



PLAN PRICE GUIDE

Non-Standard Charges Flex Plan

Price Guide updated and all charges applicable from 6th June 2023

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
EE customer services (automated service)	Free
EE customer services (service agent)	Please refer to your Plan Price Guide for details
Calls to other EE mobile customers	40p per minute
Calls to the customers of other mobile operators	40p per minute
Calls to certain MNVO numbers	40p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	40p per minute
Calls to retrieve voicemail	40p per minute
Text messages to UK mobile numbers	20p per message
Text messages to certain MVNO numbers	20p 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	20p per message
Picture messages	40p per message
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155)	£1.53 per minute
Emergency calls (999, 112) ¹	Free
Electricity Helpline (105)	Free
NHS Direct (111) ¹	Free
Standard non-emergency (101)	Free
Blind and disabled directory enquiries (195) ¹	Free
Text Relay calls ¹	Free
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 premium rate services*	Charges vary depending on the premium rate provider (and are excluded from allowances and bundles)
Text Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details
Speaking clock (123)	35p per minute
Paging Services	From 30p per minute to 75p per minute, or 75p per call
Premium Rate Services (09) ³	Access Charge of 44p per minute plus a Service Charge
Directory Enquiry Services (118) ³	Access Charge of 44p per minute plus a Service Charge
Multimedia services	From 75p per minute/per call up to £3.00 per minute/per call. Price vary by service, please refer to the Help section of our website, ee.co.uk
EE Group Call – see description below	Same as an On-net Call and included in allowances
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	
Local Toll	35p per minute
National Toll	
National Toll	35p per minute
All numbers prefixed by	
0500	20p per minute
0800, 0808	Free
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, 08733 ³	Access Charge of 44p per minute plus a Service Charge 40p per minute
05 (not including 0500, 055, 056)	30p per minute
055, 056	40p per minute
116	Free
070	5p per minute For details on specific services please refer to the help section of our website, ee.co.uk/help

1 Calls will not be deducted from your Add-On allowance.

2 A one minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

3 Please see ee.co.uk/ukcalling for a list of Service Charges.

* For help with premium rate short codes see: <https://ee.co.uk/help/help-new/billing-usage-and-top-up/understanding-my-bill/third-party-services>

Notes on UK calling

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 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 Zone.

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').

Personal numbers that begin with 070 are not mobiles.

Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message. Standard roaming rates apply when accessing your voicemail service whilst abroad if you don't have one of our pay as you go packs. 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. Standard call rates apply to diverted calls.

Calling into CS

You can call into our Customer Services by dialling 150 from your handset or from a UK landline – call 0845 412 5000 (charged at Access Charge per minute plus a Service Charge of 7p per minute). If you're calling from abroad call +44 7953 966 150.

Group Voice Messaging

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

EE Group Call

EE Group Call is a conference call hosting service that enables up to 20 callers to conference in to one call.

The group organizer will need to choose a conference ID. This can be any 6 digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference IDs can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted.

Third Party Information Services

Charges vary as published by third party.

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.

PLANS AND ADD-ONS

Flex Plan	Plan Allowances ¹	Price	Plan Duration ²
£10 Flex plan	2GB, 1000 mins, unlimited texts	£10	30 days
£15 Flex plan	5GB, 2000 mins, unlimited texts	£15	
£25 Flex plan	10GB, 3000 mins, unlimited texts	£25	
£30 Flex plan	20GB, 3000 mins, unlimited texts	£30	

1. Pack allowances can be used in the UK and while roaming in the Republic of Ireland.
2. All Plans last for the stated duration, but any of the allowances can be used up in that time. After the stated duration, payment is taken automatically from your payment card, and a new set of allowances is provisioned; unused minutes allowance expires and unused data rolls over to the next plan.

Add-Ons available to all Flex plans customers

Add-On	Add-On Allowances	Price	Add-On Duration
UK and ROI Data	100MB	£1.50	7 days
	500MB	£3	
	500MB	£5	30 days
	1GB	£7.50	
	3GB	£15	
	5GB	£20	
UK and ROI Minutes³	100 minutes	£5	30 days
		£3	7 days
Calling abroad from the UK³	Cheaper calls and texts to over 70 countries ⁴	Free	Open ended

3. Add-On minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man). Calls & text messages to certain MVNO ranges and call forwarding services are not included in Add-On connection. See 'Points to note' for more information.
4. Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.

EU Roaming Add-On⁵

Add-On Name	Duration		Cost	Countries included
Daily add-on	24 hours	Access the domestic pack allowances in the EU ⁶	£2.50	Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus*, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).
7 days add-on	7 days		£10	

5. If you do not have an active Pack or do not opt in to access your allowances in our Europe Zone, you will be charged as set in the Roaming table. You will not be able to use data unless you buy an EU roaming data add-on
6. Please see our T&C guide for more details <https://ee.co.uk/help/help-new/price-plans/mobile/flex-price-plans>

SERVICE CHARGES

Service Charge	Charge (incl. VAT)
Replacement SIM card	£1.50
Changing your phone number	£35.74
Reconnection	£24
Memorable number ⁷	Prices available on request
Unlock mobile phone for use on another compatible network ⁸	Free

7. 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 with draw 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 with draw your memorable number for any reason, you will not be able to claim a refund of the one off premium paid to us.
8. Handsets can only be unlocked from our network once you've been on the Flex plan that the phone came with for at least 6 months.

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)	
	118 xxx (directory enquires)	Access charge: Free, Service Charge**: Standard
	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	
Channel Island destinations (01481, 01534,01624, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937)	Standard Rates*	
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/help-new/price-plans/mobile/pay-as-you-go-price-plans>

** Service charges can be found on the EE website <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>

CALLING ABROAD FROM THE UK

Table below indicates standard rates for calling countries from the U.K.

Calls & Texts to landlines and mobiles within the below zones	Countries	Price per minute (Inc. VAT)	Text Message (Inc. VAT)	Calls to non-mobile or landline services ⁹	Picture message (Inc. VAT)
Zone 1	Austria, Belgium, Bulgaria, Croatia, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Island, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City	18p	6p	£3.50	40p
Zone 2	Guernsey, Republic of Ireland, Isle of Man, Jersey	18p	6p	£3.50	40p
Zone 3	Canada, USA, US Virgin Islands	£1.00	25p	£3.50	40p
Zone 4	Andorra, Australia, Faroe Islands, New Zealand	£1.00	25p	£3.50	40p
Zone 5¹⁰	Afghanistan, Albania, Algeria, Angola, Anguilla, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina ¹⁰ , Botswana, Brazil, British Virgin Isles, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook Islands, Columbia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Côte d'Ivoire, Cuba ¹⁰ , Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana ⁸ , Greenland, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Guiana, Honduras, Haiti, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia ¹⁰ , Libya, Macau, North Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea ¹⁰ , 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 & Montenegro, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, St Helena, St. Kitts & Nevis, St. Lucia, St. Pierre & Miquelon, St. Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (incl. N Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£1.50	25p	£3.50	40p
Satellite	N/A	£5.00	20p	N/A	N/A

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

10. Calls to Cuba, Bosnia, Liberia and North Korea are currently barred. In addition we also bar calls to certain number ranges in other countries to protect customers against

ROAMING

EU Roaming

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

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

Republic of Ireland

If you have a PAYG Pack, when you are in the Republic of Ireland calls, text and data usage within the Republic of Ireland and to the UK are included within your allowance and the daily charge does not apply unless you have a limited call or text allowance. Once you have used up your allowance, calls or texts from the Republic of Ireland to the UK will be subject to the daily charge and calls within the Republic of Ireland will be subject to standard rates as set out in the standard and non-standard price guide. When you are in the Republic of Ireland the daily charge applies to calls and texts to the EU/EEA/Switzerland

Standard roaming charges (all prices incl. VAT)							
	Countries	Making a call to within the EU (Zones 1a, 1b, 2a and 2b), including to the UK	Making a call to outside of the EU (Zones 3 - 8)	Receiving a call	Sending a text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK ¹³	Sending a text to outside of the EU (Zones 3 - 8) ¹³	Sending a picture message
Zone 1	Ireland (Republic of)	40p	£1.20	Free	20p	50p	40p
	Isle of Man	70p	£1.20	Free	30p	60p	
Zone 2A	Guernsey, Jersey	70p	£1.44	Free	30p	60p	
Zone 2B	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy (Incl. Vatican City), Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Poland, Portugal (inc. Azores and Madeira), Romania, Slovak Republic, Slovenia, Spain, Sweden	70p	£1.20	Free	30p	50p	
Zone 1A	French Guiana & French West Indies (incl. Guadeloupe, Martinique, Saint Barthelemy, Saint Martin (France)), Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, St. Pierre and Miquelon (French Dept. of), Switzerland	70p	£1.44	Free	30p	60p	

	Countries	Making a call (Inc. VAT)	Receiving a call (Inc. VAT)	Sending a text ¹¹ (Inc. VAT)	Sending a picture message (Inc. VAT)
Zone 3	Andorra and Faroe Islands	£1.20	£1.20	60p	48p
Zone 4	USA, Canada	£1.20	£1.20	60p	48p
Zone 5	Australia, New Zealand	£1.20	£1.20	60p	48p

For calls made whilst in Europe* a one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

	Countries	Making a call (Inc. VAT)	Receiving a call (Inc. VAT)	Sending a text ¹¹ (Inc. VAT)	Sending a picture message (Inc. VAT)
Zone 6 (Rest of World)	Afghanistan; Albania; Algeria; Angola; Anguilla; Antigua and Barbuda; Argentina; Armenia; Azerbaijan; Bahrain; Bangladesh; Barbados; Belarus; Belize; Bermuda; Bhutan; Bolivia; Bosnia-Herzegovina; Botswana; Brazil; Brunei; Burkina Faso; Burundi; Cambodia; Cameroon; Chile; China; Colombia; Costa Rica; Dominica; East Timor; Ecuador; Egypt; El Salvador; Equatorial Guinea; Eritrea; Ethiopia; Fiji; French Polynesia; Gabon; Gambia; Georgia; Ghana; Greenland; Grenada; Guam; Guatemala; Guinea; Guinea-Bissau; Guyana; Haiti; Honduras; Hong Kong; India; Indonesia; Iran; Iraq; Israel; Jamaica; Japan; Jordan; Kazakhstan; Kenya; Kiribati; Kosovo; Kyrgyz Republic; Lebanon; Lesotho; Liberia; Libya; Macau; North Macedonia; Madagascar; Malawi; Malaysia; Mali; Mauritania; Mauritius; Mexico; Micronesia; Moldova; Montenegro; Montserrat; Morocco; Mozambique; Myanmar; Namibia; Nauru; Netherlands Antilles; Nepal; New Caledonia; Nicaragua; Niger; Nigeria; Niue; North Korea; Oman; Pakistan; Panama; Papua New Guinea; Paraguay; Peru; Puerto Rico; Qatar; Russia; Rwanda; Saint Helena, Ascension and Tristan da Cunha; Saint Kitts and Nevis; Saint Lucia; Saint Pierre and Miquelon; Saint Vincent and the Grenadines; Samoa; Sao Tome and Principe; Saudi Arabia; Senegal; Serbia; Sierra Leone; Singapore; Somalia; South Africa; South Korea; South Sudan; Sri Lanka; Sudan; Suriname; Swaziland; Syria; Taiwan; Tanzania; Thailand; The British Virgin Islands; The Cayman Islands; The Central African Republic; The Comoros; The Cook Islands; The Dominican Republic; The Ivory Coast; The Marshall Islands; The Philippines; The Seychelles; The Solomon Islands; The State of Palestine; The Turks and Caicos Islands; The United Arab Emirates; Togo; Tonga; Trinidad and Tobago; Turkey; Tuvalu; Uganda; Ukraine; Uruguay; Vanuatu; Venezuela; Vietnam; Wallis and Futuna; Yemen; Zambia; Zimbabwe	£1.80	£1.80	60p	48p
Zone 7 (Other International Operators)	Maritime (Ships & Ferries)	£3.00	£3.00	60p	48p
Zone 8 Rest of World (exceptional)	Benin; Cape Verde; Chad; Congo; Cuba; Djibouti; Kuwait; Laos; Mongolia; Palau; Tajikistan; Turkmenistan; The Bahamas; The Falkland Islands; The Maldives; Tunisia; Uzbekistan	£3.00	£3.00	£1.20	48p
Zone 9	Aircraft; Satellite	£3.00	£3.00	£1.20	48p

11. Any undelivered text messages will be charged at the standard rate for your price plan.

Stable link and volume based data FUPs		
Surcharges where no stable link to the UK ¹²	ex. VAT	incl. VAT
Making a call per minute	2.7p	3.2p
Receiving a call per minute	0.6p	0.8p
Sending an SMS per SMS	0.9p	1p
Using data	0.30p/MB	0.36p/MB

12. These charges apply where you have no stable links to the UK according to our terms and we have followed the procedure set out in those terms to notify you. Charges apply to services used when abroad in EU/EEA/Switzerland.

RoamingData add-ons outside of EU/EEA/Switzerland countries (Inc. VAT)														
Zone A			Zone B			Zone C			Zone D			Zone E		
£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB
£6.52	1d	50	£6.52	1d	15	£6.52	1d	8	£6.52	1d	4	£47.03	1d	5
£13.06	1d	150	£13.06	1d	35	£13.06	1d	20	£13.06	1d	10	£86.23	1d	10
£32.64	7d	300	£32.64	7d	100	£32.64	7d	45	£32.64	7d	22			
£65.32	7d	900	£65.32	7d	225	£65.32	7d	110	£65.32	7d	50			

The daily charge and the data allowance are applied for a UK day – midnight to midnight, UK time.

Countries included in the Data whilst roaming Add-Ons (Pay As You Go)					
Zone A	Zone B	Zone C	Zone D		Zone E
Andorra	Albania	Benin	Air & Maritime		Azerbaijan
Armenia	Algeria	Botswana	Afghanistan		Belarus
Australia	Argentina	Egypt	Angola		Rwanda
Canada	Bahrain	Gabon	Bangladesh		Seychelles
China	Brazil	Guinee	Belize		Laos
Dominican Republic	Caribbean	Honduras	Bhutan		Lebanon
Hong Kong	Colombia	Ivory Coast	Bolivia		Lesotho
India	Cambodia	Jordan	Bosnia Herzegovina		Liberia
Israel	Ecuador	Madagascar	Brunei Darussalam		Libya
Japan	Indonesia	Mali	Burkina Faso		Macao
Malaysia	Greenland	Mauritius	Burundi		Malawi
Mexico	Kenya	Mongolia	Cape Verde		Mozambique
Moldova	Kuwait	Montenegro	Cameroon		Namibia
New Zealand	North Macedonia	Morocco	Central African Republic		Nepal
Peru	Monserrat	Panama	Chad		Netherland Antilles
Qatar	Nicaragua	Senegal	Chile		Niger
Russia	Nigeria	Serbia	Congo		Pakistan
Singapore	Oman	Sudan	Cook Islands		Palestine
South Africa	Philippines	Tanzania	Costa Rica		Papua New Guinea
Thailand	Saudi Arabia	Zambia	Cuba		Paraguay
Turkey	South Korea		Djibouti		Sierra Leone
USA	Sri Lanka		El Salvador		Suriname
	Taiwan		Equatorial Guinea		Swaziland
	Ukraine		Ethiopia		Syria
	United Arab Emirates		Falkland Islands		Tajikistan
			Faroe Islands		Tunisia
			Fiji		Uganda
			French Polynesia		Uruguay
			Gambia		Uzbekistan
			Georgia		Venezuela
			Ghana		Vietnam
			Guam		Yemen
			Guatemala		Zimbabwe
			Guyana		

Voice mail charges whilst travelling

When roaming outside of Europe*, you'll be charged the per-minute rate for making a call when you listen to your voicemail. You'll also be charged when someone leaves you a voicemail unless you divert all calls to voicemail, or switch off your device when you're travelling.

*Europe is defined as countries in Zone 1a - 2b

**Outside of Europe countries are defined as countries listed in Zones 3 and above

Points to note

You must make a connection action at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited.

'Connection actions' are:

- Making a chargeable outbound call
- Sending a text message
- Topping up your account
- Making a payment for an Add-On

We can place a charge on your account if a bank reverses a debit or credit card payment to your account. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance.

Any text message sent to you, which doesn't get through because you are out of credit will be lost. To make or receive a chargeable call or receive a voicemail message, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1 pence credit available.

Calls are charged by the minute (unless otherwise stated) and rounded up to the nearest penny.

If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning.

All prices include VAT at the current rate of 20% (includes those calls made or received whilst abroad).

Charging starts when a call is answered by a person or answering device.

A call ends when:

- a) you end the call on your device; or
- b) 16 seconds after your calling device 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 device up to 30 seconds after the last third party you were connected to has ended their call.

A 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.

While we use all reasonable endeavours 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.

This is the Plan Price Guide referred to in your Pay As You Go agreement with us. This Plan Price Guide forms part of your agreement with us.