



EE PAYG SAFER SIMS GUIDED PLAN

Available from 12th August 2025

1. EE Pay As You Go Safer SIMs Guided Plan

EE Pay As You Go Safer SIMs Guided Plans provide you with an allowance of 500 minutes, 500 texts and 2GB data and last 30 days (“Plan Duration”).

If you have chosen a EE Pay As You Go Safer SIMs Guided Plan, the SIM card comes with the EE Pay As You Go Safer SIMs Guided Plan pre-selected, and the Plan Duration will start as soon as you top up the amount required to activate the EE Pay As You Go Safer SIMs Guided Plan or set up recurring card payment, insert the card into your device and make a call, text or use the internet. On an EE Pay As You Go Safer SIMs Guided Plan, service messages, including messages about payments or account management, will be sent only to the user’s EE SIM or eSIM and not the account holder.

You can use the Card Payment service to pay for your Pay As You Go Safer SIMs Guided Plan. To do this you can choose a SIM card with a pre-selected EE Pay As You Go Safer SIMs Guided Plan and then create an EE Account and register for the Card Payment service to pay for your Pay As You Go Safer SIMs Guided Plan (the Plan Duration will start as soon as you pay for your Pay As You Go Safer SIMs Guided Plan) or get a SIM card without a pre-selected Pay As You Go Safer SIMs Guided Plan and purchase a Pay As You Go Safer SIMs Guided Plan using the Card Payment service in your EE Account.

Unless you cancel your Pay As You Go Safer SIMs Guided Plan, it will automatically recur at the end of the Plan Duration, so you will need to make sure that you have enough credit on your account for us to take payment, or funds available on your credit or debit card. We will remind you through a message to the user’s device when the Plan Duration ends and we will remind you through the user’s device at one week and one day before the Safer SIMs Guided Plan is due to recur that we are about to take payment for the Safer SIMs Guided Plan. Once we have taken payment, we will let you know. If you don’t want the Plan to recur, log in to your EE Account where you can 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 EE Pay As You Go Safer SIMs Guided Plan at the end of your Plan Duration, 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 (the “Renewal Period”), 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. You can tell us at any point during the Renewal Period that you would like to cancel your Plan. Just log in to your EE Account to do this.

We’ll let you know through the user’s device when you have used up any of your allowances in your Safer SIMs Guided Plan. Once you’ve used up the allowances in your Safer SIMs Guided Plan, you can buy a data, call or text add-on (described below) until

your Safer SIMs Guided Plan recurs, or you can buy a new Safer SIMs Guided Plan that starts straight away.

2. Paying for your EE Pay As You Go Safer SIMs Guided Plan through Card Payments

When you buy an EE Pay As You Go Safer SIMs Guided Plan, you can pay for it directly using your credit or debit card. You will need to sign up to our Card Payment service to buy an EE Pay As You Go Safer SIMs Guided Plan, see ee.co.uk/cardhelp for details.

When you sign up to our Card Payment service you enter into a service-on-demand arrangement. This means that you authorise us to take payment from the debit or credit card that you register with us every time you pay for an eligible EE Pay As You Go Safer SIMs Guided Plan or add-on. You'll have 14 days from the date that you make your first purchase via your Card Payment service to change your mind and let us know that you don't want to pay for the EE Pay As You Go Safer SIMs Guided Plan or any add-ons using this method. We'll then cancel the EE Pay As You Go Safer SIMs Guided Plan or add-ons already requested via Card Payment. You will have to pay for any Services used during your cooling off period. If you're due a full or partial refund, you'll receive it no more than 14 days after we receive your notice to cancel.

Once your cooling off period has expired, any subsequent EE Pay As You Go Safer SIMs Guided Plan or add-ons bought via Card Payment will not be eligible for a refund. You can cancel your Card Payment service at any time and choose to pay using your top-up credit instead.

You will also need to set up a continuous payment authority to pay for your recurring EE Pay As You Go Safer SIMs Guided Plan, see ee.co.uk/cardterms for details. By setting up a continuous payment authority you agree that we can use your registered card to pay for your EE Pay As You Go Safer SIMs Guided Plan each time the Plan Duration ends. You can cancel this at any time but if you cancel you will need to top up your credit to pay for your EE Pay As You Go Safer SIMs Guided Plan or use your top-up credit to buy EE Pay As You Go Safer SIMs Guided Plan add-ons.

You can stop your EE Pay As You Go Safer SIMs Guided Plan at any time in your EE account. You will not receive a refund for any unused allowances from your current EE Pay As You Go Safer SIMs Guided Plan unless you are within the 14-day cooling off period.

3. Add-Ons

If you've used one or more of the allowances from an EE Pay As You Go Safer SIMs Guided Plan or if you would like to pay for services using a non-recurring bundle, you can choose to buy an EE Pay As You Go Safer SIMs Guided Plan add-on using our Card Payment service or using your top-up credit. Add-ons last for 30 days (the "Add-On Duration") or until you have used the add-on's allowance, whichever comes first. You cannot have two of the

same type of add-on (eg. Calls, text, data) at any one time; however, you can have different types of add-ons active on your account at the same time.

If the PAYG Safer SIMs Guided Plan is removed, only PAYG Safer SIMs Guided Plan add-ons can be purchased.

If an add-on is purchased partway through an EE Pay As You Go Safer SIMs Guided plan, the add-on will apply for the rest of the Plan and the remaining duration will roll over to the next 30-day EE Pay As You Go Safer SIMs Guided plan, or until the add-on allowance has been used, whichever comes first. For example, if you buy a 30-day data add-on and you are on day 25 of your Plan, the data-add-on will apply for 5 days until the end of your current Plan and for 25 days of your next Plan, or until it has been used, whichever comes first.

We'll let you know through a message to the user's device when your allowance runs out or when the Add-On Duration ends. To buy an add-on, log in to your EE Account. You can also buy add-ons via our automated calling service by calling 150 from the user's device.

Minutes & Text Add-Ons

When your allowance or any Minutes or Text add-on you have bought 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.

Data Add-Ons

If you buy a data add-on whilst you still have data allowances from an EE Pay As You Go Safer SIMs Guided Plan or data add-on, the new data Add-On Duration will start running immediately.

Any add-ons you purchase will have access to the same speeds as your EE Pay As You Go Safer SIMs Guided Plan (see below).

4. 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.

MINUTES AND TEXTS

If you have an EE Pay As You Go Safer SIMs Guided Plan, or other EE Pay As You Go Safer SIMs Add-On that gives you an allowance of minutes and texts, you can use that allowance 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 an EE Pay As You Go Safer SIMs Guided Plan, or other EE Pay As You Go Safer SIMs Add-On or your allowance has run out you will be charged at your normal plan rate as set out in the PAYG Non-standard Price Guide at ee.co.uk/priceguides.

Allowances do not include premium rate numbers anywhere in the UK and will be blocked. Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes and are blocked.

Whenever you make a call, a one-minute minimum call charge applies and are charged on a per minute basis. You'll need a 4G calling compatible phone to make and receive calls over our 4G network. 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/priceguides.

DATA

The inclusive data allowance you have as part of the EE PAYG Safer SIMs Guided plan is for use when in the UK and Republic of Ireland. See ee.co.uk/priceguides for details of Add-Ons available.

You can only use mobile internet on our network if you have a compatible phone. You can check your coverage at ee.co.uk/coverage. Your phone may not be compatible with network outside the UK. We'll let you know by text message to the user's device 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 an EE Pay As You Go Safer SIMs Guided Plan or an EE Pay As You Go Safer SIMs Guided Plan Add-On.

EE Pay As You Go Safer SIMs Guided Plan customers will have their speed 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.

5. General

Use of our EE Pay As You Go Safer SIMs Guided Plan services is subject to your acceptance of our pay as you go 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 services are not to 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 unused allowances on your account.

Parental controls on Safer SIMs Pay as You Go Guided plans are locked to the Strict setting and cannot be changed or removed. 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.