



# EE MONTHLY PLAN TERMS AND PRICE GUIDE

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Available from 30th May 2019

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# PLAN TERMS

Choose from an Essential or Smart Plan, see our Price Guide at pages 5-6 for details of your inclusive allowances. If you're on a Smart Plan, your monthly payment will also include access to our swappable benefits and some or all the additional benefits described below. The Price Guide will detail which benefits apply to you and your chosen plan.

You'll have to pass our standard credit check and promise to stay with us for 24 months.

Your monthly payment is for using mobile internet on your phone, for checking voicemail (including visual voicemail if you have an iPhone) and an unlimited allowance of minutes and texts, in addition to the benefits described above.

Minutes and Text: You can use your minutes & texts:

- When **in the UK** to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (mobile and landline numbers to Jersey, Guernsey and Isle of Man not included).
- When **roaming in the EU/EEA** to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man).
- When **roaming in the EU/EEA** (including Jersey, Guernsey and the Isle of Man) to call and text customers of EU/EEA mobile networks and landlines.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
Calling to the UK (landlines starting with 01, 02 & 03, and mobiles)	Included	Included
Calling to EU/EEA/Switzerland (including Guernsey, Jersey & Isle of Man)	EU/EEA not included, Guernsey, Jersey & Isle of Man not included	Included (to landlines and mobiles)

For example:

- Calls and texts from the UK to France are not included in your allowance, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your roaming allowances.
- Calls and texts within the EU/EEA/Switzerland to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your roaming allowances.

You cannot use your inclusive minutes and texts to call and text customers of mobile networks and landlines in the EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU and will be charged at your normal plan rate.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. Calls to numbers starting with 084, 087, 09 and 118 will be split into two parts:

- the Access Charge – this is the amount that is charged by EE as set out in the Price Guide below (page 6);
- the Service Charge – this is charged by the organisation you are calling. The amount of the Service Charge is set by them, and should be stated anywhere the number is advertised.

The Access Charge is added to the Service Charge to give your total cost of call. For further information <https://ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers>.

Your inclusive data allowance is for use when in the UK and in the EU. When outside the UK you may be subject to a data fair use policy (see below for details).

Plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text and/or call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

**4G Calling:** You'll need a 4G calling compatible phone to make and receive calls over our 4G network. 4G Calling is not available when roaming.

**Wi-Fi Calling:** When in the UK, if you have a compatible device and the correct software, you can use your minutes allowance to make calls using Wi-Fi Calling (see [ee.co.uk/wificalling](https://ee.co.uk/wificalling) for terms).

## **DATA USE IN UK**

You'll need 3G, 4G or 5G coverage to use mobile internet on your phone plus a compatible device & plan. You'll need to be in range of our base stations: to use our 4G network you need to be within a 4G-enabled area and to use 5G you need to be within a 5G-enabled area. 5G is only available in a limited number of locations and you must be on a 5G plan (and have a 5G compatible device) to access it. You can and should check expected coverage via our coverage maps at [ee.co.uk/coverage](http://ee.co.uk/coverage). Your phone may not be compatible with other UK networks or networks outside the UK. Whether you're on 3G, 4G or 5G, coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography. If you're on a 5G plan, in some very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you're connected to the 5G network when you're not. You'll still receive our best available speed at this location.

Each plan gives you a data allowance to use each month. We'll let you know by text message when your data is running low (when 80% of your allowance is used up) and when it has run out. You can use mobile internet on your phone to make internet phone calls ('VoIP') use your phone as a modem ('tethering') and phone for peer to peer file sharing. We won't charge you any more if you reach your monthly data allowance, but you won't be able to use mobile internet. To continue to use mobile internet after you've used up your current month's data allowance, you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date.

## **ROAMING**

Inclusive roaming benefits are available to UK based customers only.

Our **Europe Roaming 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 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.

You can call 150 free of charge when roaming in the EU/EEA to get information about our charges. Emergency services can be contacted within the EU/EEA by calling 112.

If your device is compatible with WiFi Calling, you will not be able to use it for WiFi Calling when outside the UK.

## **Fair use amount**

If your domestic data allowance is greater than 15GB, a fair usage policy of 15GB whilst roaming in our Europe will apply (i.e. you can use up to 15GB 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 £0.0060

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000060 or 0.00060p).

Whether you have a FUP and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 15Gb 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 UK/EU data add-on to continue using data. Details of these data add-ons (and the surcharges mentioned above) can be found in the [EE Monthly Plan Terms And Price Guide](#).

So, for example, if your data allowance is 25GB you can use a maximum of 15GB when roaming:

Scenario 1	Scenario 2	Scenario 3
You've used 8GB in the UK before going abroad	You've used 8GB in the UK before going abroad	You've used 15GB in the UK before going abroad
You use the maximum 15GB outside the UK	You use 5GB while roaming, out of a maximum 15GB	You'll have 10GB maximum to use outside the UK
After you have used 15GB data outside the UK, surcharges will apply for you to keep using data	You'll have 12GB left to use in the UK when you come back	After you have used the remaining 10GB of your allowance you will need to buy a data add-on to use more data whether you are in the EU or the UK. If you use more than 5GB of the data from the add-on while in the EU, surcharges will apply for you to keep using data.
You'll have 2GB left to use in the UK when you come back		

## Speeds

All our customers can enjoy the superfast speeds supported by our roaming partners abroad. But please note: Speeds outside the UK always depend on the network you connect to and 4G and 5G may or may not be available. We aren't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

## Stable links

You must comply with the EE fair use policy which includes you being a permanent resident in, or having a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four-month period, you:

- spend a total of two months or more within the UK; or
- mainly use your inclusive voice, text or data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with EE's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may apply a surcharge for all future usage. Surcharges are set out above and we will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy. You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

## Complaints

If you have any concerns about EE's FUP policy, please get in touch with us using your preferred contact method at our [Ways to Complain](#) page. Please see our [Complaint Code of Practice](#) for full details of our complaints procedure.

## **ADDITIONAL BENEFITS**

### Smart Plan Customers

Smart Plans give you access to a range of swappable benefits. Once you've chosen, you can change your swappable thereafter every 30 days. Choose your swappable benefit at purchase, via My EE or by texting 150, for more details go to [ee.co.uk/passes](#) We may at any time change the range of swappables available, the content of swappables or the minimum length of time each must be active for. We will try to notify active users of the affected swappable if we do this but are not obliged to. Each swappable may take up to 24 hours to activate. Third party subscriptions may be required.

### Upgrade Anytime

You can upgrade anytime so long as you have had your plan for at least 15 days and are up to date with all your payments. You'll have to pass a credit check and your new plan must be of the same or higher value. You may have to pay an early upgrade fee and we'll tell you this before you upgrade. Your old device must be returned in full working order, be able to power up, with any security features such as Find My iPhone disabled, otherwise damaged/missing device charge may apply, see [ee.co.uk/upgrade anytime](#) for charges. Your device cannot be returned so ensure all contacts and data have been backed up before sending it to us.

### Unlimited Plans

Uncapped and Unlimited data - 15GB fair use policy applies outside UK. Personal, non-commercial use only. If you regularly tether 12 or more devices, we will consider this non-personal use and have the right to move you to a more suitable plan. We will consider usage above 1000GB/month to be commercial use and have the right to move you to a business plan. You can choose from 3 swappables (Amazon Prime Video, BT Sport or the Roam Further Pass). 5G Handset customers can gift up to 120GB all other unlimited customers can gift up to 100GB. Data usage on an unlimited plan will decrement from giftable allowance. Any data boost allowance will be added to the giftable allowance.

# PLAN PRICE GUIDE

For new and upgrading customers from 30<sup>th</sup> May 2019. This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.

Plan Type	Essential Plan										
Data Allowance	500MB	1GB	2GB	4GB	10GB	15GB	25GB	30GB	60GB	100GB	Unlimited
Price available	£15-£48	£17-£75	£20 - £23	£23 - £79	£28-£94	£33 - £63	£38 - £73	£33-£104	£38 - £109	£43 - £114	£59 - £119
Allowance	500MB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	1GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	2GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	4GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	10GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> . All on the network with 4G in more places	15GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places	25GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places	30GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places	60GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places	100GB data in the UK. Unlimited minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places	Unlimited data, minutes and texts in the UK. Plus use your minutes, texts and data when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). All on the network with 4G in more places

Plan Type	Smart Plan				
Data Allowance	10GB	30GB	60GB	100GB	Unlimited
Price available	£33-£99	£38-£134	£43-£114	£48-£139	£64-£124
Allowance	10GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> . Plus you can pick from our Swappable benefits and get access to our fastest 4G speeds.	30GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). Plus you can pick from our Swappable benefits and get access to our fastest 4G speeds.	60GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). Plus you can pick from our Swappable benefits and get access to our fastest 4G speeds.	100GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). Plus you can pick from our Swappable benefits and get access to our fastest 4G speeds.	Unlimited data, minutes and texts in the UK and when roaming in the EU <sup>1</sup> (15GB fair usage policy applies). Plus you can pick from our Swappable benefits and get access to our fastest 4G speeds.

Plan Type	5G Smart Plans <sup>9</sup>				
Data Allowance	10GB	30GB	60GB	120GB	Unlimited
Price available	£49-£104	£49-£159	£51-£114	£50-£164	£64-£169
Allowance	10GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> . Plus you can pick from our Swappable benefits and get access to our 5G network & our fastest 4G speeds.	30GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> . Plus you can pick from our Swappable benefits and get access to our 5G network & our fastest 4G speeds.	60GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> . Plus you can pick from our Swappable benefits and get access to our 5G network & our fastest 4G speeds.	120GB data, unlimited minutes and unlimited texts in the UK and when roaming in the EU <sup>1</sup> . Plus you can pick from our Swappable benefits and get access to our 5G network & our fastest 4G speeds.	Unlimited data, minutes and texts in the UK and when roaming in the EU <sup>1</sup> . Plus you can pick from our Swappable benefits and get access to our 5G network & our fastest 4G speeds.



Included in Allowances?			
Service Type	Essential Plans	Smart Plan (4G & 5G)	Cost of Calls or Services Made Outside of Allowances (incl. VAT) <sup>5</sup>
Calls to UK mobile numbers	✓	✓	65p per minute <sup>2</sup>
Calls to certain MVNO numbers <sup>3</sup>	✗	✗	65p per minute <sup>2</sup>
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	65p per minute <sup>2</sup>
Calls to Freephone (080) & (116) <sup>4,5</sup>	✗	✗	Free
Calls to 08 & 09 numbers	✗	✗	Access Charge of 65p per minute plus a Service Charge
Calls to 084 and 087 numbers	✗	✗	Access Charge of 65p per minute plus a Service Charge
Calls to numbers starting in 0500	✗	✗	20p per minute <sup>2</sup>
Calls to retrieve voicemail	✓	✓	65p per minute <sup>2</sup>
Text messages to UK mobile numbers <sup>5</sup>	✓	✓	16p per message
Text messages to certain MVNO numbers <sup>3,5</sup>	✗	✗	16p per message
Picture messages	✗	✗	65p per MMS
BT Sport app	✗	✓	£5 per month
Calls to Customer Services (During Normal working hours)	✓	✓	Free
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	✓	✓	50p per call <sup>2</sup>
Calls divert <sup>7</sup>	✓	✓	Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below <sup>1,8</sup>	✓	✓	65p per minute <sup>2</sup> 16p per SMS
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries <sup>1,8</sup>	✓	✓	Standard Call Rates Apply
Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			

- Inclusive calls and texts in certain destinations as listed in the table above.
- A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
- Calls & text messages to certain MVNO and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. See 'points to note' for more information.
- Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the 'help' section of our website, ee.co.uk.
- Applies to messages sent from your phone or via the EE website, ee.co.uk.
- 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."
- Call divert is included in your allowance where the diverted to a number which would have ordinarily been included in your allowance. Standard call rates apply to outside of allowance calls.
- 15GB Fair usage applies abroad. See plan terms above.  
VoIP and using your phone as a modem or 'tethering' use will be deducted from your inclusive data allowance.
- 5G coverage is limited & rolling out to parts of the UK during 2019. You need a compatible device, plan & coverage to get 5G.

# Points to note

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## **General**

- A text message consists of up to 160 characters. If you send a longer message, to a number excluded from your allowance, you will be charged for two or more text messages as appropriate
- You can get an estimate of your out of allowance usage by calling 150 or by visiting MyEE. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence
- Charging starts when a call is answered by a person or an answering device
- Diverted calls are charged at the standard landline rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance
- 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 sub- categories 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. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated
- When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge will be proportionate to the number of days from your date of joining to the end date of your bill
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.