

# EE HOME PRICE GUIDE FOR ESSENTIALS, ALL ROUNDER AND FULL WORKS BROADBAND PLANS, EETV AND DIGITAL HOME PHONE



PRICES EFFECTIVE FROM 8TH MAY 2025

# IMPORTANT INFORMATION FOR ALL BROADBAND CUSTOMERS

All prices include VAT.

These are our maximum listed prices for our Broadband products during minimum contract (and are subject to annual increases).

The price you pay for your product might be less than the maximum listed price if you were eligible for a discount at on your bill or order confirmation.

Activation fees between £0 and £20. Refer to your order confirmation or your EE App for fees applicable to your package.

Post & Packaging costs up to £12.

All contracts are up to 24 months. After your contract ends your price will increase by no more than £5. All contracts have unlimited data unless otherwise stated.

For customers who joined/upgraded up to and including 9th April 2024 the monthly plan price, all out of bundle charges and add-ons will increase every year on or after 31st March. That increase is based on a percentage comprised of i) the Consumer Price Index (CPI) Rate of inflation which is published in January of each year (ignoring any negative figures) plus ii) 3.9%.

For customers who joined/upgraded from 10th April 2024 the monthly plan price for broadband will increase by £3 on 31st March each year, the monthly plan price for TV will increase by £2 and all out of bundle charges will increase by 5% (rounded to the nearest whole pence).

Failed Payment Fee - this charge will be applied for each failed Direct Debit payment - £5

Late Payment Charge - If you don't pay your bill by Direct Debit or Recurring Card Payment and your payment is made late (more than 15 days after your bill date), we'll charge you a £7.50 fee. This charge will be applied to your next bill and then again for each subsequent late payment.

Paper Bill Fee - £3

Restoration of service after temporary suspension of outgoing calls for non-payment of charges £12.00 per occasion

Restoration of service after temporary full suspension for non-payment of charges £18.00 per occasion

# ANNUAL PRICE CHANGES

IF YOU SIGNED UP TO A NEW CONTRACT FOR THE FOLLOWING UP TO AND INCLUDING 9TH APRIL 2024:

EE Digital Home Phone (including call charges, call packs)

EE Broadband

EE TV

The monthly price will increase every year on or after 31st March. That increase is based on a percentage comprised of i) the Consumer Price Index (CPI) Rate of inflation which is published in January of each year (ignoring any negative figures) plus ii) 3.9%.

## WHAT DOES THIS MEAN FOR THE EE DIGITAL HOME PHONE PRICES SHOWN IN THIS TARIFF GUIDE?

This means the below EE Digital Home Phone charges will be increased each year on or after 31st March by i) the Consumer Price Index rate of inflation which is published in January of each year (ignoring any negative figures) plus ii) 3.9%:

UK Call Rates

UK & International Call Packs

International Call Rates; (CPI plus 3.9% applies to all international calling rates except where the EU regulatory price cap applies)

Call Set up fees

## WHAT DOES THIS MEAN FOR THE EE BROADBAND PRICES SHOWN IN THIS TARIFF GUIDE?

This means the below EE Broadband charges will be increased each year on or after 31st March by i) the Consumer Price Index rate of inflation which is published in January of each year (ignoring any negative figures) plus ii) 3.9%:

Broadband package monthly fee

## WHAT DOES THIS MEAN FOR THE EE TV PRICES SHOWN IN THIS TARIFF GUIDE?

This means the below EE TV charges will be increased each year on or after 31st March by i) the Consumer Price Index rate of inflation which is published in January of each year (ignoring any negative figures) plus ii) 3.9%:

TV package monthly fee

# ANNUAL PRICE CHANGES

## FROM 10TH APRIL 2024:

If you sign up to a new contract for EE Broadband, the monthly plan price for broadband will increase by £3 on 31st March each year.

If you take EE TV, the monthly plan price for TV will increase by £2 on 31st March each year.

All out of bundle charges will increase each year on 31st March by 5% (rounded to the nearest whole pence). This includes:

UK Call Rates

International Call Rates; (except where the EU regulatory price cap applies)

Call Set up fees

## WHAT DOES THIS MEAN FOR ADD-ONS AND OTHER CHARGES SHOWN IN THIS TARIFF GUIDE?

The cost of other services you take from us may increase or decrease while you're an EE customer

# BROADBAND PACKAGE RATES

ESSENTIALS (24 MONTH)	PRODUCT	MAXIMUM IN CONTRACT PRICE	ALL ROUNDER (24 MONTH)	PRODUCT	MAXIMUM IN CONTRACT PRICE	FULL WORKS (24 MONTH)	PRODUCT	MAXIMUM IN CONTRACT PRICE
	FIBRE 36	£68.99		FIBRE 36	£75.99		FIBRE 36	£86.99
	FULL FIBRE 36	£68.99		FULL FIBRE 36	£75.99		FULL FIBRE 36	£86.99
	FIBRE 50	£68.99		FIBRE 50	£75.99		FIBRE 50	£86.99
	FULL FIBRE 50	£68.99		FULL FIBRE 50	£75.99		FULL FIBRE 50	£86.99
	FIBRE 67	£72.99		FIBRE 67	£76.99		FIBRE 67	£87.99
	FULL FIBRE 74	£72.99		FULL FIBRE 74	£76.99		FULL FIBRE 74	£87.99
	FIBRE 100	£73.99		FIBRE 100	£77.99		FIBRE 100	£88.99
	FULL FIBRE 150	£73.99		FULL FIBRE 150	£77.99		FULL FIBRE 150	£88.99
	FULL FIBRE 300	£77.99		FULL FIBRE 300	£83.99		FULL FIBRE 300	£94.99
	FULL FIBRE 500	£79.99		FULL FIBRE 500	£86.99		FULL FIBRE 500	£97.99
	FULL FIBRE 900	£87.99		FULL FIBRE 900	£91.99		FULL FIBRE 900	£102.99

These are our maximum listed prices for our products during minimum contract (and are subject to annual inflation-linked or fixed pounds and pence changes).

The price you pay for your product might be less than the maximum listed price if you were eligible for a discount at point of purchase and this can be found on your bill or order confirmation.

All minimum contracts are up to 24 months. After your minimum contract ends your price will increase by no more than £5.

All contracts have unlimited data unless otherwise stated.

# BROADBAND PACKAGE RATES

ESSENTIALS (12 MONTH)	PRODUCT	MAXIMUM IN CONTRACT PRICE
	FIBRE 36	£73.99
	FULL FIBRE 36	£73.99
	FIBRE 50	£73.99
	FULL FIBRE 50	£73.99
	FIBRE 67	£77.99
	FULL FIBRE 74	£77.99
	FIBRE 100	£78.99
	FULL FIBRE 150	£78.99
	FULL FIBRE 300	£82.99
	FULL FIBRE 500	£84.99
	FULL FIBRE 900	£92.99
ALL ROUNDER (12 MONTH)	PRODUCT	MAXIMUM IN CONTRACT PRICE
	FIBRE 36	£80.99
	FULL FIBRE 36	£80.99
	FIBRE 50	£80.99
	FULL FIBRE 50	£80.99
	FIBRE 67	£81.99
	FULL FIBRE 74	£81.99
	FIBRE 100	£82.99
	FULL FIBRE 150	£82.99
	FULL FIBRE 300	£88.99
	FULL FIBRE 500	£91.99
	FULL FIBRE 900	£96.99
FULL WORKS (12 MONTH)	PRODUCT	MAXIMUM IN CONTRACT PRICE
	FIBRE 36	£91.99
	FULL FIBRE 36	£91.99
	FIBRE 50	£91.99
	FULL FIBRE 50	£91.99
	FIBRE 67	£92.99
	FULL FIBRE 74	£92.99
	FIBRE 100	£93.99
	FULL FIBRE 150	£93.99
	FULL FIBRE 300	£99.99
	FULL FIBRE 500	£102.99
	FULL FIBRE 900	£107.99

These are our maximum listed prices for our products during minimum contract (and are subject to annual inflation-linked or fixed pounds and pence changes).

The price you pay for your product might be less than the maximum listed price if you were eligible for a discount at point of purchase and this can be found on your bill or order confirmation.

All minimum contracts are up to 24 months. After your minimum contract ends your price will increase by no more than £5.

All contracts have unlimited data unless otherwise stated.

## CUSTOM BUNDLES

PRODUCT	MAXIMUM IN CONTRACT PRICE (24 MONTH)	MAXIMUM IN CONTRACT PRICE (12 MONTH)
BUSIEST HOME 1.6GB	£77.99	£82.99
MADE FOR GAMERS 1.6GB	£87.99	£92.99

These are our maximum listed prices for our products during minimum contract (and are subject to annual inflation-linked or fixed pounds and pence changes).

The price you pay for your product might be less than the maximum listed price if you were eligible for a discount at point of purchase and this can be found on your bill or order confirmation.

All minimum contracts are up to 24 months. After your minimum contract ends your price will increase by no more than £5.

All contracts have unlimited data unless otherwise stated.

### EE SMART HUB TERMS

We'll supply an EE Smart Hub to all customers taking EE Broadband where the package includes it, or a new EE Smart Hub is required for the service to work. This may be a new or reconditioned EE Smart Hub. All replacements provided will be reconditioned. A reconditioned EE Smart Hub is one which has been reconditioned to an "as new" standard and is supplied with the same 12-month warranty that would apply to a brand new EE Smart Hub. When you end the EE Broadband service you must return the EE Smart Hub that was loaned to you, within 60 days from the date the service is terminated. If you fail to do this then you'll have to pay a non-return charge. The non-return charges are as follows: £70 for a Smart Hub, £85 for a Smart Hub Plus, £125 for a Smart Hub Pro. For further details visit <https://ee.co.uk/help/orders/return-and-recycle-ee-product>

# BROADBAND ADD-ONS

BB ADD-ON	MONTHLY PRICE
Cyber Security Multi	£5
Smart Wifi / Smart Wifi Plus	£10
WiFi Enhancer	£5
Home Security - Essentials for Flats	£25
Home Security - Essentials for House	£30
Home Security - Essentials Plus	£37
Home Security - All Rounder	£48
Home Security - Full Works	£55
Smart Hybrid Connect*	£7
EE Guides	£30 £40 if taken as an in-life add-on
Xbox Game Pass Ultimate	£12
TNT Sports on discovery+	£20
TNT Sports on Sky TV	£25

\*4G availability required

Add-ons available dependent on Smart Hub and Broadband Plan. Some add-ons may be included with your plan, see terms at [ee.co.uk/terms](https://ee.co.uk/terms) for details

## EE SMART WI-FI TERMS

We'll supply an EE Smart Wi-Fi device to all customers taking EE Broadband where the package includes it, or it is taken as an additional service. These may be new or reconditioned devices. All replacements provided will be reconditioned. A reconditioned EE Smart Wi-Fi device is one which has been reconditioned to an "as new" standard and is supplied with the same 12-month warranty that would apply to a brand new EE Smart Wi-Fi. When you end the EE Broadband service you must return the EE Smart Wi-Fi devices that were loaned to you, within 60 days from the date the service is terminated. If you fail to do this then you'll have to pay a non-return charge. The non-return charges are as follows: £55 for Smart Wi-Fi, £55 for Smart Wi-Fi Plus, £85 for Smart Wi-Fi Pro. For further details visit <https://ee.co.uk/help/orders/return-and-recycle-ee-product>

## EE SMART HYBRID CONNECT TERMS

We'll supply an EE Smart Hybrid Connect device to all customers taking EE Broadband where the package includes it, or it is taken as an additional service. This may be new or reconditioned devices. All replacements provided will be reconditioned. A reconditioned EE Smart Hybrid Connect device is one which has been reconditioned to an "as new" standard and is supplied with the same 12-month warranty that would apply to a brand new EE Smart Hybrid Connect device. When you end the EE Broadband service you must return the EE Smart Hybrid Connect device that was loaned to you, within 60 days from the date the service is terminated. If you fail to do this then you'll have to pay a non-return charge. The non-return charge is as follows; £80 for a Smart Hybrid Connect. For further details visit <https://ee.co.uk/help/orders/return-and-recycle-ee-product>



# EE TV PACKAGES

TV PACKAGES <sup>(1)</sup>	MONTHLY PRICE	CONTRACT LENGTH <sup>(2)</sup>
Sport	£23.00	24 months
Entertainment with Netflix	£20.00	24 months
Big Entertainment	£30.00	24 months
Big Sport	£48.00	24 months
Full Works HD	£80.00	24 months
Full Works 4K	£80.00	24 months
Sport with Netflix <sup>(3)</sup>	£28.00	24 months
Big Sport with Netflix <sup>(3)</sup>	£53.00	24 months

1. All TV packages including provision of a set-top box require a new EE Broadband contract/re-contract.

2. If you have a Flexible EE TV service you can change your TV package once a month throughout your minimum term. No changes allowed during the first 30 days of your plan, after which upgrades can be done at anytime and downgrades can be done once a month only. No changes allowed in final 3 months of your contract. Any changes to your TV package will be charged at the standard price set out above.

3. Available to existing customers who flex from Entertainment, Big Entertainment & Full Works.

4. If you are an EE TV customer with BT Broadband who's TV package has been renamed to EE TV, please see the relevant guide at [https://www.bt.com/content/dam/bt/storefront/pdfs/BT\\_PhoneTariff\\_Residential.pdf](https://www.bt.com/content/dam/bt/storefront/pdfs/BT_PhoneTariff_Residential.pdf)

5. These are our maximum listed prices for our products during minimum contract (and are subject to annual inflation-linked or fixed pounds and pence changes).

6. The price you pay for your product might be less than the maximum listed price if you were eligible for a discount at point of purchase and this can be found on your bill or order confirmation.

## EE TV SET-TOP BOX

### PRIMARY SET-TOP BOX (1)

### ACTIVATION FEE (2)

EE TV Box Pro

£30.00

EE TV Box Mini

£30.00

Apple TV 4K

£30.00

### SET-TOP BOX TERMS

We'll supply a Set Top Box to all customers taking EE TV where the package includes it, or a new Set Top Box is required for the service to work. This may be a new or reconditioned Set Top Box. All replacements provided will be reconditioned. A reconditioned Set Top Box is one which has been reconditioned to an "as new" standard and is supplied with the same 12 month warranty that would apply to a brand new Set Top Box. When you end the EE TV service you must return the Set Top Box that was loaned to you, within 60 days from the date the service is terminated. If you fail to do this then you'll have to pay a non-return charge. For further details visit <https://ee.co.uk/help/orders/return-and-recycle-ee-product>

1. An activation fee (subject to set-top box) & a £11.99 delivery charge for the set-top applies to existing EE Broadband customers taking EE TV.
2. For customers taking a TV package and EE Broadband at the same time, the combined activation fees for these 2 products will be capped at £100 and a single £11.99 delivery charge applies for both the EE Hub and the set-top box.

# INSTALLATION SERVICES

INSTALLATION SERVICE	ONE-OFF CHARGE	ONE-OFF CHARGE
Home Tech Expert	Optional Home Tech Expert visit to set-up and test your new EE Broadband and EE TV installation.	£30.00
Home Tech Expert plus 1 TV Extra Box	Optional Home Tech Expert visit to set-up and test your EE TV installation that includes one additional TV box (multiroom TV)	£60.00
Home Tech Expert plus 2 TV Extra Boxes	Optional Home Tech Expert visit to set-up and test your EE TV installation that includes two additional TV boxes (multiroom TV)	£90.00

## EE TV ADD-ONS

Add-on	Sport	Entertainment with Netflix	Big Entertainment	Big Sport	Full Works	Add-on Price (per month)
NOW Entertainment Membership	Yes	Included	Included	Yes	Included	£9.99
NOW Sports Membership	Yes	Yes	Yes	Included	Included	£34.99
NOW Sports Day Membership	Yes	Yes	Yes	NOW App Access Included	NOW App Access Included	£14.99 (day pass)
NOW Cinema Membership	Yes	Yes	Included	Yes	Included	£9.99
NOW Hayu Membership	Yes	Yes	Yes	Yes	Yes	£4.99
HD	No	No	No	No	No	£6.00
HD & 4K (4K line speed dependent)	Included	No	No	Included	Included	£6.00
NOW Boost	Yes	Yes	Yes	Included	Included	£6.00

# EE TV ADD-ONS

Add-on	Sport	Entertainment with Netflix	Big Entertainment	Big Sport	Full Works	Add-on Price (per month)
TNT Sports with discovery+ Premium	Included	Yes	Yes	Included	Included	£23.00
discovery+ Basic	No	Included	Included	No	No	Included
Netflix Standard with Adverts	Yes	Included	Included	Yes	N/A	£5.99
Netflix Standard	Yes	Yes*	Yes*	Yes	Included	£12.99 (*Customer with Netflix Standard with adverts in their TV package can upgrade to Standard + £6. Customer with Netflix Basic(3) in their TV package can upgrade to Standard + £4)
Netflix Premium	Yes	Yes*	Yes*	Yes	Yes*	£18.99 (*Customer with Netflix Standard with adverts in their TV package can upgrade to Premium + £13. Customer with Netflix Basic(3) in their TV package can upgrade to Premium + £11. Customer with Netflix Standard in their TV package can upgrade to Premium + £7)
Asian Mix	Yes	Yes	Yes	Yes	Yes	£5.00
Apple TV+ (1)	Yes	Yes	Yes	Yes	Yes	£8.99
1 Extra Box (2)	Yes	Yes	Yes	Yes	Yes	£5.00
2 Extra Boxes (2)	Yes	Yes	Yes	Yes	Yes	£10.00

1. Apple TV+ will only be available on the TV Box Pro, TV Box Mini, or Apple TV 4K devices. Customers with non-compatible boxes can access the content via other platforms and devices (i.e., phone, laptop, smart TV, streaming devices, gaming consoles). Alternatively, customers can move onto a compatible set top box.

2. EE TV Extra Box is a multi-room subscription and requires an additional set-top box. These additional boxes will always be EE TV Box Mini.

3. Netflix Basic is no longer available to new EE TV customers.

All TV add-on contracts are 30 day rolling unless otherwise stated (NOW Sports Day Pass)

## PAY-PER-VIEW AND PURCHASED CONTENT

### PAY-PER-VIEW AND CONTENT CHARGES

The rental price for individual pieces of Pay-per-View content and the relevant rental period can be accessed using your set-top box remote control and will be displayed on the programme information screen.

### PURCHASED CONTENT CHARGES

The purchase price for individual pieces of content can be accessed using your set-top box remote control and will be displayed on the programme information screen.

# DIGITAL HOME PHONE RATES

HOME PHONE CALL PACKS	PAY PER CALL	700 MINUTES	UNLIMITED MINUTES	UNLIMITED MINUTES & INTERNATIONAL
Monthly Fee (A 30 day rolling contract applies for chargeable calling plans)	£5.73***	£9.18***	£20.66***	£25.24***
Calls to UK* National & Local numbers	29.58p per minute	First 700 minutes are included*	Included*	
Calls to 0845 & 0870 Numbers**				
Calls to the Channel Islands (landlines)		29.58p per minute		
Calls to Service Numbers	29.58p per minute + Service Charge			
090, 118 and other 084 & 087 (at all times)				
Calls to UK Mobile numbers (at all times)	29.58p per minute	First 700 minutes are included*	Included*	
Call landlines in 37 selected international destinations at no cost with discounted rates to all other destinations				Included
* 700 minutes & Unlimited minutes: UK means calls to Local and National numbers beginning 01, 02, 03 and 05 and calls from Northern Ireland to landlines in the Republic of Ireland and UK mobile numbers.Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, Directory Enquiries, operator-controlled calls, information and paging services, other non-voice calls and calls to the Channel Islands. ** Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, EE will charge for these calls until further notice.				

\* 700 minutes & Unlimited minutes: UK means calls to Local and National numbers beginning 01, 02, 03 and 05 and calls from Northern Ireland to landlines in the Republic of Ireland and UK mobile numbers. Excluded calls include non-geographic numbers (e.g. 0871), Premium Rate services, Directory Enquiries, operator-controlled calls, information and paging services, other non-voice calls and calls to the Channel Islands. \*\* Fair Usage Policy applies: Maximum 1000 minutes or 150 calls a month. If either of these limits on inclusive calls is exceeded, EE will charge for these calls until further notice.

\*\*\* This is a maximum price; some customers may pay less. Please refer to your bill

\* Unlimited minutes & international rates do not apply to calls from Northern Ireland to landlines in the Republic of Ireland which are charged at standard calling plan rates. This is the maximum price some customers may pay less.

\*\* Fair use policy applies. Zero pence rated calls to International fixed line destinations are limited to 600 minutes per month. Calls to these international fixed line destinations in excess of this limit are charged at 8.86p per minute. A 34.44p set up fee applies for all chargeable calls to countries, excluding countries in Band D.

Prices effective from 31st March 2025

# CALLING FEATURES THAT ARE INCLUSIVE WITHIN CALL PACK

Voice Call Packs Level	Inclusive Calls	Calling Features
Pay Per Call	None	<ul style="list-style-type: none"> <li>- Caller Display</li> <li>- Voicemail Essential</li> <li>- Call Protect</li> <li>- Call Diversion</li> <li>- Call Waiting</li> <li>- Three Way Calling</li> </ul>
Limited	<ul style="list-style-type: none"> <li>- Limited UK Landline</li> <li>- Limited UK Mobile</li> </ul>	<ul style="list-style-type: none"> <li>- Caller Display</li> <li>- Voicemail Essential</li> <li>- Call Protect</li> <li>- Call Barring</li> <li>- Call Diversion</li> <li>- Call Waiting</li> <li>- Three Way Calling</li> </ul>
Unlimited	<ul style="list-style-type: none"> <li>- Anytime UK Landline</li> <li>- Anytime UK Mobile</li> </ul>	<ul style="list-style-type: none"> <li>- Caller Display</li> <li>- Premium Voicemail</li> <li>- Call Protect</li> <li>- Call Barring</li> <li>- Call Diversion</li> <li>- Call Waiting</li> <li>- Three Way Calling</li> </ul>
Unlimited & International	<ul style="list-style-type: none"> <li>- UK Landline</li> <li>- UK Mobile</li> <li>- International Calls</li> </ul>	<ul style="list-style-type: none"> <li>- Caller Display</li> <li>- Premium Voicemail</li> <li>- Call Protect</li> <li>- Call Barring</li> <li>- Call Diversion</li> <li>- Call Waiting</li> <li>- Three Way Calling</li> </ul>



## PAY PER USE CALLING FEATURES

FEATURE	DESCRIPTION	PRICE PER USE
1470 (RELEASE NUMBER)	If you have Number Withheld on all calls, dial 1470 to override it and send your number	Free
1471	Find out the number of the last person who called you	Free
CALL RETURN (1471)	You can Press '3' to return the call after you discover who called you last	35.0p
CALL RETURN (1571)	You can press '0' to return the call after you have listened to your voicemail message	35.0p
TIMELINE	A speaking clock to tell you the exact time	50.0p
RING BACK	Just dialled an engaged number? Dial '5' and Ring Back will call you when the number's free	65.0p
THREE-WAY CALLING	Have a phone call with two other people. Works with international calls too	69.0p
REMINDER CALL	Turn your phone into an alarm clock	65.0p

## CALL DURATION ROUNDING

**All call durations will be rounded up to the next whole minute except:**

- Calls to Service Numbers (084, 087, 090 & 118).
- Fixed fee calls where duration charges don't apply. These will not be rounded up.

## CALL CHARGE ROUNDING

**Calls charged by duration only:**

- Pay Per Call, 700 Minutes, Unlimited Minutes and Unlimited & International call packs:  
The call charge (incl. VAT) is rounded up to the next whole penny to give the total call cost.

**Fixed fee calls:**

- Calls are charged at the advertised rate (incl. VAT). The call charge is not rounded up.

**Calls charged by duration with an initial fixed fee:**

- If the duration of the call is covered by the initial fixed fee, the call is treated as a fixed fee call and is charged at the advertised rate (incl. VAT).
- If the duration of the call exceeds the period covered by the initial fixed fee, the charge for the duration of that part of the call that exceeds the period covered by the initial fixed fee (incl. VAT) is added to the initial fixed fee and rounded up to the next whole penny to give the total call cost.

**Calls charged by duration with an additional fixed call charge:**

- The charge for the duration of the call (incl. VAT) is added to the fixed call charge and rounded up to the next whole penny to give the total call cost.

## CALLS TO SERVICE NUMBERS

- The Service Charge element of all calls to Service Numbers will be rounded to the next whole second.
- The Access Charge element of calls to Service Numbers of up to 1 minute duration will be rounded to the next whole minute.
- The Access Charge element of calls to Service Numbers of more than 1 minute duration will be rounded to the next whole second.

# CALLS CHARGE ROUNDING

## Calls charged by duration only:

### Pay Per Call, 700 Minutes, Unlimited Minutes and Unlimited & International call packs:

These prices include VAT, both Service & Access Charge.

- The Access Charge (incl. VAT) is rounded up to the next whole penny to give the total Access Charge.
- The Service Charge (incl. VAT) is rounded down to a whole penny to give the total Service Charge.
- We add the final Access and Service Charges together to give the total charge for the call.

## Calls charged by duration with an additional fixed fee:

(Where the fixed fee and the duration charge apply from the start of the call)

### Pay Per Call, 700 Minutes, Unlimited Minutes and Unlimited & International call packs:

These prices include VAT, both Service & Access Charge.

- The Access Charge (incl. VAT) is rounded up to the next whole penny to give the total Access Charge.
- The Service Charge, made up of a duration charge + an additional fixed fee (both incl. VAT) which are combined and rounded down to a whole penny to give the total Service Charge.
- We add the final Access and Service Charges together to give the total charge for the call.

## Fixed Fee calls:

### For all call packs

These prices include VAT, both Service & Access Charge.

- The Access Charge (incl. VAT) is rounded up to the next whole penny to give the total Access Charge.
- The Service Charge (incl. VAT) is not subject to rounding, and is the total Service Charge.
- We add the final Access and Service Charges together to give the total charge for the call.

## Calls charged by duration with an initial fixed fee:

(Where the Fixed Fee is the charge for up to the first 60 seconds of the call and the duration charge applies following the first 60 seconds of the call)

### For all call packs

These prices include VAT, both Service & Access Charge.

- If the duration of the call is up to and including 60 seconds, the Access and Service Charges are calculated in the same way as a Fixed Fee call to a Service Number.
- If the duration of the call exceeds 60 seconds.
- The Access Charge (incl. VAT) is rounded up to the next whole penny to give the total Access Charge.
- The Service Charge (incl. VAT) will be made up from the initial Fixed Fee for up 60 seconds added to the charge for the remaining duration of the call which exceeds the 60 seconds. This rounded down to a whole penny to give the total Service Charge.
- We add the final Access and Service Charges together to give the total charge for the call.

# TOTAL CALL CHARGE ROUNDING

The total call charges on your bill are rounded up to the next whole penny.

# INTERNATIONAL CALL RATES

Charge Band	Standard International Rates (Pay Per Call, 700 Minutes and Unlimited)
	Calls to Fixed Lines, Mobiles & Special Rates (pence per minute)
A	88.80
B	133.20
C	177.60
D	26.75

\*except Homephone Saver calls to Diego Garcia which are charged at 151.00pence per minute

Charge Band	Unlimited & International	
	Calls to Fixed Lines (pence per minute)	Calls to Mobiles & Special Rates (pence per minute)
	Standard (pence per minute)	Standard (pence per minute)
1	8.86	26.75
1a	8.86	8.86
1b	8.86	53.24
1c	8.86	71.04
2	17.74	26.75
2a	17.74	17.74
2b	17.74	71.04
3	35.51	35.51
3b	35.51	88.80
4	71.04	106.56
4b	71.04	71.04
5	142.07	142.07
5b	142.07	177.60
6	177.60	177.60

* Unlimited minutes & international rates do not apply to calls from Northern Ireland to landlines in the Republic of Ireland which are charged at standard calling plan rates.	Standard International Rates	Unlimited minutes & International
** Fair use policy applies. Zero pence rated calls to International fixed line destinations are limited to 600 minutes per month. Calls to these international fixed line destinations in excess of this limit are charged at 8.86p per minute. A 34.44p set up fee applies for all chargeable calls to countries, excluding countries in Band D.		
Country	Band	Band
Afghanistan	C	4
Albania	C	4
Algeria	C	4
Andorra	A	3b
Angola	C	4
Anguilla	C	4
Antarctica Australian Territory	C	5
Antigua & Barbuda	B	4
Antilles (Netherlands)	D	2
Argentina	C	2b
Armenia	C	4
Aruba	C	4
Ascension Island	C	5
Australia (incl. Christmas Is. & Cocos Is.)**	B	1b
Austria**	D	1
Azerbaijani Republic	B	4
Azores**	D	1
Bahamas**	C	1a
Bahrain	C	4
Bangladesh	B	1b
Barbados	B	3b
Belarus	C	4
Belgium**	D	1
Belize	C	4
Benin	C	4
Bermuda	B	3b
Bhutan	C	4
Bolivia	C	4
Bosnia-Herzegovina	B	4
Botswana	C	4
Brazil	B	2b
Brunei Darussalam	C	4
Bulgaria	D	2
Burkina Faso	C	4
Burundi	C	4
Cambodia (Kingdom of)	C	5b
Cameroon	C	4
Canada**	A	1a
Canary Islands	D	1
Cape Verde	C	4
Cayman Islands	C	4
Central African Republic	C	4b
Chad	C	4b
Chile	C	2b
China**	B	1b
Colombia	C	4
Comoros	C	5b

Congo	C	4
Cook Islands	C	5
Costa Rica	C	4
Cote d'Ivoire	C	4
Croatia**	D	1
Cuba	C	5b
Cyprus (excluding Northern Cyprus)**	D	1
Czech Republic**	D	1
Democratic Republic of the Congo (formerly Zaire)	C	4
Denmark**	D	1
Diego Garcia	C	5
Djibouti	C	4
Dominica	C	4
Dominican Republic	C	4
East Timor	C	5b
Ecuador	C	4
Egypt	C	4
El Salvador	C	4
Equatorial Guinea	C	4
Eritrea	C	4
Estonia	D	2
Ethiopia (Federal Democratic Republic)	C	4
Falkland Islands	C	5
Faroe Islands	B	4
Fiji	C	4
Finland**	D	1
France**	D	1
French Guiana	D	2
French Polynesia	C	4
Gabon	C	4
Gambia	C	4
Georgia	C	4
Germany**	D	1
Ghana	C	3b
Gibraltar**	D	1
Greece**	D	1
Greenland	C	5b
Grenada (incl. Carriacou)	B	4
Guadeloupe	D	2
Guam	C	4b
Guatemala	C	4
Guinea	C	4
Guinea Bissau	C	5
Guyana	C	4
Haiti	C	4
Honduras	C	4
Hong Kong**	A	1a
Hungary**	D	1
Iceland	D	2
India**	B	1b

Indonesia	C	4
Iran	C	3b
Iraq	C	4
Ireland (Republic of)* **	D	1
Israel	B	1b
Italy (incl. Vatican City)**	D	1
Jamaica	B	1b
Japan**	A	1b
Jordan	C	4
Kazakhstan	C	4
Kenya	C	4
Kiribati	C	5
Korea PDR (North)	C	5
Korea Republic (South)	C	2b
Kuwait	C	4
Kyrgyz Republic	C	4
Laos	C	4
Latvia	D	2
Lebanon	C	4
Lesotho	C	4
Liberia	C	4
Libya	C	4
Liechtenstein	D	2
Lithuania	D	2
Luxembourg**	D	1
Macao	C	4
Macedonia	C	4
Madagascar	C	4
Madeira**	D	1
Malawi (The Republic of)	C	4
Malaysia**	C	1c
Maldives	C	4
Mali	C	4
Malta	D	2
Marshall Island	C	4b
Martinique	D	2
Mauritania	C	4
Mauritius	C	4
Mayotte	D	2
Mexico	B	3b
Micronesia	C	4b
Moldova	C	4
Monaco	B	2b
Mongolia	C	4
Montenegro	B	4
Montserrat	C	4
Morocco	B	4
Mozambique	C	4
Myanmar (formerly Burma)	C	4
Namibia	C	4



Nauru	C	5
Nepal	C	5b
Netherlands**	D	1
New Caledonia	C	4
New Zealand (incl. Chatham Islands)**	B	1b
Nicaragua	C	4
Niger	C	4
Nigeria	C	3b
Niue	C	5
Norfolk Island	C	5
Northern Marianas	C	5
Norway**	D	1
Oman	C	4
Pakistan	B	1b
Palau (The Republic of)	C	5
Palestinian National Authority	C	4
Panama	C	4
Papua New Guinea	C	5b
Paraguay	C	4
Peru	C	4
Philippines	C	3b
Poland**	D	1
Portugal**	D	1
Puerto Rico	C	2a
Qatar	C	4
Reunion	D	2
Rodriguez Islands	C	4b
Romania	D	2
Ross Island	C	4b
Russian Federation	C	2b
Rwandese Republic	C	4
Samoa (US)	C	4b
Samoa (Western)	C	4
San Marino**	D	1a
Sao Tome & Principe	C	5b
Saudi Arabia	C	4
Senegal	C	4
Serbia	B	4
Seychelles	C	4
Sierra Leone	C	4
Singapore**	B	1b
Sint Maarten	D	2
Slovak Republic	D	1
Slovenia**	D	1
Solomon Islands	C	5
Somalia	C	5b
South Africa	B	1b
South Sudan	C	4
Spain (incl. the Balearic Islands)**	D	1
Sri Lanka	C	4

St Helena	C	5
St Kitts & Nevis	C	4
St Lucia	B	3b
St Pierre & Miquelon	C	4
St Vincent & the Grenadines	C	4
Sudan	C	4
Suriname	C	4
Swaziland	C	4
Sweden**	D	1
Switzerland**	B	1b
Syria	C	5b
Taiwan	C	2b
Tajikistan	C	4
Tanzania	C	4
Thailand	C	2b
Togolese Republic (The)	C	4
Tokelau	C	5
Tonga	C	4
Trinidad & Tobago	B	2b
Tunisia	C	4
Turkey	B	3b
Turkmenistan	C	4
Turks & Caicos Is	C	4
Tuvalu	C	5
Uganda	C	4
Ukraine	C	4
United Arab Emirates	C	4
Uruguay	C	4
USA**	A	1a
Uzbekistan	C	4
Vanuatu	C	6
Venezuela	C	3b
Vietnam	C	4
Virgin Islands (UK)	C	4
Virgin Islands (US)	C	3
Wallis & Futuna	C	5
Yemen (formerly Yemen AR and Yemen PDR)	C	4
Zambia	C	1b
Zimbabwe	C	3b

# EARLY TERMINATION CHARGES EXPLAINED

## WHAT ARE EARLY TERMINATION CHARGES (ETC'S)?

When you order services from EE there will normally be a minimum contract period of 12, 18 or 24 months. If you decide to stop receiving a service (other than because you have a right to do that without paying an Early Termination Charge) within this minimum contract period, you'll normally have to pay an Early Termination Charge. The charge is the compensation you pay us for not keeping the service for the minimum period you agreed to when you took the service. From 29th November 2020, following a change to HMRC rules, this charge will be subject to VAT.

## WILL I HAVE TO PAY AN EARLY TERMINATION CHARGE IF I AM BEYOND MY MINIMUM CONTRACT PERIOD?

No. An Early Termination Charge only applies if you cancel within your minimum contract period. For example, if you took a service with a 24 month minimum contract period and then wanted to stop receiving the service 25 months later, no Early Termination Charge would be payable. However, in most cases if you decide to stop a service, whether your minimum contract period has ended or not, you will need to give us up to 30 days' advance notice and you'll continue paying for the service until that notice period ends. (If you are switching to another Communications Provider, this notice period is generally reduced to align with the time it takes to complete the switch.)

## WHAT WILL I BE CHARGED?

What you're charged depends on how long is left to run on your minimum contract period, factoring in any discounts you may have. The following steps are used to calculate the ETC:

- We take the remaining amount you were due to pay up to the end of the minimum commitment period
- We take off VAT
- We take off the costs we save (e.g. in payments to suppliers) as a result of you leaving early
- We give a 1% discount for early receipt of your payment
- We add VAT to the final ETC

See below for examples:

### Example 1

You have a broadband package for £45 a month, with a monthly recurring discount of £10, which means you are contractually committed to pay £35 a month. You have four months left in your minimum commitment period.

- We multiply £35 (£45 - £10 discount) by four, totalling £140
- We take off VAT, reducing it to £116.67
- We take off the costs we save (for example, £15 per month, multiplied by four = £60), leaving £56.67
- We discount by 1% for early receipt, making £56.10
- We add on VAT, making your final ETCs £67.32

## WHAT HAPPENS IF I CANCEL PART WAY THROUGH A MONTH?

We work out the charge for any part month on a pro rata daily basis.