



# PLAN PRICE GUIDE

24 MONTH PLAN PRICE GUIDE ON OR AFTER  
17 AUGUST 2016

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Updated on 31<sup>st</sup> March 2022

## MINIMUM TERM

Minimum Term:

- If you choose a 12 month plan, you'll have to promise to stay with us for 12 months.
- If you choose a 30 day plan, you'll have to promise to stay with us for 30 days.

## USE OF SERVICES

Choose from a 4GEE Essential Plan, 4GEE Plan or 4GEE Max Plan, see our Price Guide at pages 7-8 for details of your inclusive allowances. Your monthly payment will also include access to speeds of up to 60Mbps in the UK and some or all of the additional benefits described below.

Your monthly payment is for using mobile internet on your phone, for checking voicemail (including visual voicemail if you have an iPhone) and an allowance of minutes and texts. You can use your minutes and 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 **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 **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 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 in the EU. When in the EU you may be subject to a data fair use policy (see below for details).

These 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. We'll decide that you're breaking these terms if you text and 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.

## UK USE

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

Each mobile internet option 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') or to use your phone as a modem ('tethering').

Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information. 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.

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

## EUROPEAN 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 wish to 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 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 Zone.

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 £0.36

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.00036 or 0.036p).

Whether you have a FUP and 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 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 60GB you can use a maximum of 50GB 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 50GB in the UK before going abroad
You use the maximum 50GB outside the UK	You use 5GB while roaming, out of a maximum 50GB	You'll have 10GB maximum to use outside the UK
After you have used 50GB data outside the UK, surcharges will apply for you to keep using data	You'll have 47GB 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 40GB 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

With an EE SIM Plan you will get our standard roaming data speeds when in the EU. This is likely to be slower than in the UK but fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi-mobile-broadband-terms/ee-traffic-management-for-mobile-broadband> for more info. If you want access to faster speeds you will be able to buy one of our Max plans or a speed add-on (where available).

Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn'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.

## **NON-MAX PLAN ADD-ONS**

### Go Faster Add-on

Available with pay monthly EE SIM plans. Cost is £2 per month. UK use only. 4G speed is usually capped at 60MB on SIM plans; this Add-on allows you to access uncapped 4G speeds. You can only use mobile internet or make calls on our 4G network if you're within a 4G-enabled area and in range of a 4G base station. You'll need a 4G calling compatible phone to make and receive calls over our 4G network. Your 4G phone may not be compatible with other UK 4G networks. You can check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage). The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds. Access to our enhanced 4GEE speeds will also be impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Such equipment is not available everywhere in the UK and so you should check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage) before purchasing the Go Faster Add-on. Subject to credit check. Cost added to next bill and then every bill each month until you ask us to remove it.

## Go Further Add-on

Available with pay monthly EE SIM plans. Cost is £10 per month. 6 month minimum commitment required. This Add-on allows you to use your data allowance in the USA, Canada, Mexico, Australia and New Zealand in addition to the UK & EU/EEA. Data fair use policy may apply. See [www.ee.co.uk/terms](http://www.ee.co.uk/terms) for countries and details. Deposit needed for roaming in limited circumstances. Subject to credit check. Cost added to next bill and then every bill each month for the 6 months minimum term (even if you terminate before the end of the 6 month minimum term). After 6 months it will continue each month until you ask us to remove it. Allowances last until next bill or until used up, whichever comes first. Allowances don't roll over. Once you have used up the allowance, or if you have hit your fair use policy amount, standard rates apply as set out in the Non-Standard Price Guide.

## **ADDITIONAL BENEFITS**

### **BT SPORT APP**

To use the App you'll need a compatible mobile phone containing an EE SIM card. The App is for personal, non-commercial use only. You must download and use the App on a device that uses the latest iOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content"). Before using the App, you must ensure that you or your household has a TV licence. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

Before downloading the App you must visit [www.bt.com/eesport](http://www.bt.com/eesport) to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit [www.bt.com/privacy](http://www.bt.com/privacy) for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here [www.ee.co.uk/privacy-policy](http://www.ee.co.uk/privacy-policy).

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit [ee.co.uk/terms](http://ee.co.uk/terms) to read the latest version of our terms and conditions). Other terms apply, see [ee.co.uk/btsportaddonterms](http://ee.co.uk/btsportaddonterms).

### **The 4GEE Plan and 4GEE Max Plan on Sharer**

Shared plans allows an overall data allowance to be shared between multiple connections within a group. The lead account may only have one Shared 4GEE or 4GEE Max plan. A maximum of 5 connections, including the lead account, are permitted. A minimum term on each connection forming part of the Shared 4GEE or 4GEE Max plan applies. The lead account holder is responsible for all charges incurred outside of individual plan allowances. The lead account holder may block particular usage for any connection. Subject to any such blocks, the lead account holder consents to and is responsible for charges incurred by any connection, including roaming and data add-ons. Data allowances are shared across all connections within the Shared 4GEE plan. Inclusive BT Sport App access available to lead account holder only. Other terms apply, see [ee.co.uk/terms](http://ee.co.uk/terms) and search for "Shared 4GEE Plans" within our pay monthly terms hub.

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## Pay Monthly Plans

For new and upgrading customers from 17th August 2016.

Each year in March, the price of your monthly plan will increase in line with the Retail Price Index (RPI) rate of inflation as published in January by the Office for National Statistics. To check your current monthly price plan charge just check your latest bill or My EE. 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.

4GEE Max Plans											
Monthly Cost (Inc. VAT)	£28.48	£33.94	£39.41	£44.90	£50.38	£55.86	£61.34	£66.82	£72.30	£77.77	
Allowance					40GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries (50GB Fair Usage). Plus you get access to the BT Sport app and our fastest 4G speeds <sup>1,2,9</sup>						
				25GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries (50GB Fair usage). Plus you get access to the BT Sport app and our fastest 4G speeds <sup>1,2,9</sup>							
			50GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries. Plus you get access to the BT Sport app and our fastest 4G speeds <sup>1,2</sup>								
		7GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries. Plus you get access to the BT Sport app and our fastest 4G speeds <sup>1,2</sup>									
	3GB data unlimited minutes and unlimited texts in the UK and when roaming in selected countries. Plus you get access to the BT Sport app and our fastest 4G speeds <sup>1,2</sup>										

4GEE Plans											
Monthly Cost (Inc. VAT)	£22.98	£28.48	£33.94	£39.41	£44.90	£50.38	£55.86	£61.34	£66.82	£72.30	
Allowance					20GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>						
				10GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>							
			5GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>								
		2GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>									
	1GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and 500MB of data when roaming in selected countries <sup>1,2</sup>										

4GEE Essential plans											
Monthly Cost (Inc. VAT)	£16.40	£18.60	£20.24	£25.72	£31.20	£36.68	£42.16	£47.64	£53.12		
Allowance					2GB Data at up to 20mbps speed, 1000 minutes, unlimited texts						
				1GB Data at up to 20mbps speed, 750 minutes, unlimited texts							
			500MB Data at up to 20mbps speed, 500 minutes, unlimited texts								
		300MB, 300 mins, unlimited texts									

Service Type	Included in Allowances?		
	4GEE Essential Plans (24months)	4GEE Plans (24months)	4GEE Max (24months)
Calls to UK mobile numbers	✓	✓	✓
Calls to certain MVNO numbers <sup>3</sup>	✗	✗	✗
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	✓
Calls to Freephone (080) & (116) <sup>4,5</sup>	✗	✗	✗
Calls to 08 & 09 numbers (not including Freephone 080) <sup>8</sup>	✗	✗	✗
Calls to 084 and 087 numbers	✗	✗	✓
Calls to numbers starting in 0500	✗	✗	✗
Calls to retrieve voicemail	✓	✓	✓
Text messages to UK mobile numbers <sup>5</sup>	✓	✓	✓
Text messages to certain MVNO numbers <sup>3,5</sup>	✗	✗	✗
Picture messages	✗	✗	✓
Calls to Customer Services (During Normal working hours) <sup>7</sup>	✓	✓	✓
Calls to Customer Services (During Extended Working Hours <sup>6</sup> )	✓	✓	✓
Calls divert <sup>8</sup>	✓	✓	✓
Roaming Minutes and texts back to the UK (when travelling in selected countries as set out below)	✗	✓	✓
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, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			
Minutes and texts to land lines and mobiles within certain countries (when travelling in certain countries as set out below)	✗	✓	✓
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, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City			
Minutes from the UK to up to 5 landlines or mobiles within certain countries as set out below (IDD Minutes)	✗	✓	✓
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.)			

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

1. Inclusive calls and texts in certain countries within Europe Zone (plus overseas dependencies and territories). See below for further details.
2. A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
3. 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.
4. 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.
5. Applies to messages sent from your device.
6. 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".
7. 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.
8. 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.

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## Points to note

### Notes on UK calling

Calls within the UK only are calls made or received in 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 classed as an EE Roaming Zone.

### Which calls and text messages to UK mobile numbers are included in my allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your allowance. Inclusive calls currently include (but are not limited to) calls to the UK mobile numbers allocated to the national UK GSM cellular network operators EE, T-Mobile, Orange, Three, O2, and Vodafone. On this plan, calls to one of the mobile virtual network operators (MVNOs) exclusively using numbers allocated to these UK GSM cellular network operators (e.g. Virgin, Tesco, Lebara) are also included, as well as calls to most other MVNO number ranges, such as those currently allocated to LycaMobile.

### Which calls and text messages to mobile numbers are excluded from my allowance?

Calls and texts to some numbers starting 07 are not included in your allowance. Excluded mobile numbers include (but are not limited to) numbers used to provide call forwarding services, as well as to some MVNO number ranges.

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](http://ee.co.uk) We may add numbers to the list of excluded mobile numbers from time to time at our discretion.

Please also note that if you are calling someone who has moved from an MVNO with an excluded number range, and taken an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

Calls from the UK to anywhere outside the UK are excluded from your allowances. Standard international calls rates apply to such calls.

### What happens if my call or text messages to mobile number are excluded from my allowance?

You can still make calls and text messages to UK mobile numbers that are excluded from your allowance. However, you can't use your allowance towards these calls. You will simply be charged the standard mobile call rate for your price plan.

### Are all 07 numbers UK mobile numbers?

It is important to note that not all numbers beginning with 07 are mobile numbers. 070 numbers are used for 'follow me' services and are not mobile numbers. 076 numbers are used for paging services. Some 07 numbers are used for call forwarding services. Calls to these numbers are not included in allowances; visit the 'help' section of our website, [ee.co.uk](http://ee.co.uk)

For further information on terms and conditions please see 'Non Standard Price Guide'. Non Standard Price Guide also includes the prices and legal stuff for all our other additional services, like using your phone abroad if you don't get an inclusive roaming allowance and calls to premium rate numbers.



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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 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. 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
- Many phones automatically convert some text messages into picture messages. If your price plan doesn't provide you with an allowance of inclusive picture messages, you'll be charged in accordance with this Price Guide. Text messages can convert to picture messages where: your text includes a non-standard smiley or symbol such as an emoticon or emoji; your text is sent to an email address rather than a phone number; you're sending a group text message; your text exceeds the character limit ; or you add text to the subject field. This conversion is beyond our control but you can help prevent this from happening by updating the software used on your device. See our website for more information.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

The Plan Price Guide and Non-Standard Price Guide PDF documents set out the costs of our services. Where a price given elsewhere (for example an article on our Help pages) is different to the price stated in the Price Guide or Non-Standard Price Guide PDFs, the price in the PDF guides shall take precedence.

Information correct as  
at 31<sup>st</sup> March 2022

X16C24M01	X16D24M02	X16D24M23	X16E24M07	X16E24M28
X16C24M02	X16D24M03	X16D24M24	X16E24M08	X16E24M29
X16C24M03	X16D24M04	X16D24M25	X16E24M09	X16E24M30
X16C24M04	X16D24M05	X16D24M26	X16E24M10	X16E24M31
X16C24M05	X16D24M06	X16D24M27	X16E24M11	X16E24M32
X16C24M06	X16D24M07	X16D24M28	X16E24M12	X16E24M33
X16C24M07	X16D24M08	X16D24M29	X16E24M13	X16E24M34
X16C24M08	X16D24M09	X16D24M30	X16E24M14	X16E24M35
X16C24M09	X16D24M10	X16D24M31	X16E24M15	X16E24M36
X16C24M10	X16D24M11	X16D24M32	X16E24M16	X16E24M37
X16C24M11	X16D24M12	X16D24M33	X16E24M17	X16E24M38
X16C24M12	X16D24M13	X16D24M34	X16E24M18	X16E24M39
X16C24M13	X16D24M14	X16D24M35	X16E24M19	X16E24M40
X16C24M14	X16D24M15	X16D24M36	X16E24M20	X16E24M41
X16C24M15	X16D24M16	X16D24M37	X16E24M21	X16E24M42
X16C24M16	X16D24M17	X16E24M01	X16E24M22	X16E24M43
X16C24M17	X16D24M18	X16E24M02	X16E24M23	X16E24M44
X16C24M18	X16D24M19	X16E24M03	X16E24M24	X16E24M45
X16C24M19	X16D24M20	X16E24M04	X16E24M25	
X16C24M20	X16D24M21	X16E24M05	X16E24M26	
X16D24M01	X16D24M22	X16E24M06	X16E24M27	