



# PLAN PRICE GUIDE

## Standard and Non-Standard Charges

### EE 3G price plans

.....  
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 18<sup>th</sup> October 2023



## 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](https://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 <sup>**</sup> 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 83p per minute plus a Service Charge  |
| Directory Enquiry Services (118) <sup>2</sup>  | Access Charge of 83p 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 83p per minute plus a Service Charge   |
| 05 (not including 0500)                                | 35p per minute  |
| 116  | Free  |
| 070  | 5p per minute<br>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 dialling 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 dialling 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 organiser 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                          | £6.50                      | Recurring         |
|   | Monthly Data 2GB                          | £10.43                     |                   |
|   | Monthly Data 5GB                          | £13.02                     |                   |
|   | Monthly Data 10GB                         | £16.94                     |                   |
|   | Monthly Data 20GB                         | £26.10                     |                   |
|   | Monthly Data Unlimited                    | £31.22                     |                   |
|   | End of bill cycle (250MB)                 | £3.90                      | One-off           |
|   | End of bill cycle (1GB)                   | £10.43                     |                   |
|   | End of bill cycle (2GB)                   | £13.03                     |                   |
|   | End of bill cycle (5GB)                   | £16.94                     |                   |
|   | End of bill cycle (10GB)                  | £26.11                     |                   |
|   | Video Data Pass                           | £12.49                     | 30 Days Rolling   |
|   | Music Data Pass                           | £9.12                      |                   |
| Gamer's Data Pass   | £13.73                                    |                            |                   |
| <b>Picture Messages</b>                                     | 200 UK Pictures Messages                  | £7.82                      | 30 Days Rolling   |
| <b>Calling abroad from UK<sup>1</sup></b>                   | 500 minutes to 50 countries <sup>3</sup>  | £13.03                     |                   |
|   | 250 minutes to 100 countries <sup>4</sup> | £26.10                     |                   |
| <b>Roaming</b>  | 60 minutes anywhere in the world          | £13.03                     | 30 Days Rolling   |
|   | Roam Further Pass                         | £25.00                     |                   |
| <b>084 ,087 numbers<sup>2</sup></b>                         | 200 minutes                               | £7.82                      |                   |
| <b>Cross network minutes plus 200 Cross network minutes</b> | 200 network minutes                       | £6.52                      |                   |

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)                                     |  |
|   | 118 xxx (directory enquires)                          | Access charge: Free, Service Charge**:<br>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  | 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  | 22p                          | 6p                       | £5.21   | 83p                         |
| <b>Zone 2</b>   | Guernsey, Republic of Ireland, Isle of Man, Jersey   | 22p                          | 6p                       | £5.21   | 83p                         |
| <b>Zone 3</b>   | Canada, USA, US Virgin Islands   | £3.91                        | 83p                      | £5.21   | 83p                         |
| <b>Zone 4</b>   | Australia, New Zealand   | £3.91                        | 83p                      | £5.21   | 83p                         |
| <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, 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 | £3.91                        | 83p                      | £5.21   | 83p                         |
| <b>Zone 6</b>   | Andorra, Faroe Islands   | £3.91                        | 83p                      | £5.21   | 83p                         |
| <b>Satellite</b>  | N/A  | £6.52                        | 83p                      | N/A   | N/A                         |

\*SMS to premium numbers can be charged up to £2.60/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  |                   |          |        |      |

| £2 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   | 83p  | £1.54                                       | Free             | 19p   | 64p   | 83p                       |
| <b>Zone 1b (Channel Islands)</b> | Jersey, Guernsey   | 83p  | £1.86                                       | Free             | 19p   | 76p   |                           |
| <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 | 83p  | £1.54                                       | Free             | 19p   | 64p   |                           |
| <b>Zone 2b Europe</b>            | Gibraltar, Iceland, Liechtenstein, Norway, Reunion, San Marino, Switzerland, The French Antilles, French Guiana  | 83p  | £1.86                                       | Free             | 19p   | 76p   |                           |

| 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                       | £1.54         | £1.54            | 76p            | 83p                     |
| <b>Zone 4 (USA and Canada)</b>            | USA, Canada                                     | £1.54         | £1.54            | 76p            | 83p                     |
| <b>Zone 5 (Australia and New Zealand)</b> | Australia, New Zealand                          | £1.54         | £1.54            | 76p            | 83p                     |

| Zone<br>(you are in)                                      | Standard roaming charges (all prices incl. VAT)   |                  |                     |                                 |                                 |
|---|---|------------------|---------------------|---------------------------------|---------------------------------|
|   | Countries   | Making a<br>call | Receiving a<br>call | Sending a<br>text <sup>11</sup> | Sending a<br>picture<br>message |
| <b>Zone 6<br/>(Rest of<br/>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, 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 | £2.34            | £2.34               | 76p                             | 83p                             |
| <b>Zone 7<br/>(Other<br/>International<br/>Operators)</b> | Maritime (Ships & Ferries), Satellite   | £3.11            | £3.11               | 76p                             | 83p                             |
| <b>Zone 8<br/>Rest of<br/>World<br/>(exceptional)</b>     | Bahamas, Benin, Cape Verde, Chad, Congo, Cuba, Djibouti, Kuwait, Falkland Islands, Laos, Mongolia, Palau, Tajikistan, The Maldives, Tunisia, Turkmenistan, Uzbekistan   | £3.91            | £3.91               | £1.54                           | 83p                             |
| <b>Zone 9<br/>(Planes)</b>                                | Aircraft  | £3.91            | £3.91               | £1.54                           | 83p                             |

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 |
| £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.

| 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                |
| Armenia            | Algeria              | Botswana    | Afghanistan              | Iraq                |
| Australia          | Argentina            | Egypt       | Angola                   | Kazakhstan          |
| Canada             | Bahrain              | Gabon       | Bangladesh               | Kyrgyz Republic     |
| 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        | 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

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.