusive data allowance is for use when in the UK and Republic of Ireland.

Plans are for normal person to person use of your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text and/or call more than 300 different numbers in a month. Remember, 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 on the user's device and ask you to stop and if you don't then we may disconnect your SIM card from our network.

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

**Wi-Fi Calling:** 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](http://ee.co.uk/wificalling) for terms).

### **DATA**

You'll need 4G or 5G (and so on as new technologies are introduced) coverage to use mobile internet on your phone plus a compatible device. You'll need to be in range of our base stations: to use our 4G network you need to be within a 4G-enabled area and to use 5G you need to be within a 5G-enabled area. You must have a 5G compatible device to access 5G. You can and should check expected coverage via our coverage maps at [ee.co.uk/coverage](http://ee.co.uk/coverage). Your phone may not be compatible with other UK networks or networks outside the UK. Coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography. In some very limited circumstances right at the edge of the 5G-enabled area and when indoors, your device may show it is connected to the 5G network when it is not. You'll still receive our best available speed at this location (subject to your plan's speed cap).

Each plan provides a data allowance to use each month. If you have a plan with a capped data allowance, we'll let you know by text message to the user's device when your data is running low (when 80% of the allowance is used up) and when it has run out.

#### **Stay Connected Data**

Our Protected Safer SIMs plans only include Stay Connected data, which caps speeds at 0.5Mbps. Protected Safer SIMs plan users will gain access to speeds capped at 10Mbps if the user is gifted data by someone else in your family account.

On our Guided and Trusted Safer SIMs plans, if the data allowance is capped, (i.e. not an unlimited data plan), once the monthly data allowance has been used, the speed will be capped at 0.5Mbps.

Guided Safer SIMs plan users will regain access to speeds capped at 10Mbps and Trusted Safer SIMs plan users will regain access to speeds capped at 100Mbps upon any of the following:

- renewal of the monthly plan allowance;
- if the user is gifted data by someone else in your family account.

Once the gifted data runs out, the user will return to speeds capped at 0.5Mbps until the monthly plan allowance has renewed.

You can use mobile internet on your phone to make internet phone calls ('VoIP'), use your phone as a modem ('tethering') and phone for peer to peer file sharing.

#### Unlimited Data Plans

The Trusted Safer SIMs Plan may be eligible for an unlimited data allowance through EE One. 50GB fair usage policy applies outside UK. Personal, non-commercial use only. If you regularly tether 12 or more devices, we will consider this non-personal use and have the right to move you to a more suitable plan. We will consider usage above 600GB/month to be non-personal use and have the right to apply traffic management controls to de-prioritise your mobile traffic during busy periods or to move you to a business plan.

#### Speeds

The Protected Safer SIMs plan provides access to speeds capped at 0.5Mbps in the UK. The Guided Safer SIMs plan provides access to speeds capped at 10Mbps in the UK. The Trusted Safer SIMs plan provides access to speeds capped at 100Mbps in the UK. 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.

#### Data Gifting

The account holder only can gift between pay monthly plans on the same account in increments of 500MB. Unlimited plans can gift up to 100GB. Data usage on an unlimited plan will be deducted from the giftable allowance. You cannot gift to or from Smart Watches, 4G Home or 5G Home plans. Data not used in a month does not roll over and allowances are set back to zero at the start of each month. If you are outside your price plan's standard countries when monthly allowances refresh on your bill date, the main account holder will not be able to gift data until you return to the UK. Gifted data can only be used in accordance with the plan terms applicable to the receiving line.

### **ROAMING**

#### EU/EEA Roaming

A daily charge will apply to use allowances in the EU/EEA. See below for details of destinations included.

Examples of when the daily 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 is blocked on Safer SIMs plans.
- 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.

Our **Europe Roaming 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, 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. Therefore any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network, will not connect to a roaming operator.

## Republic of Ireland

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.

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 from the user's device 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.

## Speeds

All our customers can enjoy the speeds supported by our roaming partners abroad, subject to your plan's speed cap.

But please note:

Speeds outside the UK always depend on the network you connect to and 4G and 5G 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 usage policy which includes the user 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 the user's 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 through the user's device 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 usage. Surcharges are set out above and 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 fair usage 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.

## **PROTECTED, TRUSTED AND GUIDED PLAN BENEFITS**

### Scam Call Protect

All Safer SIMs Plans include Scam Call Protect, which provides network-level call labelling to detect and alert the user about potential spam and fraud calls. Scam Call Protect will start straightaway for all plans and cannot be removed. This service is for personal, non-commercial use.

### Parental controls

Parental controls on Safer SIMs Sim Only Protected plans are locked to the Strict setting and cannot be changed. Safer SIMs Sim Only Guided and Trusted plans have a default Moderate setting, which can be changed to the Strict setting. Parental controls cannot be removed on any Safer SIMs plans. Parental controls are only active when the device is connected to the EE mobile network and do not work when the device is connected to Wi-Fi, broadband, or another mobile network, and when using a third-party SIM or eSIM. Parental controls do not work when certain privacy or security features are enabled on the device, such as VPNs, Apple Private Relay, or custom DNS settings. Parental controls block

access to websites based on content categories but do not block all content in apps. Some adult or inappropriate content may still be accessible, so it's important to stay aware of your child's internet use.

	Protected	Guided	Trusted
30-day plans	✓	✓	✓
Data allowances	Stay Connected Data Only	3GB	10GB
Minutes/Texts	Unlimited	Unlimited	Unlimited
Speed Cap	Up to 0.5Mbps	Up to 10Mbps	Up to 100Mbps
Stay Connected	✓	✓	✓
Data gifting	✓	✓	✓
Strict parental controls	✓	✗	✗
Moderate parental controls (can be changed to Strict)	✗	✓	✓
Scam Call Protect	✓	✓	✓
EU Roaming available (daily charges apply)	✓	✓	✓

## PLAN PRICE GUIDE

For new and upgrading customers from 12 August 2025 this is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.

### **Non-fixed price plans:**

If you are not on a fixed price plan, the monthly plan price for the service will increase by £2.50 on 31 March each year, and out of bundle charges will increase by 5%. See [ee.co.uk/prices-explained](https://ee.co.uk/prices-explained) for details. Please note the cost of other services you take from us may increase or decrease while you are an EE Customer.

### **30-day plans**

	Plan Type	
	Guided	Trusted
Allowance		
3GB	£10	
10GB		£15

### **Fixed Price Plans:**

If you are on a fixed price plan, then the monthly price that you pay for your mobile plan will not increase during the minimum term. Out of bundle charges will increase by 5% on 31 March each year. See [ee.co.uk/prices-explained](https://ee.co.uk/prices-explained) for details. Please note the cost of other services you take from us may increase or decrease while you are an EE Customer. At the end of the minimum term your fixed price period ends, and your monthly plan price will increase by £2.50 each year. See [ee.co.uk/prices-explained](https://ee.co.uk/prices-explained) for details.

### **30-day plans**

	Plan Type
	Protected
Allowance	
stay connected data	£7

Included in Allowances			
Service Type	Protected Plans	Guided Plans	Trusted Plans
Calls to UK mobile numbers	✓	✓	✓
Calls to certain MVNO numbers <sup>3</sup>	X	X	X
Calls to UK landlines (numbers starting with 01,02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	✓
Calls to Freephone (080) & (116) <sup>4,5</sup>	X	X	X
Calls to 08 & 09 numbers	X	X	X
Calls to 084 and 087 numbers	X	X	X
Calls to numbers starting in 0500	X	X	X
Calls to retrieve voicemail	✓	✓	✓
Text messages to UK mobile numbers <sup>5</sup>	✓	✓	✓
Text messages to certain MVNO numbers <sup>3, 5</sup>	X	X	X
Picture messages	X	X	X
Calls to Customer Services (During Normal working hours)	✓	✓	✓
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	✓	✓	✓
Calls divert <sup>7</sup>	✓	✓	✓
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below <sup>1, 8</sup>	X	X	X
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries <sup>1, 8</sup>	X	X	X
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			

\* Cost of Calls or Services Made Outside of Allowances (Inc. VAT) can be seen under the standard and non-standard price guide [here](#).

\*\* These plans are available as part of specific offers. Offer terms apply.

1. Daily charge applies.. Cost of daily charge can be seen under the standard and non-standard price guide [here](#). For further details on call costs whilst roaming please refer to the help section of our website, [ee.co.uk](#).
2. A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
3. Calls & text messages to certain MVNO and call forwarding services are not included in your allowance and are blocked for Safer SIMs plans. See 'points to note' for more information.
4. Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the 'help' section of our website, [ee.co.uk](#).
5. Applies to messages sent from your phone or via the EE website, [ee.co.uk](#).
6. 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".
7. Call divert is included in your allowance where diverted to a number which would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
8. Fair usage applies abroad. See plan terms above. VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.

# Points to note

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## **General**

- A text message consists of up to 160 characters. Longer messages to numbers excluded from your allowance will be blocked.
- You can get an estimate of your out of allowance usage by calling 150 through the user's device or by logging into your EE account. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Charging starts when a call is answered by a person or an answering device.
- Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- 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. All chargeable calls will be subject to a 1-minute minimum charge unless otherwise stated
- When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first month's charge will be proportionate to the number of days from your date of joining to the end date of your bill.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

## **How Your Services Are Charged - Data**

What do you mean by data usage?

We measure how much data you use in kilobytes (KB). Data is based on the following units:

- 1024 bytes = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024 KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024 MB = 1 Gigabyte (GB) (equivalent to about five hours of watching YouTube)

We send data across our network in packets no bigger than 1.5KB. A packet is just a unit of data.

Data usage is all the data that's been sent or received. Upstream is where data is transferred from your device to the internet (uploading). Whereas downstream is from the internet to your device (downloading).

We calculate your data usage based on the amount of data that travels over our network both upstream and downstream, which may be different from the data your device consumes.

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off.

When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device.



