PLAN PRICE GUIDE

Standard and Non-Standard Charges

Pay Monthly, SIMO

Price Guide updated and all charges applicable from 4 November 2026

POINTS TO NOTE

All out of bundle charges will increase on 31st March every year by 5%. Your monthly plan price will increase by a fixed amount each year, unless otherwise indicated. We will tell you the fixed amount when you purchase your price plan or when we move you to our latest terms - it can also be found in the Plan Price Guide. Please note the cost of other services you take from us may increase or decrease while you're an EE customer. See ee.co.uk/prices-explained for details.

The following prices will not increase each year by 5% (the "annual percentage increase"):

Service Charges
International operator assistance (155)
Speaking clock (123)
Paging Services (076)
Bypass services
Calls to numbers starting 00800
Calls to numbers starting in 0500
Calls to numbers starting in 05 excluding 0500
Calls to Customer services
Entertainment add-ons
Add to plan
Insurance
Service Charges listed on page 7, below
Regulated rates (e.g. 070 numbers, Non-Geo 08/09/118 service charges (Non-Geo access charge is included)
Text relay

These prices may increase from time to time.

PRICE FOR ADDITIONAL CALLS AND TEXTS THAT ARE NOT INCLUDED IN YOUR PRICE PLAN

Service Type	Call charges for a one minute[2] direct dial call (unless otherwise stated) (incl. VAT)
Calls to Customer Services *** (During Normal Working Hours)	Free
Calls to Customer Services*** (During Extended Working Hours)	Free
Calls to Customer Services (priority answer)	50p per call*
Calls to UK mobile numbers	98p per minute
Calls to certain MVNO numbers[4]	98p per minute
Calls to UK landlines (numbers starting with 01,02, or 03 excluding Jersey, Guernsey and Isle of Man)	98p per minute
Calls to retrieve voicemail	98p per minute
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155) ***	£1.54 per minute
Emergency calls (999, 112)[1]	Free
NHS Direct (111)[1]	Free
Standard non-emergency (101)	Free
Blind and disabled directory enquiries (195)[1]	Free
Text Relay calls via 18000 (emergency services) and 18001[1]	Same as texts to other mobile customers. Please refer to your price plan
Text messages to UK mobile numbers	22p per message
Text messages to certain MVNO numbers[4]	22p per message
Text Messaging to numbers starting with 01, 02 or 03, (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	Same as texts to other mobile customers. Please refer to your price plan price guide for details.
Text Messaging to Third Party short codes* Text	Charges are set by and vary depending on the Third-Party service provider and are excluded from allowances and bundles. When a premium rate provider references 'Standard Network Rate' or similar, then the EE out of plan cost of a text message to a UK & RoI mobile numbers is charged.
Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details
Picture messages	98p per MMS
Speaking clock (123) ***	Free
Paging Services***	From 40p per minute up to 50p per minute or 50p per call 15p per message
Premium Rate Services (09)[2]	Access Charge of 98p per minute plus a Service Charge***
Directory Enquiry Services (118)[2]	Access Charge of 98p per minute plus a Service Charge***
Multimedia services	From 75p per minute/per call up to £3.00 per minute/per call. Price varies by service, please refer to the Help section of our website, ee.co.uk
Calls divert[5]	Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below: 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.	For Handset and SIM tariffs launched before 7th July 2021 and Tablet, Laptop, Mobile Broadband and Connected SIM tariffs launched before18th August 2021 you can use your plan allowances whilst abroad within the countries listed at no extra cost. For Handset and SIM tariffs launched from 7th July 2021 and tablet/laptop/mobile broadband tariffs launched from 18th August2021, there is a £2.72 daily charge to use your UK plan allowance in these countries.[3] Outside of allowance: £1.83 per minute; 98p per SMS.
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries: 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, Republic of Ireland, Reunion Islands, Romania, Saint Barthelemy, Saint Martin(French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.	For Handset and SIM tariffs launched before 7th July 2021 and Tablet, Laptop, Mobile Broadband and Connected SIM tariffs launched before18th August 2021 you can use your plan allowances whilst abroad within the countries listed at no extra cost. For Handset and SIM tariffs launched from 7th July 2021 and tablet/laptop/mobile broadband tariffs launched from 18th August2021, there is a £2.72 daily charge to use your UK plan allowance in these countries.[3] Outside of allowance: £1.83 per minute; 98p per SMS.

Bypass Services via***	
07744	12p per minute
07755	12p per minute
0775522	3p per minute
0775533	5p per minute
0775544	6p per minute
0775555	8p per minute
0775520	10p per minute
0775530	15p per minute
Local Toll	35p per minute
National Toll	35p per minute
All numbers prefixed by* **	
05002	20p per minute
0800, 0808[2]	Free
00800	10p per minute
Charity and Helpline Services[1]	Calls to some charity and helpline services are free. Please refer to the help section of our website, ee.co.uk for a full list.
0843, 0844, 0845, 0870, 0871, 0872, 087332	Access Charge of 98p per minute plus a Service Charge
05 (not including 0500)[2]	35p per minute
116	Free
070[2]	5p per minute For details on specific services please refer to the help section of our website, ee.co.uk/help

* Call charges vary depending on the other optional selections that you may choose. Charges apply to calls made to 150 as well as alternative numbers including, but not limited to, 07973 100150, 07953966 150, and 07953966250. You will be notified of call costs and have the option to end the call at that point without incurring any charge. For these purposes our 'Normal Working Hours' are currently 8am to 8pm weekdays and 8am to 6pm on weekends. Our 'Extended Working Hours' are currently 8pm to 10pm on weekdays and 6pm to 8pm on weekends.

** These services are not run by EE, for help with Third Party short codes see:https://ee.co.uk/help/help-new/billing-usage-and-top-up/understanding-my-bill/third-party-services

*** This price will not increase each year by the annual percentage increase. The price may increase from time to time.

1. Calls will not be deducted from your inclusive allowance.
2. Please see https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers for a list of Service Charges. A one-minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.
3. Daily charge applies unless you have an add-on or your plan includes roaming in the countries listed. Standard rates apply once plan allowance is used. When in Republic of Ireland, if you have used your allowance the £2.72 daily charge applies for any calls or texts to the UK. When in Republic of Ireland, calls & texts to the EU/EEA/Switzerland are subject to the daily charge. If you have used your allowance the £2.72 daily charge applies for any calls, texts, data used in addition to the cost of an add- on. For further details on call costs whilst roaming please refer to the help section of our website, ee.co.uk.
4. Calls & text messages to certain MVNO and call forwarding services are not included in your allowance. A pre-call announcement may be heard prior to call connection. See 'points to note' for more information.
5. Call divert is included in your allowance where the diverted to a number which would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.

Notes on UK calling

For Handset and SIM tariffs launched before 7th July 2021 and Tablet, Laptop, Mobile Broadband and Connected SIM tariffs launched before 18th August 2021 you can call and text from the EU/EEA/Switzerland to mobiles and landlines in UK, EU/EEA/Switzerland at UK rates or within allowance if you have an allowance. Calls to premium numbers are not permitted within allowance.
Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only. Calls within the UK only are calls made or received in either England, Wales, Scotland or Northern Ireland.
As you'll know, the Channel Islands and the Isle of Man are not part of the UK. That means that, although customers of networks there will have a telephone number starting with 01, 02, 03 or 07, calls to those numbers from the UK will be charged as a call to our EE Roaming EU Zone.

For Handset and SIM tariffs launched from 7th July2021 and tablet/laptop/mobile broadband/connected SIM tariffs launched from 18th August 2021: there is a £2.72 daily charge to use your plan allowances whilst abroad within the EU to call/text to the UK or within the EU zone. Calls, texts and data used within the Republic of Ireland and from the Republic of Ireland to the UK is included in your allowance. If you exceed your allowance, the £2.72 daily charge will apply in addition to the cost of a data add-on. All tariffs: Calls to premium numbers are not permitted within allowance. The charges in column 3 of the table below (calling from EU to EU) will be applicable if you exceed your plan allowances and are the same as or lower than standard UK rates.

What's a UK landline or a local/national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs'). There are some newer networks who have a telephone number starting with 07 but which aren't treated as a UK mobile call for the purpose of inclusive allowances. Once we become aware of these newer networks and their number ranges we'll try to make sure that calls to those numbers are included in your allowance. For a full list of 07 number ranges that are not included in allowances please visit the 'help' section of our website, ee.co.uk. We may add numbers to the list of excluded mobile numbers from time to time at our discretion. That means that if you call one of those numbers, that call won't come out of your inclusive allowance and you'll be charged your price plan's rate for a call to a UK mobile. As networks like these change from time to time, please contact us if you would like to check a particular number before dialing it from your EE phone. Personal numbers that begin with 070, are not mobiles and not included in allowances.

Out of Allowance Data

You'll get a data allowance with your price plan, if this runs out before the end of your bill period, you can buy an Add-On to let you carry on using the internet. Your data allowance will reset at the start of the next bill period.

Stay Connected Data

If you are using the No Frills, Essentials or Safer SIM plans you'll benefit from Stay Connected Data which offers run on data at 0.5mbps when you run out of your data allowance.

Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message.
Roaming rates apply when accessing your voicemail service whilst abroad. Standard rates apply when using Call Return whilst abroad.

Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Calls diverted from your number are included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to calls diverted to outside of allowance calls.

Calling into Customer Service

You can call into our Customer Services by dialing 150 from your handset or from a UK landline – call 0845 412 5000 (Service Charge 7 ppm + Access Charge). If you're calling from abroad - call +44 7953 966 150.

Group Voice Messaging

Send one voice mail message to up to 20 EE friends at once. You'll only be charged for your call to your voicemail. Standard rates apply.

Visual Voicemail

Inclusive Visual Voicemail is available on any iPhone on any EE plan. Requires iOS6.0 software or higher, Carrier Setting 13.2 and a 2G, 3G or 4G signal. Existing EE customers can activate Visual Voicemail for free by texting 'iPhone visual' to 150. New EE customers can get Visual Voicemail set up in-store or online. To use Visual Voicemail abroad, you'll need to have roaming activated: standard data charges will apply.

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 = 1Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text).
- 1024KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging).
- 1024 MB = 1Gigabyte (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.

ADD-ONS

Service Type	Add - On	Add-On charge/ Monthly Cost	Subscription Type
UK Data[4]	Monthly Data 1GB	£8.00	Recurring
	Monthly Data 2GB	£12.50	
	Monthly Data 5GB	£15.50	
	Monthly Data 10GB	£20.50	
	Monthly Data 20GB	£31.50	
	Monthly Data Unlimited	£37.50	
	End of bill cycle (250MB)	£5.00	One-off
	End of bill cycle (1GB)	£12.50	
	End of bill cycle (2GB)	£15.50	
	End of bill cycle (5GB)	£20.50	
	End of bill cycle (10GB)	£31.50	
	24 hours Unlimited	£4.50	
	7 day Unlimited	£30.00	
	Video Data Pass[5]	£15.00	30 Days Rolling
	Music Data Pass[6]	£8.00	
	Gamer's Data Pass[6]	£16.50	
	Apple Music data	£5.00	
Mobile Broadband Calling Add-On[8]	Unlimited calls from UK and Republic of Ireland to UK mobiles and UK landlines starting with 01, 02 & 03 (mobile and landline numbers to Jersey, Guernsey and Isle of Man not included). Standard rates apply to all other calls.	£6.50	30 Days Rolling
Entertainment	TNT Sports on discovery+ [5]	£20.00	30 Days Rolling
	Amazon Prime Video*[5]	£5.99	
	Apple Music*	£11.99	
	Apple Arcade*	£6.99	
	Apple TV*	£9.99	
	Apple One*[8]	£5.00	
	Apple One (individual)*[8]	£18.95	
	MTV Play*	£3.99	
	Netflix Standard Upgrade*[9]	£7.00	
	Netflix Premium Upgrade*[9]	£13.00	
	Xbox Game Pass Ultimate	£22.99	
	Calm Subscription[11]	£2.50 monthly (£30 in total over 12 months)	12-month minimum term
Security	Scam Guard	£2.00	30 Days Rolling
	Cyber Security Duo	£3.00	
	Cyber Security Multi	£6.00	
Picture Messages	200 UK Pictures Messages	£9.00	30 Days Rolling
Calling abroad from UK[1,3]	Calling Abroad Add-On	£1.50	
	International Pass Add-On	£2.50	
	International Calls Add-On (500 minutes to 50 destinations)	£15.00	
	International Calls Extra Add-On (250 minutes to 100 destinations)	£30.00	
Rest of World Roaming (RoW)[10]	Roaming Pass ROW Zone 1–permits using your UK plan allowance in over 30 destinations.	£6.00 per day	Daily**
	Roaming Pass ROW Zone 2– permits using your UK plan allowance in over 15 destinations.	£8.00 per day	
	Roaming Pass ROW Zone 3 – unlimited calls and texts and 500 MB of Data in over 50 destinations	£8.00 per day	
	Roaming Pass ROW Zone 4 - 10 MB Data in 30 destinations.	£16.00 per day	
	Roaming Pass ROW Zone 1 – allows using your UK plan allowance in over 30 destinations.	£30.00 per week	Weekly***
	Roaming Pass ROW Zone 2– allows using your UK plan allowance in over 15 destinations.	£40.00 per week	
084,087 numbers[2]	200 minutes	£9.00	30 Day Rolling
Cross network minutes plus 200 Cross network minutes	200 network minutes	£7.50	

*These prices will not increase each year by the annual percentage increase. These prices may increase from time to time.
**The daily pass price and the data allowance are applied for 24 hours from the moment of purchase.
*** The weekly pass price and the data allowance are applied for 168 hours (exactly 7 days to the hour) from the moment of purchase.

1. Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates. Please note that we bar calls to certain number ranges in different countries to protect customers against fraud.
2. Our 084, 087 Add-Ons give you an allowance of minutes to call UK registered 084, 087 numbers when you're in the UK. To get a 084, 087 Add-On you'll have to be on a selected pay monthly EE or EE Extra plan and pass our standard credit checks. The cost of the 084, 087 Add-On will be added to your next bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your 084, 087 Add-On is ready to use. You can ask us to remove the 084, 087 Add-On by giving us 30 days' notice. Your minutes last until your next bill or until you've used them, whichever comes first. Allowances don't roll over. If you add the 084, 087 Add-On part way through your billing cycle, you will be able to use the full allowance of minutes until your next bill.
3. See the EE Pay Monthly International Calling Add-Ons T&Cs at Pay monthly add-ons terms and conditions | Help | EE for details of countries included for each add-on.
4. UK data add-ons can also be used in EU/EEA/Switzerland from 15th June 2017 when you have used up all your UK allowance (subject to an additional £2.72 daily charge tor Handset and SIM tariffs launched from 7th July 2021 and Tablet, Laptop, Mobile Broadband and Connected SIM tariffs launched from 18th August 2021).
5. Available as Inclusive Extras to customers on an All Rounder and Full Works Plans taken before 28 August 2024. The Roam Abroad Pass is included in Full Works Plans taken after 29 August 2024.
6. Available as an Inclusive Extras on All Rounder Plans taken between 1 May 2019 and 26 May 2020.
7. Available for mobile broadband customers joining/upgrading from 25th May 2022.
8. Available for customers on an All Rounder plan for iPhone taken before 28 August 2024 and available for customers on a Full Works plan for iPhone taken after 29 August 2024.
9. Price when selected with the Netflix Inclusive Extra, available on All Rounder/Full Works plans only.
10. Refer to table on page 14 for destinations in each ROW zone.
11. Available to consumer customers on PAYM or SIMO phone plans who have not previously taken it before.
Please go to the "Terms" section of our website, https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/add-ons , for details around Add-ons.

SERVICE CHARGES

Service Charge**	Charge (incl. VAT)
Replacement SIM card	£1.50
Changing your phone number	£35.74
Online billing[12]	Free
Itemized billing	£2.50 per month
Bill reissue	£2.56 per bill
Reconnection	£24
Unlock mobile phone for use on another compatible network	Free
Memorable number[13]	Prices available on request
Payment failure/non-payment*	£5.00 per failure
Late payment – a charge for paying your bill late in anyone month	£7.68 per payment

* Payments are required to be made by Direct Debit. In the event of a Direct Debit failure, or payment of the bill is not made, a non-payment fee of £5 will be charged to the account.

** These prices will not increase each year by the annual percentage increase. These prices may increase from time to time.

12. You will need to sign-up for the EE app to access your free online bill.
13. The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavor to give you reasonable notice if we have to do this. If you leave EE, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one- off premium paid to us.

TEXT RELAY SERVICES

Prefix	Number Dialed	Cost
18000	N/A (Direct access to the 999/112 Emergency Services)	Free
18001	UK Landline (01, 02, 03)	Free
	UK Mobile (07)	
	05	
	0800/0808	
	070 (personal numbers)	Standard Rates*
	076 (radio paging)	
	09 (premium rate)	Access charge: Free Service Charge**: Standard
	118 xxx (directory enquires)	
	084	
	087	
	116 xxx (charity helplines)	Free
	150 (customer services)	
	195 (disability directory)	
	101 (non-emergency police)	
	111 (non-emergency NHS)	
	105 (Electricity helpline)	
	00xx	Standard Rates*
	Channel Island destinations (01481, 01534,01624, 074576,07509, 07624, 07781, 07797, 07839, 079324, 07937)	
18002	UK Landline (01, 02)	Free
	UK Mobile (07)	
	070 (personal numbers)	Standard Rates*
	076 (radio paging)	

* Standard rates can be found on the EE website https://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/pay-monthly-price-plan-brochures.
** Service charges can be found on the EE website https://ee.co.uk/help/add-ons-benefits-and-plans/price-plans-and-costs/pay-monthly-price-plan-brochures.
These prices will not increase each year by the annual percentage increase. These prices may increase from time to time.

CALLING ABROAD FROM THE UK

Calls & Texts to landlines and mobiles within the below zones	Countries	Price per minute (incl. VAT)	Text Message (Incl. VAT) *	Calls to non-mobile or landline Services[14] (Incl. VAT)	Picture message (Incl. VAT)
Zone 1	Austria, Belgium, Bulgaria, Comoros, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Iceland, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican.	25p	6p	£5.90	98p
Zone 2	Guernsey, Republic of Ireland, Isle of Man, Jersey.	25p	6p	£5.90	98p
Zone 3	Canada, USA	£4.64	98p	£5.90	98p
Zone 4	Australia, New Zealand.	£4.64	98p	£5.90	98p
Zone 5	Afghanistan, Albania, Algeria, Angola, Anguilla, American Samoa, Antigua and Barbuda, Antarctica, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Indian Ocean Territory, British Virgin Isles, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Colombia, Congo (Democratic Republic of), Costa Rica, Côte d'Ivoire, Cuba, Curacao, Diego Garcia, Djibouti, Dominica, Dominican Rep, Timor-Leste(East Timor), Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Honduras, Haiti, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macao, North Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands Antilles, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea, Northern Mariana Islands, Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, São Tomé & Príncipe, Saudi Arabia, Senegal, Serbia , Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts and Nevis, St. Lucia, St. Pierre and Miquelon, St. Vincent and the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad and Tobago, Tunisia, Turkey (including Northern Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe.	£4.64	98p	£5.90	98p
Zone 6	Andorra, Faroe Islands.	£4.64	98p	£5.90	98p
Satellite	N/A	£7.75	98p	N/A	N/A

* SMS to premium number scan be charged up to £2.94/text.

14. A pre-connection announcement will be played prior to connecting your call to an International Premium Service.

Calling abroad Add-On rates							
Country	Landline	Mobile	Text	Country	Landline	Mobile	Text
Algeria	36p	86p	18p	Kazakhstan	16p	40p	18p
Argentina	28p	50p	18p	Kenya	32p	28p	18p
Australia	16p	40p	18p	Latvia	21p	21p	6p
Austria	11p	21p	6p	Lithuania	21p	21p	6p
Bangladesh	16p	16p	18p	Luxembourg	11p	21p	6p
Barbados	36p	48p	18p	Malaysia	16p	16p	18p
Belgium	11p	21p	6p	Mauritius	28p	50p	18p
Brazil	16p	48p	18p	Morocco	40p	76p	18p
Bulgaria	11p	21p	6p	Netherlands	11p	21p	6p
Canada	16p	16p	18p	New Zealand	20p	44p	18p
China	16p	16p	18p	Nigeria	28p	28p	18p
Columbia	16p	40p	18p	Norway	11p	21p	6p
Croatia	11p	21p	6p	Pakistan	32p	32p	18p
Cyprus	11p	21p	6p	Philippines	28p	50p	18p
Czech Republic	11p	21p	6p	Poland	11p	21p	6p
Denmark	11p	21p	6p	Portugal	11p	21p	6p
Egypt	28p	48p	18p	Romania	11p	21p	6p
Estonia	11p	21p	6p	Russia	16p	40p	18p
Finland	11p	21p	6p	Saudi Arabia	28p	48p	18p
France	11p	21p	6p	Singapore	16p	16p	18p
Germany	11p	21p	6p	Slovakia	11p	21p	6p
Ghana	40p	58p	18p	South Africa	24p	40p	18p
Greece	11p	21p	6p	South Korea	24p	32p	18p
Guernsey	11p	18p	6p	Spain	11p	21p	6p
Hong Kong	16p	16p	18p	Sri Lanka	26p	50p	18p
Hungary	11p	21p	6p	Sweden	11p	21p	6p
India	16p	16p	18p	Switzerland	11p	21p	6p
Indonesia	32p	50p	18p	Taiwan	32p	50p	18p
Ireland	11p	21p	6p	Thailand	16p	40p	18p
Israel	20p	48p	18p	Trinidad & Tobago	32p	50p	18p
Italy	11p	21p	6p	Turkey	16p	40p	18p
Jamaica	36p	50p	18p	UAE	52p	50p	18p
Japan	16p	40p	18p	Uganda	40p	50p	18p
Jersey	11p	18p	6p	United States	16p	16p	18p

International Pass Add-On rates					
Country	Landline	Mobile	Country	Landline	Mobile
Algeria	15p	57p	Jersey	6p	13p
Argentina	9p	30p	Kazakhstan	8p	30p
Australia	9p	21p	Kenya	21p	21p
Austria	8p	20p	Malaysia	8p	12p
Bangladesh	9p	9p	Mauritius	20p	30p
Barbados	24p	27p	Morocco	11p	51p
Belgium	3p	20p	Netherlands	12p	12p
Brazil	9p	33p	New Zealand	3p	12p
Bulgaria	6p	20p	Nigeria	15p	15p
Canada	3p	3p	Norway	8p	15p
China	3p	3p	Pakistan	21p	21p
Columbia	9p	12p	Philippines	15p	30p
Croatia	6p	20p	Poland	3p	8p
Cyprus	3p	9p	Portugal	3p	8p
Czech Republic	8p	8p	Romania	8p	12p
Denmark	3p	9p	Russia	8p	30p
Egypt	15p	20p	Saudi Arabia	15p	24p
Estonia	8p	12p	Singapore	8p	8p
Finland	12p	12p	Slovakia	8p	20p
France	3p	9p	South Africa	8p	12p
Germany	3p	12p	South Korea	9p	9p
Greece	3p	12p	Spain	3p	12p
Guernsey	6p	13p	Sri Lanka	20p	27p
Hong Kong	8p	8p	Sweden	3p	20p
Hungary	3p	12p	Switzerland	3p	24p
India	3p	3p	Taiwan	12p	20p
Indonesia	12p	20p	Thailand	8p	9p
Ireland	6p	12p	Trinidad & Tobago	15p	24p
Israel	3p	12p	Turkey	11p	20p
Italy	6p	9p	UAE	21p	21p
Jamaica	27p	27p	Uganda	39p	39p
Japan	9p	20p	United States	3p	3p

* Charging is per minute.

ROAMING

For Handset and SIM tariffs launched before 7th July 2021 and Tablet, Laptop, Mobile Broadband and Connected SIM tariffs launched before 18th August 2021: you can use your plan minutes, texts and data whilst abroad within the EU to call/text to the UK or within the EU zone at no extra cost. For Handset and SIM tariffs launched from 7th July 2021 and tablet/laptop/mobile broadband tariffs launched from 18th August 2021: there is a £2.72 daily charge* to use your plan allowances whilst abroad within the EU to call/text to the UK or within the EU zone. Calls, texts and data used within the Republic of Ireland and from the Republic of Ireland to the UK is included in your allowance. If you exceed your allowance, the £2.72 daily charge* will apply in addition to a data add-on. All tariffs: Calls to premium numbers are not permitted within allowance. Calls made to Non-Geographic Call Service (NGCS) numbers, including numbers beginning 084, 087, 118 and 09, while roaming will incur an access charge at the applicable standard out-of-bundle rate per minute. The standard charges in the table below will apply if you exceed your plan allowances and are the same as or lower than standard UK rates.

Standard roaming charges for European destinations (all prices incl. VAT) *	
Countries and regions included in EU zone	Ireland (Republic of), Isle of Man, Jersey, Guernsey, Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Guadeloupe, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Czech Republic, The Netherlands, Vatican, Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, Switzerland, The French Antilles, French Guiana.
Making a call to within the EU (including back to the UK) and outside of the EU (ROW zones)	£1.83
Receiving a call	Free
Sending a text to within the EU (including back to the UK) and outside of the EU (ROW zones)	98p
Sending a picture message	98p
Roaming EU Passes	
Daily EU Charge**	£2.72 per day
Weekly EU Roaming Pass***	£16.50 per week
15-days EU Pass***	£30.00 per 15 days

* Standard roaming charges (including the daily EU charge) will increase each year by the annual percentage increase. Calls to 0800/0808 numbers will be categorised as a chargeable activity whilst roaming and will incur a Daily EU Charge.
** The Daily EU charge and allowance apply are applied for a UK day – midnight to midnight, UK time. Available for Safer SIM plans.
*** The Weekly/ 15-days EU Pass price will not increase each year by the annual percentage increase but may increase from time to time. Note, the weekly pass price and the data allowance apply for 168/360 hours (exactly 7/15 days to the hour) from the moment of purchase. The Weekly/ 15-days EU Pass can be purchased either before arriving to destination country or while roaming. Not available for Safer SIM plans.

To use data whilst roaming abroad outside of the EU/EEA/Switzerland you will need to purchase a pass.
Voice and SMS services can be used without a pass at standard roaming rates.
A one-minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

Zones	Roaming Pass options outside of EU/EEA/Switzerland countries – ROW zones (incl. VAT)[15]				Standard roaming charges for RoW		
	24-hour Pass, £[16]	7-day Pass, £	15-day Pass, £	Pass Allowance	Making/ Receiving calls	Sending a text*	Sending a picture message
ROW Zone 1[17]	£6.00	£30.00	£50.00	UK Plan Allowance (Roam Like Home)	£2.46	98p	98p
ROW Zone 2[17]	£8.00	£40.00	£60.00	UK Plan Allowance (Roam Like Home)	£2.46	98p	98p
ROW Zone 3[17]	£8.00	N/A	N/A	Unlimited minutes and SMS; 500 MB Data	£2.46	98p	98p
ROW Zone 4[18]	£16.00	N/A	N/A	10 MB Data	£2.46	98p	98p
ROW Zone 4*[18]	N/A	N/A	N/A	N/A	£2.46	98p	N/A

SMS sent to UK Premium Numbers while roaming in all Zones is charged £2.94 per text.

15. Roaming in ROW zones is not available for Safer SIM plans.
16. Also available as a recurring pass in ROW Zones 1,2 and 3 for identical price.
17. It is possible to purchase UK domestic passes to be used while in Roaming for the cases when the allowance is exhausted.
18. The daily pass / data bundle may be re-purchased once the allowance is exhausted.

Standard roaming charges for non-geographic destinations				
Destination	Making a call	Receiving a call	Sending a text	Sending a picture message
Aircraft Pass	£4.42	£4.42	£1.74	98p
Maritime (Ships & Ferries) Pass	£3.52	£3.52	86p	98p
Satellite Pass	£3.52	£3.52	86p	N/A

Non-geographic destinations Data Pass options		
Destination	24-hour Pass Allowance	24-hour Pass, £
Aircraft Pass	10 MB Data	£16
Maritime (Ships & Ferries) Pass*	500 MB Data Unlimited minutes and SMS (back to the UK)	£15

***** Whilst we use reasonable efforts to make commercial arrangements to enable access other networks whilst roaming, we can't guarantee the availability, quality and coverage that any other network may provide.

Voicemail charges whilst travelling
When roaming in ROW zones, you'll be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country. Standard roaming rate apply when calling into your voicemail service whilst abroad.

Local Wi-Fi Connection while abroad
If you connect to a local Wi-Fi service on your mobile phone while you're abroad, you won't use any of your data allowance or pass data while you're using it. Charges for using Wi-Fi will be made by the local provider.

For further details on all costs whilst roaming please refer to the help section of our website, ee.co.uk.

Countries included in ROW	
ROW Zone 1	Albania, Algeria, Australia, Bangladesh, Bosnia and Herzegovina, Canada, China, Dominican Republic, Faroe Islands, Fiji, India, Indonesia, Iraq, Israel, Jordan, Kuwait, Malaysia, Mexico, Moldova, Montenegro, New Zealand, Oman, Peru, Puerto Rico, Qatar, Serbia, Seychelles, Singapore, South Africa, South Korea, Taiwan, Thailand, Turkey, United Arab Emirates, Ukraine, United States, Vietnam.
ROW Zone 2	Andorra, Botswana, Armenia, Bahrain, Cameroon, Chile, Colombia, Ecuador, Egypt, El Salvador, Ghana, Guinea, Hong Kong, Ivory Coast, Kenya, Kosovo, Liberia, Madagascar, Mali, Mauritius, Morocco, Nicaragua, Nigeria, Palestine, Philippines, Russia, Rwanda, Saudi Arabia, Senegal, Sudan, Tanzania, Tunisia, Uganda, Uruguay, Zambia.
ROW Zone 3	Anguilla, Antigua and Barbuda, Argentina, Aruba, Azerbaijan, Bahamas, Barbados, Belarus, Belize, Bermuda, Brazil, British Virgin Islands, Cambodia, Cape Verde, Cayman Islands, Costa Rica, Curacao, Dominica, Greenland, Grenada, Guyana, Haiti, Jamaica, Japan, Kazakhstan, Macao, Montserrat, Netherland Antilles (incl. Sint Maarten), North Macedonia, Pakistan, Panama, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Sri Lanka, Trinidad and Tobago, Turks and Caicos Islands, Uzbekistan.
ROW Zone 4	Afghanistan, Benin, Bhutan, Bolivia, Brunei Darussalam, Democratic Republic of Congo, Ethiopia, Falkland Islands, Gabon, Gambia, Georgia, Iran, Lebanon, Lesotho, Maldives, Mongolia, Mozambique, Myanmar, Namibia, Nepal, Palestine, Sierra Leone, Tajikistan, Venezuela, Zimbabwe
ROW Zone 4*	Angola, Burkina Faso, Burundi, Chad, Congo, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Eswatini (Swaziland), Guam, Guatemala, Guinea-Bissau, Honduras, Kyrgyzstan, Laos, Libya, Malawi, Mauritania, Niger, Papua New Guinea, Paraguay, Saint Pierre and Miquelon, Suriname, Syria, Togo, Tonga, Turkmenistan, Vanuatu, Yemen

POINTS TO NOTE

All out of bundle charges will increase on 31st March every year by 5%. Your monthly plan price will increase by a fixed amount each year. We will tell you the fixed amount when you purchase your price plan, it can also be found in the Plan Price Guide. Please note the cost of other services you take from us may increase or decrease while you're an EE customer. See ee.co.uk/prices-explained for details.

Per minute charging applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call. A call ends when: a) you end the call on your phone; or b) 16 seconds after your calling phone loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or c) you do not end the call on your phone up to 30 seconds after the last third party you were connected to has ended their call. VAT: All Our Charges are exclusive of VAT. You shall pay an amount inclusive of VAT. As of October 2012 VAT, is charged at 20%. If the rate is increased the amount that you pay will automatically be increased by an equivalent amount (meaning that the amount in the incl. VAT column of our charges table will be revised upwards to reflect the rate increase). 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 subcategories 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. Customers should look at the travelling section within this document for the minimum call charge for travelling calls.

Allowances and options a) Multiple allowances can be purchased, b) The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge and allowance will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill. c) Unless we tell you otherwise, your allowance from an Add-On will last for the stated duration. If you buy a monthly recurring Add-On, the monthly charge will continue until you ask our customer service agent to cancel. Remember, if you decide to cancel your Add-On you'll have to give us 30-day notice. The text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate. Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle. While we use all reasonable endeavors to ensure that your calls are processed in the order that they are made, and that they are billed for the appropriate period, for reasons beyond our control it is possible that this may not happen.

Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

Terminating your agreement with us

You can terminate your agreement with us at any time, for more information on how to cancel your contract, please see our website here. If you are terminating whilst you are within your existing minimum term, an early termination charge (ETC) will apply.

We calculate an early termination charge (ETC) like this:

1. We add together all outstanding monthly (or other periodic) charges for the remainder of your minimum term, excluding VAT. If you have a monthly recurring subscription discount we will take that into account.
2. We then take 4% off that figure.
3. Finally, we add VAT to get the final charge you owe us.