



KIDS WATCH PLAN TERMS AND PRICE GUIDE

Available from 10 April 2024

PLAN TERMS

Choose from a 12-month or 24-month Kids Watch Plan. See our Price Guide at page 4 for details of your inclusive allowances. You'll have to pass our standard credit check and promise to stay with us for the minimum term outlined in the Price Guide below.

Your monthly payment is for using mobile internet on your device, for checking voicemail and an allowance of minutes and texts.

The Kids Watch Plans are not eligible for the Multi-Line discount.

MINUTES AND TEXTS

You can use your minutes & texts when in the UK and Republic of Ireland 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). 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 Non-Standard Price Guide [here](#);
- 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 Republic of Ireland.

Plans are for normal person to person use from your device 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 device to make and receive calls over our 4G network. 4G Calling is not available when roaming.

DATA

You'll need 4G coverage to use mobile internet on your device. 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. You can and should check expected coverage via our coverage maps at ee.co.uk/coverage. Your device may not be compatible with other UK networks or networks outside the UK. Coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

Each plan gives you a data allowance to use each month. If you have a plan with a capped data allowance 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.

Once you have used up your monthly data allowance your speed will be capped at 0.5Mbps. You will regain access to our fastest speeds upon any of the following:

- renewal of your monthly plan allowance;
- by buying one of our data add-ons; or
- if you are gifted data by someone else in your family account.

Once the data add-on or gifted data runs out, you will return to the capped speeds until your monthly plan allowance has renewed.

DEVICE CARE EXTRAS

If you purchase a Kids Watch Plan with EE, you are entitled to:

- **Protective Discount:** An annual £10 discount off a range of protective accessories, subject to availability. Where we do not stock accessories for a specific device, we will provide a discount code to be redeemed online.
- **Extended Warranty:** You'll benefit from your normal manufacturer warranty and when it runs out you'll then benefit from this EE Extended Warranty so long as you remain on an eligible plan and your account is up to date. Your Extended Warranty only covers the original device supplied to you by EE. If your device suffers from electrical or mechanical breakdown through normal use during the warranty period, we will repair it for free. For full details and exclusions see the Device Care Extras terms at ee.co.uk/terms.

PLAN PRICE GUIDE

For new and upgrading customers from 10 April 2024. 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.

The monthly plan price shown will increase by £1.50 on 31 March each year, and out of bundle charges will increase by 5%. See ee.co.uk/prices-explained for details. Please note the cost of other services you take from us may increase or decrease while you are an EE Customer To check your current monthly price plan charge just check your latest bill or the EE App.

The prices below are a range, check your order confirmation for your monthly plan price as at the start of your plan.

Device Plans

Plan Type	Calls & Texts Allowance	Monthly Data Allowance	Price available
24 Month Kids Watch Plan	Unlimited (to UK mobile networks and UK landlines starting with 01, 02 & 03)	4GB	£10-£13
12 Month Kids Watch Plan	Unlimited (to UK mobile networks and UK landlines starting with 01, 02 & 03)	4GB	£15-£20

Service Type	Included in allowances
Calls to UK & RoI mobile numbers ¹	✓
Calls to certain MVNO numbers ²	x
Calls to UK landlines (numbers starting with 01,02, or 03 excluding Jersey, Guernsey and Isle of Man) and landlines in RoI	✓
Calls to Freephone (080) & (116) ^{3,4}	x
Calls to 08 & 09 numbers	x
Calls to 084 and 087 numbers	x
Calls to numbers starting in 0500	x
Calls to retrieve voicemail	✓
Text messages to UK & RoI mobile numbers ⁴	✓
Text messages to certain MVNO Numbers ^{2, 4}	x
Picture messages	x
Calls to Customer Services (During Normal working hours)	✓
Calls to Customer Services (During Extended Working Hours) ⁵	✓
Calls divert ⁶	✓

* Cost of Calls or Services Made Outside of Allowances (Inc. VAT) can be seen under the standard and non-standard price guide [here](#).

1. A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
2. 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.
3. 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.
4. Applies to messages sent from your phone or via the EE website, ee.co.uk.
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".
6. 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.

POINTS TO NOTE

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.

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.

