

# PLAN PRICE GUIDE

## Mobile broadband pay as you go

Available from 21<sup>st</sup> February 2018

Price Guide updated and all charges applicable from 6<sup>th</sup> June 2023

Plans (Data given all at once to use within a set time)

PAYG Plans		
Price	Data	Valid For
£1.00	200MB	30 Days
£7.00	2GB	
£30.00	6GB	60 Days
£40.00	10GB	
£60.00	20GB	

Add-Ons (Data available to purchase after initial allowance has expired)

Data Add-Ons		
Price	Data	Valid For
£2.00	200MB	30 Days
£7.00	2GB	
£15.00	6GB	
£19.00	10GB	
£25.00	20GB	
£17.00	6GB	90 Days
£22.00	10GB	
£35.00	20GB	
£44.00	30GB	

## Points to note: Your account, top up & mobile broadband data

### Your account

When you join EE on a preloaded PAYG mobile broadband plan we'll provide you with a 4G enabled SIM card that is pre-loaded with an allowance of data. If you don't already have a 4G compatible mobile broadband device from us, you can choose a mobile broadband package that includes a mobile broadband device.

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

The SIM card we provide you for use in your compatible mobile broadband device is enabled for data and SMS use. You can send SMS using the messaging facility at [www.ee.co.uk](http://www.ee.co.uk) You'll be charged for each message sent using this facility and the cost will be deducted from your account's top up credit.

An SMS consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.

Data will expire at the end of the time allocated to your pre-loaded allowance or add-on's usage period or once you've

used your allowance of data, whichever comes first. Remember, you cannot purchase a new data add-on until your inclusive allowance has expired or you have used all the data available. If you don't use your data allowance within either the time allocated to your data plan any unused data will not be rolled over and you'll lose it. We won't charge you any more if you reach your data allowance, but you won't be able to use the internet. To continue to use mobile broadband once you've reached your data allowance, you will need to buy a new UK data add-on. The cost of the add-on will be deducted from your mobile broadband account's top up credit. You can buy credit using your credit or debit card in our online portal or using an E-Top Up card in shops displaying the green E-Top Up logo. If you use an E-Top Up card, its terms of use will also apply to you. Visit [ee.co.uk/terms](http://ee.co.uk/terms) for more information. If you're using a credit or debit card please remember that the terms and conditions of your card's issuer will apply and you must follow the fraud prevention measures it recommends.

Any data add-on purchased from the online portal will expire at the end of the time allocated to your add-on's usage period or once you've used your allowance of data, whichever comes first. We'll send a message to your device when your data allowance is running low (80% of your allowance used up) and when it has run out. Please note that the operating systems of some mobile broadband devices may prevent you from accessing these messages. Don't worry; you can check how much of your data add-on's allowance has been used by visiting your account's summary page via the online portal. Just remember, if you've left this page open and idle you'll need to refresh your web browser to get a current view of your data usage.

If you use VOIP (internet calling), the data used to make your call will be deducted from your pre-loaded data allowance or your data add-on's allowance.

#### EU ROAMING

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

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

Our Europe Zone presently includes:

Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus\*, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

*\*Note Turkey (you may connect to a Turkish network when in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable.*

#### Fair Use Amount:

If your domestic data allowance is greater than 50GB, a fair usage policy of 50GB whilst roaming in our Europe zone will apply (i.e. you can use up to 50GB from your allowance while roaming). Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe and Rest of World Zones.

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier).

- 1MB £0.0036

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.00000352 or 0.000352p).

Whether you have a FUP and are subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 50Gb or less and therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy an out of bundle data add-on to continue using data. Details of these data add-ons (and the surcharges mentioned above) can be found in the EE Pay Monthly Non-Standard Price Guide.

# Loyalty bonus for mobile broadband packs

When you buy your 1st, 3rd and 5th data add-ons of 6GB or more for your mobile broadband PAYG device, you will get an extra 1GB of data (the “Loyalty Bonus”) which will be added to the data allowance that you buy.

Loyalty Bonuses last for the duration of the add-on’s validity period (e.g. 30 days or 90 days) and will not roll over if you do not use them up.

If you do not purchase an add-on of any size for 6 consecutive months you will lose the Loyalty Bonuses that you have built up. If you buy an add-on which is less than 6GB your Loyalty Bonus will pause until you next buy an add-on of 6GB or more so the Loyalty Boost you have already built up will be included in your add-ons.

Your first Loyalty Bonus will be applied to your first and second qualifying add-ons so you will get an extra 1GB of data added to both. If you then buy a third qualifying add-on you will get another Loyalty Bonus so 2GB in total will be added to your third and fourth add-ons. If you buy a fifth qualifying add-on you will get a further Loyalty Bonus so 3GB in total will be added to your fifth and any subsequent add-ons. You can accumulate a Loyalty Bonus of a maximum of 3GB.

## Keeping track of Loyalty Bonuses

- You can keep track by:
  1. Logging into My EE
  2. Looking on the My EE app

## Important things to remember about Loyalty Bonuses

### **Gaps between packs**

You don’t need to buy your qualifying add-ons one after another to get your Loyalty Bonus – if you have a gap between qualifying add-ons we’ll pause counting and carry on as soon as you buy your next qualifying add-on. However, if you don’t buy any add-ons for 6 months or more your Loyalty Bonus will reset to zero and you will lose the Loyalty Bonus you have built up. You will get your Loyalty Bonus as soon as you buy your 1st, 3rd and 5th add-ons of 6GB or more.

## Out of allowance rates:

Service Type	Call charges for a one minute direct dial call at any time (incl. VAT) <sup>5</sup>
Calls to other EE mobile customers	40p per minute
Calls to the customers of other mobile operators	40p per minute
Calls to certain MNVO numbers	40p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	40p per minute
Calls to numbers starting with 0500	20p per minute
Calls to Free phone (080) & (116)	Free
Calls to 08 & 09 numbers (not including Freephone 080)	Access Charge of 44p per minute plus a Service Charge
Calls to retrieve voicemail	40p per minute
Text messages to UK mobile numbers	20p per message
Text messages to certain MVNO numbers	20p per message
Text messages sent to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	20p per message
Picture messages	40p per message
EE customer services (automated service)	Free
EE customer services (service agent)	25p per call
Call divert	Standard call rates apply
Calls from the UK to EU & Rest of World countries	Standard call rates apply
Data	As per Data Add-On or Pack purchased

1. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
2. Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the help section of our website, [www.ee.co.uk](http://www.ee.co.uk)
3. We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged. Includes messages sent from the EE website; [www.ee.co.uk](http://www.ee.co.uk). You will be charged per text message sent to non GSM networks.
4. All Packs last for the stated duration, but any of the allowances can be used up in that time. After the stated duration, payment is taken automatically from your credit, and a new set of allowances is provisioned; unused allowances expire. If you have insufficient credit to renew the Pack at the end of your validity period, we will not apply the new Pack until you have enough credit to pay for it. As soon as you do, we will take the payment from your credit and give you the new Pack immediately.
5. Call charges vary depending on the time of your call as well as other optional selections that you may choose. You will be notified of call costs and have the option to end the call at that point without incurring any charge. Please see our 'Non-Standard Service' brochure for further details and for definitions of our "normal working hours" and "extended working hours".

Please go to the help section of our website, [ee.co.uk](http://ee.co.uk) for details around 'non-standard' charging which can be found in our Non Standard Price Guide. This includes charges for numbers starting with 05, 070, 09 and 118. Calls to these numbers are subject to a 1 minute minimum call charge. Thereafter, calls are charged on a per minute basis. Applicable service charges may include a pence per minute charge, a flat charge per call, or a combination of an initial call connection fee and then a pence per minute charge; see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling). Remember that calls to these numbers are not included in your monthly allowance.

Information correct as of 6<sup>th</sup> June 2023

