

# PLAN PRICE GUIDE

## Flex plans

Price Guide updated and all charges applicable from 25<sup>th</sup> of July 2018

Updated on 6<sup>th</sup> June 2023

Service Type	Call charges for a one minute direct dial call at any time (incl. VAT) <sup>1</sup>
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 numbers starting with 0500	20p per minute <sup>2</sup>
Calls to numbers starting with 0800 or 0808	Free
Calls to all other numbers starting with 0843, 0844, 0845, 0843, 0870, 0871, 0872, 0873 <sup>3</sup>	Access Charge of 44p per minute plus a Service Charge
Calls to retrieve voicemail	40p per minute
Text messages to UK mobile numbers	20p per message <sup>3</sup>
Text messages to certain MVNO numbers	20p per message <sup>3</sup>
Text messages sent to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	20p per message <sup>3</sup>
Picture messages	40p per message
EE customer services (automated service)	Free
EE customer services (service agent)	Free
Call divert	Standard call rates apply
Calls from the UK to EU & Rest of World countries	Standard call rates apply
Data	As per Data Add-On or Plan purchased

All services are for use whilst in the UK and while roaming in the Republic of Ireland.

1. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
2. Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the help section of our website, [www.ee.co.uk](http://www.ee.co.uk)
3. We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged. Includes messages sent from the EE website; [www.ee.co.uk](http://www.ee.co.uk). You will be charged per text message sent to non GSM networks.
4. 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 expire and unused data rolls over to the next plan.

Please go to the help section of our website, [ee.co.uk](http://ee.co.uk) for details around 'non-standard' service charging. This includes charges for numbers starting with 05, 070, 09 and 118. Calls to these numbers are subject to a one minute minimum call charge. Thereafter, calls are charged on a per minute basis.

# FLEX PLANS

Flex plan	Plan Allowances <sup>1</sup>	Price	Plan duration
£10 Flex plan	2GB, 1000 mins, unlimited texts	£10	30 days
£15 Flex plan	5GB, 2000 mins, unlimited texts	£15	30 days
£25 Flex plan	10GB, 3000 mins, unlimited texts	£25	30 days
£30 Flex plan	20GB, 3000 mins, unlimited texts	£30	30 days

1. Plan allowances can be used in the UK and while roaming in the Republic of Ireland.

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## Points to note

### Notes on UK calling

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 classed as a call to an EE Roaming Zone. See our Non-Standard Price Guide for more information.

Note that if you use the services on or near a border area, you may not be able to access the UK network but may instead be connected to the network of one of our roaming partners. Calls that you make will then be charged as if you were roaming (and will not come out of any add-on allowance you have).

### What usage is included in my Add-On or Plan allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your Add-On or Plan allowance. Inclusive calls currently include (but are not limited to) calls to the UK mobile numbers allocated to the national UK GSM cellular network operators EE, T-Mobile, Orange, Hutchinson 3G, 02, and Vodafone. Calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Lebara) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to LycaMobile.

### EU Roaming

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 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](http://ee.co.uk/priceguides). You will not be able to use data unless you buy an EU roaming data add-on.

Roaming outside of the EU continues to be chargeable – please see our Non-Standard Price Guide for more information.

### 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.

### Which calls and text messages to mobile numbers are excluded from my Add-On or Plan allowance?

Calls and texts to some numbers starting 07 are not included in your Add-On or Plan allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges. 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](http://ee.co.uk). We may add numbers to the list of excluded mobile numbers from time to time at our discretion. Please also note that if you are calling someone who has ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

### Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for 'follow me' services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Calls to these numbers are not included in allowances, visit the 'help' section of our website, [ee.co.uk](http://ee.co.uk)

### Data options

#### Data Rollover

If you have not used all of the data allowance in your Plan, when the Plan ends the unused data will be added to the next Plan that you buy. You cannot roll over data from add-ons or Free Data Boosts. If your Plan does not renew automatically you must buy a new Plan within 7 days to qualify for data rollover. Rollover data lasts for the duration of the Plan Validity Period (i.e. 30 days) so will not roll over a second time if you do not use it up. Your data allowance will be applied in the following order for each Plan: (1) Rollover data, (2) core Plan allowance (3) Free Data Boosts.

You'll need 3G or 4G coverage to use mobile internet on your phone and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage)

For further information on terms and conditions please see [ee.co.uk/flexterms](http://ee.co.uk/flexterms). The Non-Standard Price Guide includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.

### General

- 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 remaining allowance on your account at the time of disconnection will be forfeited.
- Connection actions are:
  - Making a chargeable outbound call
  - Sending a text message
  - Making a card payment for an Add-On or Plan
  - Topping up your account
  - Registering your details
- 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.
- 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.
- 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 charged for the appropriate period, for reasons beyond our control it is possible that this may not happen.

### 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.