



# PLAN PRICE GUIDE

## Standard and Non-Standard Charges

### EE 3G price plans

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Available only for invited customers moving from Orange to EE

Pay Monthly 3G EE Plans during 2018

Price Guide updated and all charges applicable from 31<sup>st</sup> March 2024



# POINTS TO NOTE

For customers subject to network terms dated 1<sup>st</sup> September 2020 or later: 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.

The following prices will not increase each year by the Consumer Price Index rate of inflation published in January plus 3.9%: 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 (excluding BT Sport monthly pass)
- Add to plan
- Insurance
- Service Charges listed on page 7 below
- Regulated rates (e.g. 70 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 <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*
Text Relay calls via 18002	Standard Rates Apply
International operator assistance (155) <sup>***</sup>	£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 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.
Messaging via the EE website	Charged at your price plan rate, please refer to your Plan Price Guide for details.
Speaking clock (123) <sup>***</sup>	40p per minute
Paging Services	From 40p per minute up to 50p per minute or 50p per call
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
EE Group Call – see description below	Same as an On-net Call and included in allowances
<b>Bypass Services via<sup>***</sup></b>	
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
<b>Local Toll</b>	
Local Toll	35p per minute
<b>National Toll</b>	
National Toll	35p per minute

\* 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 Consumer Price Index rate of inflation published in January plus 3.9%. The price may increase from time to time.

All numbers prefixed by	
0500	20p per minute
0800, 0808	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)	35p 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 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> a list of Service Charges. This price will not increase each year by the Consumer Price Index rate of inflation published in January plus 3.9%. The price may increase from time to time.

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

### Notes on UK calling

From 15th June 2017 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.

### 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.

### 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 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.

### 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 'iphonevisual' 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)
- 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.



## ADD-ONS

Service Type	Add-On	Add-On charge/Monthly Cost	Subscription Type
UK Data <sup>5</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	
	Video Data Pass	£13.48	30 Days Rolling
	Music Data Pass	£9.84	
Gamer's Data Pass	£14.81		
Picture Messages	200 UK Pictures Messages	£8.44	30 Days Rolling
Calling abroad from UK <sup>1</sup>	International Pass Add-On	£2.16	
	500 minutes to 50 countries <sup>3</sup>	£14.05	
	250 minutes to 100 countries <sup>4</sup>	£28.15	
Roaming	60 minutes anywhere in the world	£14.05	30 Days Rolling
	Roam Further Pass	£25.00	
084 ,087 numbers <sup>2</sup>	200 minutes	£8.44	
Cross network minutes plus 200 Cross network minutes	200 network minutes	£7.02	

1. Refer to the 'Calling abroad from the UK' section for details of included countries and individual country rates.
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 an 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. Countries included are as follows: Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hong Kong, Hungary, Iceland, India, Ireland, Isle Of Man, Israel, Italy, Jersey, Korea(Republic Of), Luxembourg, Madeira, Malaysia, Malta, Mexico, Mongolia, Netherlands, New Zealand, Nigeria, Norway, Poland, Portugal, Puerto-Rico, Romania, Singapore, Slovakia, South Africa, Spain, Sweden, Thailand, Turkey, USA, Virgin Islands (U.S.).
4. Countries included are as follows: Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus, Czech Republic, Denmark, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hong Kong, Hungary, Iceland, India, Ireland, Isle Of Man, Israel, Italy, Jersey, Korea(Republic Of), Luxembourg, Malaysia, Malta, Mexico, Mongolia, Netherlands, New Zealand, Nigeria, Norway, Poland, Portugal, Puerto-Rico, Romania, Singapore, Slovakia, South Africa, Spain, Sweden, Thailand, Turkey, USA, Virgin Islands (U.S.), Andorra, Angola, Argentina, Bermuda, Bolivia, Brazil, Brunei Darussalam, Cambodia, Chile, Costa Rica, Dominican Republic, Egypt, El Salvador, Faroe Islands, Fiji, Guadeloupe, Guam, Guatemala, Honduras, Indonesia, Japan, Jordan, Kenya, Kuwait, Macao, Martinique, Namibia, Netherlands Antilles, New Caledonia, Pakistan, Panama, Paraguay, Peru, Philippines, Reunion, Russia, Saint Pierre And Miquelon, Saudi Arabia, Sri Lanka, Swaziland, Switzerland, Syrian Arab Republic, Tonga, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Vietnam, Zambia.
5. UK data add-ons can also be used in EU/EEA/Switzerland from 15th June when you have used up all your UK allowance.

Please go to the "Terms" section of our website, [ee.co.uk/terms](http://ee.co.uk/terms), for details around additional services and Add-Ons.

# SERVICE CHARGES

Service Charge**	Charge (incl. VAT)
Replacement SIM card	£1.50
Changing your phone number	£35.74
Online billing <sup>6</sup>	Free
Itemised billing	£2.50 per month
Bill reissue	£2.55 per bill
Reconnection	£24
Unlock mobile phone for use on another compatible network <sup>7</sup>	£8.99 for customers who are in their minimum term
Unlock mobile phone for use on another compatible network <sup>7</sup>	Free for customers who are outside their minimum term
Memorable number <sup>8</sup>	Prices available on request
Payment failure/non-payment*	£5.00 per failure
Late payment – a charge for paying your bill late in any one 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 Consumer Price Index rate of inflation published in January plus 3.9%. These prices may increase from time to time.

6. You will need to sign-up for My EE to access your free online bill.
7. Handsets can only be unlocked from our network once you've been on the pay monthly plan that the phone came with for at least 6 months.
8. 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 endeavour 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)	Access charge: Free, Service Charge**: Standard
	118 xxx (directory enquires)	
	084	
	087	Free
	116 xxx (charity helplines)	
	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, 07457, 07509, 07624, 07781, 07797, 07839, 079324, 07937)		
<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/help-new/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>. These prices will not increase each year by the Consumer Price Index rate of inflation published in January plus 3.9%. 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 <sup>9</sup> (Incl. VAT)	Picture message (Incl. 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<sup>10</sup></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 numbers can be charged up to £2.80/text.

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 fraud.

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				

Calling abroad 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

From 15th June 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. 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 incl. 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 text to within the EU (Zones 1a, 1b, 2a and 2b), including back to the UK	Sending text to outside of the EU (Zones 3 - 8)	Sending a picture message
<b>Zone 1a (Ireland)</b>	Ireland (Republic of), Isle of Man	89p	£1.66	Free	20p	69p	89p
<b>Zone 1b (Channel Islands)</b>	Jersey, Guernsey	89p	£2.00	Free	20p	82p	
<b>Zone 2a Europe</b>	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 Europe</b>	Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, Switzerland, The French Antilles, French Guiana	89p	£2.00	Free	20p	82p	

Zone (you are in)	Standard roaming charges (all prices incl. VAT)				
	Countries	Making a call	Receiving a call	Sending a text	Sending picture message
<b>Zone 3 (Other Europe)</b>	Andorra and Faroe Islands	£1.66	£1.66	82p	89p
<b>Zone 4 (USA and Canada)</b>	USA, Canada	£1.66	£1.66	82p	89p
<b>Zone 5 (Australia and New Zealand)</b>	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>11</sup>	Sending a picture message
<b>Zone 6 (Rest of World)</b>	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 (Other International Operators)</b>	Maritime (Ships & Ferries), Satellite	£3.35	£3.35	82p	89p
<b>Zone 8 Rest of World (exceptional)</b>	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 (Planes)</b>	Aircraft	£4.21	£4.21	£1.66	89p

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.

11. 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)														
Zone A			Zone B			Zone C			Zone D			Zone E		
£	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>12</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

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.

**Countries included in the Data whilst roaming Add-Ons (Pay Monthly Plans)**

Zone A	Zone B	Zone C	Zone D	Zone E	
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	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		

**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

If you connect to a local WiFi 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 WiFi will be made by the local provider.



## Points to note

For customers subject to network terms dated 1<sup>st</sup> September 2020 or later: 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. The following prices will not increase each year by the Consumer Price Index rate of inflation published in January plus 3.9%: Service Charges, calls to 070. These prices may increase from time to time.

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.