



# PLAN PRICE GUIDE

Standard and Non-Standard Charges

Pay Monthly, SIMO

Price Guide updated and all charges applicable from 29 August 2024



## POINTS TO NOTE

For customers who joined/upgraded prior to 29 August 2024, unless otherwise indicated, your monthly price plan charge, add-ons and all out of bundle charges will increase on or after 31<sup>st</sup> March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%. See [ee.co.uk/increase](http://ee.co.uk/increase) for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

For customers joining or upgrading from 29 August 2024 all out of bundle charges will increase on 31<sup>st</sup> 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](http://ee.co.uk/prices-explained) for details

The following prices will not increase each year either by the Consumer Price Index rate of inflation published in January plus 3.9% or 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

\*For customers who joined/upgraded prior to 29 August 2024 the TNT Sports on discovery+ monthly pass is subject an annual increase by the Consumer Price Index rate of inflation published in January plus 3.9%. For customers who joined/upgraded from 29 August 2024 the price of TNT Sports on discovery+ monthly pass may increase or decrease while you are an EE customer.

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 <sup>2</sup> 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	89p per minute
Calls to certain MVNO numbers <sup>4</sup>	89p per minute
Calls to UK landlines (numbers starting with 01,02, or 03 excluding Jersey, Guernsey and Isle of Man)	89p per minute
Calls to retrieve voicemail	89p per minute
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155)***	£1.54 per minute
Emergency calls (999, 112) <sup>1</sup>	Free
NHS Direct (111) <sup>1</sup>	Free
Standard non-emergency (101)	Free
Blind and disabled directory enquiries (195) <sup>1</sup>	Free
Text Relay calls via 18000 (emergency services) and 18001 <sup>1</sup>	Same as texts to other mobile customers. Please refer to your price plan
Text messages to UK mobile numbers	20p per message
Text messages to certain MVNO numbers <sup>4</sup>	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	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	89p per MMS
Speaking clock (123)***	40p per minute
Paging Services***	From 40p per minute up to 50p per minute or 50p per call 15p per message
Premium Rate Services (09) <sup>2</sup>	Access Charge of 89p per minute plus a Service Charge***
Directory Enquiry Services (118) <sup>2</sup>	Access Charge of 89p 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
Calls divert <sup>5</sup>	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 before 18th 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 August 2021, there is a £2.47 daily charge to use your UK plan allowance in these countries. <sup>3</sup>  Outside of allowance: 89p per minute 20p 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 before 18th 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 August 2021, there is a £2.47 daily charge to use your UK plan allowance in these countries. <sup>3</sup> Standard Call Rates apply outside of allowance

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***	
0500 <sup>2</sup>	20p per minute
0800, 0808 <sup>2</sup>	Free
00800	up to 40p per minute
Charity and Helpline Services <sup>1</sup>	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 <sup>2</sup>	Access Charge of 89p per minute plus a Service Charge
05 (not including 0500) <sup>2</sup>	35p per minute
116	Free
070 <sup>2</sup>	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 £2.47 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 £2.47 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 Zones 1a-2b.

For Handset and SIM tariffs launched from 7th July 2021 and tablet/laptop/mobile broadband/connected SIM tariffs launched from 18th August 2021: there is a £2.47 daily charge to use your plan allowances whilst abroad within the EU (zones 1a-2b) to call/text to the UK or within zones 1a-2b. 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 £2.47 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 zones 1a-2b to zones 1a-2b) will be applicable if you exceed your plan allowances and are the same as or lower than standard UK rates.

## What's a UK land-line 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 or Essentials 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 CS

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 iOS 6.0 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 = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024MB = 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.

# ADD-ONS

Service Type	Add-On	Add-Oncharge/Monthly Cost	Subscription Type
UKData <sup>4</sup>	Monthly Data 1GB	£7.01	Recurring
	Monthly Data 2GB	£11.24	
	Monthly Data 5GB	£14.04	
	Monthly Data 10GB	£18.28	
	Monthly Data 20GB	£28.15	
	Monthly Data Unlimited	£33.68	
	End of bill cycle (250MB)	£4.20	One-off
	End of bill cycle (1GB)	£11.24	
	End of bill cycle (2GB)	£14.05	
	End of bill cycle (5GB)	£18.28	
	End of bill cycle (10GB)	£28.16	
	24 hours Unlimited	£4.02	
	7 day Unlimited	£26.96	30Days Rolling
	Video Data Pass <sup>5</sup>	£13.48	
	Music Data Pass <sup>6</sup>	£9.84	
Gamer's Data Pass <sup>6</sup>	£14.81		
Apple Music data	£5		
Mobile Broadband Calling Add On <sup>8</sup>	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.	£6.17	30 Days Rolling
Entertainment	TNT Sports on discovery+ <sup>5</sup>	£20.00	30Days Rolling
	Amazon Prime Video <sup>45</sup>	£5.99	
	Apple Music*	£10.99	
	Apple Arcade*	£6.99	
	Apple TV+*	£8.99	
	Apple One* <sup>8</sup>	£5.00	
	Apple One (individual)* <sup>8</sup>	£18.95	
	MTV Play*	£3.99	
	Netflix Standard Upgrade <sup>49</sup>	£4.00	
	Netflix Premium Upgrade <sup>49</sup>	£9.00	
Picture Messages	Calm Subscription <sup>11</sup>	£2.50 monthly (£30 in total over 12 months)	12 month minimum term
200 UK Pictures Messages		£8.44	
Calling abroad from UK <sup>1,3</sup>	International Calls Add-On (500 minutes to 50 destinations)	£14.05	30Days Rolling
	International Calls Extra Add-On (250 minutes to 100 destinations)	£28.15	
	Ireland Add-on (500 minutes)	£8.44	
	Jamaica Add-On (100 minutes)	£14.05	
	International Pass Add-On	£2.16	
	100 UK to EU mins Add-On	£8.44	
	250 UK to EU mins Add-On	£14.05	
	250 UK to EU mins & SMS Add-On	£10.54	
	250 UK to Rest of World (ROW) mins & SMS Add-On	£10.54	
	100 Worldwide mins Add-On	£14.05	
	50 UK to Anywhere mins Add-On	£8.44	
Roaming	60 minutes anywhere in the world	£14.05	30Days Rolling
	Roam Further Pass <sup>5</sup>	£25.00	
	Roam Abroad Pass <sup>5</sup>	£25.00	
	Travel Data Pass Max - 500MB of data in Canada, USA, Australia, China, India, Mexico, New Zealand, South Africa, Thailand, Turkey & UAE	£6.74 a day – Canada & USA £8.45 a day – Australia, China, India, Mexico, New Zealand, South Africa, Thailand, Turkey & UAE	Daily**
	150MB of data in 45 other destinations <sup>10</sup>	£8.45 in 45 other destinations, including Brazil, Jamaica & Japan	
	Travel Data Pass – 500MB of data in Canada, USA, Australia, China, India, Mexico, New Zealand, South Africa, Thailand, Turkey & UAE	£6.74 a day – Canada & USA £8.45 a day – Australia, China, India, Mexico, New Zealand, South Africa, Thailand, Turkey & UAE	
	150MB of data in 45 other destinations	£8.45 in 45 other destinations, including Brazil, Jamaica & Japan	
World Select Talk Text – Unlimited calls & texts in USA, Canada, Turkey, Australia & UAE	£8.45 per day		
084.087 numbers <sup>2</sup>	200 minutes	£8.44	

## SERVICE CHARGES

Service Charge**	Charge(incl. VAT)
Replacement SIM card	£1.50
Changing your phone number	£35.74
Online billing <sup>12</sup>	Free
Itemized billing	£2.50 per month
Bill reissue	£2.55 per bill
Reconnection	£24
Unlock mobile phone for use on another compatible network	Free
Memorable number <sup>13</sup>	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 MyEE 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
<b>18000</b>	N/A (Direct access to the 999/112 Emergency Services)	Free
<b>18001</b>	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*	
<b>18002</b>	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 (inc. VAT)	Text Message (inc. VAT)*	Calls to non-mobile or landline Services <sup>14</sup> (inc. VAT)	Picture message (inc. VAT)
<b>Zone 1</b>	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	23p	6p	£5.62	89p
<b>Zone 2</b>	Guernsey, Republic of Ireland, Isle of Man, Jersey	23p	6p	£5.62	89p
<b>Zone 3</b>	Canada, USA, US Virgin Islands	£4.21	89p	£5.62	89p
<b>Zone 4</b>	Australia, New Zealand	£4.21	89p	£5.62	89p
<b>Zone 5</b>	Afghanistan, Albania, Algeria, Angola, Anguilla, 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, Dutch Antilles, 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, 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 & Montenegro, 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	£4.21	89p	£5.62	89p
<b>Zone 6</b>	Andorra, Faroe Islands	£4.21	89p	£5.62	89p
<b>Satellite</b>	N/A	£7.03	89p	N/A	N/A

\*SMS to premium number can be charged up to £2.80/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	Kenya	32p	28p	18p
Argentina	28p	50p	18p	Latvia	21p	21p	6p
Australia	16p	40p	18p	Lithuania	21p	21p	6p
Austria	11p	21p	6p	Luxembourg	11p	21p	6p
Bangladesh	16p	16p	18p	Malaysia	16p	16p	18p
Barbados	36p	48p	18p	Mauritius	28p	50p	18p
Belgium	11p	21p	6p	Morocco	40p	76p	18p
Brazil	16p	48p	18p	Netherlands	11p	21p	6p
Bulgaria	11p	21p	6p	New Zealand	20p	44p	18p
Canada	16p	16p	18p	Nigeria	28p	28p	18p
China	16p	16p	18p	Norway	11p	21p	6p
Columbia	16p	40p	18p	Pakistan	32p	32p	18p
Croatia	11p	21p	6p	Philippines	28p	50p	18p
Cyprus	11p	21p	6p	Poland	11p	21p	6p
Czech Republic	11p	21p	6p	Portugal	11p	21p	6p
Denmark	11p	21p	6p	Romania	11p	21p	6p
Egypt	28p	48p	18p	Russia	16p	40p	18p
Estonia	11p	21p	6p	Saudi Arabia	28p	48p	18p
Finland	11p	21p	6p	Singapore	16p	16p	18p
France	11p	21p	6p	Slovakia	11p	21p	6p
Germany	11p	21p	6p	South Africa	24p	40p	18p
Ghana	40p	58p	18p	South Korea	24p	32p	18p
Greece	11p	21p	6p	Spain	11p	21p	6p
Guernsey	11p	21p	6p	Sri Lanka	26p	50p	18p
Hong Kong	16p	16p	18p	Sweden	11p	21p	6p
Hungary	11p	21p	6p	Switzerland	11p	21p	6p
India	16p	16p	18p	Taiwan	32p	50p	18p
Indonesia	32p	50p	18p	Thailand	16p	40p	18p
Ireland	11p	21p	6p	Trinidad & Tobago	32p	50p	18p
Israel	20p	48p	18p	Turkey	16p	40p	18p
Italy	11p	21p	6p	UAE	52p	50p	18p
Jamaica	36p	50p	18p	Uganda	40p	50p	18p
Japan	16p	40p	18p	United States	16p	16p	18p
Jersey	11p	21p	6p	US Virgin Island	16p	16p	18p
Kazakhstan	16p	40p	18p				

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

\*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 (zones 1a-2b) to call/text to the UK or within zones 1a-2b 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 £2.47 daily charge\* to use your plan allowances whilst abroad within the EU (zones 1a-2b) to call/text to the UK or within zones 1a-2B. 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 £2.47 daily charge\* will apply in addition to 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 zones 1a-2b to zones 1a-2b) will be applicable if you exceed your plan allowances and are the same as or lower than standard UK rates.

Zone (you are in)	Standard roaming charges (all prices Inc. VAT)						
	Countries	Making a call to within the EU (Zones 1a, 1b, 2a, 2b) including back to the UK	Making a call outside of the EU (Zones 3-8)	Receiving a call	Sending a text to within the EU (Zones 1a, 1b, 2a, 2b), Including back to the UK	Sending text to outside of the EU (Zones 3-8)	Sending a picture message
<b>Zone 1a</b> (Ireland)	Ireland (Republic of), Isle of Man	89p	£1.66	Free	20p	69p	89p
<b>Zone 1b</b> (Channel Islands)	Jersey, Guernsey	89p	£2.00	Free	20p	82p	
<b>Zone 2a</b> Europe	Austria, Belgium, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira, Malta, Monaco, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, The Czech Republic, The Netherlands, Vatican	89p	£1.66	Free	20p	69p	
<b>Zone 2b</b> Europe	Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, Switzerland, The French Antilles, French Guiana	89p	£2.00	Free	20p	82p	

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

Zone (you are in)	Standard roaming charges (all prices incl. VAT)				
	Countries	Making call	Receiving a call	Sending a text	Sending picture message
<b>Zone 3</b> (Other Europe)	Andorra and Faroe Islands	£1.66	£1.66	82p	89p
<b>Zone 4</b> (USA and Canada)	USA, Canada	£1.66	£1.66	82p	89p
<b>Zone 5</b> (Australia and New Zealand)	Australia, New Zealand	£1.66	£1.66	82p	89p

Zone (you are in)	Standard roaming charges (all prices incl. VAT)				
	Countries	Making a call	Receiving a call	Sending a text <sup>15</sup>	Sending a picture message
<b>Zone 6</b> (Rest of World)	Albania, Afghanistan, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Bosnia- Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cayman islands, Cambodia, Cameroon, Central Africa, Chile, China, Colombia, Costa Rica, Comoros, Cook Islands, Dominica, Dominican Republic, 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, Ivory coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kyrgyz Republic, Lebanon, Lesotho, Liberia, Libya, Macao, North Macedonia, Madagascar, Malawi, Malaysia, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Netherlands Antilles, Nepal, New Caledonia, North Korea, Nicaragua, Niger, Nigeria, Niue, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, 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, The Seychelles, Senegal, Serbia, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Turks and Caicos Islands, UAE, Togo, Tonga, Trinidad & Tobago, Turkey, Tuvalu, Uganda, Ukraine, Uruguay, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe	£2.52	£2.52	82p	89p
<b>Zone 7</b> (Other International Operators)	Maritime (Ships & Ferries), Satellite	£3.35	£3.35	82p	89p
<b>Zone 8</b> Rest of World (exceptional)	Bahamas, Benin, Cape Verde, Chad, Congo, Cuba, Djibouti, Kuwait, Falkland Islands, Laos, Mongolia, Palau, Tajikistan, The Maldives, Tunisia, Turkmenistan, Uzbekistan	£4.21	£4.21	£1.66	89p
<b>Zone 9</b> (Planes)	Aircraft	£4.21	£4.21	£1.66	89p

SMS sent to UK Premium Numbers while roaming in all Zones is charged £0.41 per text.  
To use data whilst roaming abroad outside of the EU/EEA/Switzerland you will need to purchase a data pass.  
A one-minute minimum call charge applies to all calls. Thereafter, calls are charged on a per minute basis.

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

#### **Voicemail charges whilst travelling**

When roaming in zones 3-8, you'll be charged to listen to your voicemails. This is charged at the standard per-minute roaming call rate for that country.

Roaming Data add-ons outside of EU/EEA/Switzerland countries(Inc. VAT)														
ZoneA			ZoneB			ZoneC			ZoneD			ZoneE		
£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB	£	Day	MB
£7.03	1d	50	£7.03	1d	15	£7.03	1d	8	£7.03	1d	4	£50.73	1d	5
£14.09	1d	150	£14.09	1d	35	£14.09	1d	20	£14.09	1d	10	£93.03	1d	10
£35.21	7d	300	£35.21	7d	100	£35.21	7d	45	£35.21	7d	22			
£70.48	7d	900	£70.48	7d	225	£70.48	7d	110	£70.48	7d	50			

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

Stable link and volume-based data FUPs		
Surcharges where no stable link to the UK <sup>16</sup>	ex. VAT	incl. VAT
<b>Making a call per minute</b>	2.7p	3.2p
<b>Receiving a call per minute</b>	0.6p	0.8p
<b>Sending an SMS per SMS</b>	0.9p	1p
<b>Using data</b>	0.30p/MB	0.36p/MB

16. 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.

Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)					
ZoneA	ZoneB	ZoneC	ZoneD		ZoneE
Andorra	Albania	Benin	Air & Maritime	Iran	Azerbaijan
Armenia	Algeria	Botswana	Afghanistan	Iraq	Belarus
Australia	Argentina	Egypt	Angola	Kazakhstan	Rwanda
Canada	Bahrain	Gabon	Bangladesh	Kyrgyz Republic	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	Montserrat	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		

#### Voicemail charges whilst travelling

Standard roaming rate apply when calling into your voicemail service whilst abroad.

For further details on call costs whilst roaming please refer to the help section of our website, [ee.co.uk](http://ee.co.uk)

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 Roaming Add-Ons while you're using it. Charges for using Wi-Fi will be made by the local provider.

## POINTS TO NOTE

For customers who joined/upgraded prior to 29 August 2024, unless otherwise indicated, your monthly price plan charge, add-ons and all out of bundle charges will increase on or after 31<sup>st</sup> March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%. See [ee.co.uk/increase](http://ee.co.uk/increase) for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

For customers joining or upgrading from 29 August 2024 all out of bundle charges will increase on 31<sup>st</sup> 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](http://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 maybe 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.