



PAY MONTHLY INTERNATIONAL CALLING ADD-ONS

TERMS & CONDITIONS

Version 3

Date 5 July 2023

International calling add-ons (the “Add-Ons”) are available to EE Pay Monthly mobile customers. The cost of each Add-On will be added to your next bill and then every bill each month until you ask us to remove it. Each Add-On is a monthly recurring add-on. The monthly cost of each Add-On is set out in the EE Standard and Non-Standard Charges Price Guide. We’ll send you a text to let you know when your Add-On is ready to use. You can ask us to remove the Add-On at any time but we won’t remove the Add-On from your account until your next billing cycle. You can have more than one Add-On of any type on your account at a time but your allowance will only last until your next bill or until you’ve used it, whichever comes first. Allowances don’t roll over. If you add the Add-On part way through your billing cycle, you will be able to use the full allowance until your next bill.

International Calls Add-On (500 minutes to 50 destinations)

The International Calls Add-On is a monthly allowance of minutes for making calls from the UK to up to 5 standard landline or mobile numbers each month in selected destinations as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those destinations as set out in the EE Standard and Non-Standard Charges Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

If you exceed the maximum of 5 numbers, we reserve the right to remove the Add-on from your account. We will provide you with reasonable notice before doing so.

International Calls Extra Add-On (250 minutes to 100 destinations)

The International Calls Add-On is a monthly allowance of minutes for making calls from the UK to up to 5 standard landline or mobile numbers each month in selected destinations as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those destinations as set out in the EE Standard and Non-Standard Charges Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

If you exceed the maximum of 5 numbers, we reserve the right to remove the Add-on from your account. We will provided you with reasonable notice before doing so.

Ireland Add-On (500 minutes)

The Ireland Add-On is a monthly allowance of minutes for:

- Making calls from the UK to standard landlines or mobile numbers in Ireland;
- Making calls from Ireland to standard landlines or mobile numbers in the UK;
- Making calls to standard landlines or mobile numbers in Ireland when in Ireland; and
- Receiving calls when in Ireland,

as set out in the table below.

Once you have used up the inclusive minutes, you will be charged our standard rates for calls as set out in the Non-Standard Price Guide.

If you have an EE Extra Plan, the following call types are already included in your plan:

- Making calls from Ireland to standard landlines or mobile numbers in the UK;,
- Making calls to standard landlines or mobile numbers in Ireland when in Ireland; and
- Receiving calls when in Ireland.

These call types will be deducted from your Extra Plan allowance and only calls from the UK to Ireland as described above will be deducted from your Add-On.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

Jamaica Add-On (100 minutes)

The Jamaica Add-On is a monthly allowance of minutes for making calls to standard landlines or mobile numbers from the UK to Jamaica as set out in the table below. Once you have used up the inclusive minutes, you will be charged our standard rates for calls as set out in the EE Standard and Non-Standard Charges Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

International Pass Add-On

The International Pass Add-On gives you discounted calling rates for making calls from the UK to standard landlines and mobile numbers in selected destinations as set out in the table below. See the EE Standard and Non-Standard Charges Price Guide for the discounted calling rates (as well as for the standard (non-discounted) calling rates for those destinations). These rates are subject to change; we will give you 30 days' notice of any changes.

100 UK to EU mins Add-On:

The 100 UK to EU mins Add-On gives you 100 mins for making calls from the UK to standard landlines and mobile numbers in the EU/EEA (see list of specific destinations set out in the table below). Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those destinations as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

250 UK to EU mins Add-On:

The 250 UK to EU mins Add-On gives you 250 mins for making calls from the UK to standard landlines and mobile numbers in the EU/EEA (see list of specific destinations set out in the table below). Once you have used up the inclusive minutes, you will be charged our standard rates for calls to those destinations as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

250 UK to EU mins & SMS Add-On:

The 250 UK to EU mins & SMS Add-On gives you 250 mins and 250 texts from the UK to standard landlines and mobile numbers in the EU/EEA (see list of specific destinations set out in the table below). Once you have used up the inclusive minutes and texts, you will be charged our standard rates for calls and texts to those destinations as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

250 UK to Rest of World (ROW) mins & SMS Add-On

The 250 UK to ROW mins & SMS Add-On gives you 250 mins and 250 texts from the UK to standard landlines and mobile numbers in our Rest of World (ROW) zone. See the selected destinations in our ROW zone set out in the table below. Once you have used up the inclusive minutes and texts, you will be charged our standard rates for calls and texts to those destinations as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

100 Worldwide mins Add-On:

The 100 Worldwide mins Add-On gives you 100 minutes for making calls from the UK to standard landline and mobile numbers in selected destinations around the world as set out in the table below. Once you have used up the inclusive minutes you will be charged our standard rates for calls to those destinations as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

50 UK to Anywhere mins Add-On:

The 50 UK to Anywhere mins Add-On gives you 50 minutes for making calls from the UK to standard landline and mobile numbers in selected destinations around the world as set out in the table below. Once you have used up the inclusive minutes you will be charged our standard rates for calls to those destinations as set out in the Non-Standard Price Guide.

Calls to premium rate numbers and other non-geographic numbers (which can vary over time) are not included. The maximum call duration per call on these plans is 120 minutes after which time, you must redial to continue the call.

Add-On	Inclusive Allowances	Important Information¹
International Add-on	500 minutes	<p>Allowance can be used to call the following destinations from the UK:</p> <p>Australia, Austria, Bangladesh, Belgium, Bulgaria, Canada, China, Colombia, Croatia, Cyprus², 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.)</p>
International Extra Add-on	250 minutes	<p>Allowance can be used to call the following destinations from the UK:</p> <p>Andorra, Angola, Argentina, Australia, Austria, Bangladesh, Belgium, Bermuda, Bolivia, Brazil, Brunei Darussalam, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Dominican Republic, Egypt, El Salvador, Faroe Islands, Fiji, Finland, France, Germany, Gibraltar, Greece, Guadeloupe, Guam, Guatemala, Guernsey, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iran, Ireland, Isle of Man, Israel, Italy, Japan, Jersey, Jordan, Kenya, Korea (Republic of), Kuwait, Luxembourg, Macao, Malaysia, Malta, Martinique, Mexico, Mongolia, Namibia, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nigeria, Norway, Pakistan, Panama, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Reunion, Romania, Russia, Saint Pierre and Miquelon, Saudi Arabia, Singapore, Slovakia, South Africa, Spain, Sri Lanka, Swaziland, Sweden, Switzerland, Syrian Arab Republic, Thailand, Tonga, Turkey, United Arab Emirates, Uruguay, USA, Uzbekistan, Venezuela, Vietnam, Virgin Islands (U.S.), Zambia</p>
Ireland Add-On	500 minutes	
Jamaica Add-On	100 minutes	

¹ We bar calls to certain number ranges in countries to protect customers against fraud.

² Telecommunications in Northern Cyprus are administrated by Turkish networks. Calls to landlines in Northern Cyprus, including calls to numbers beginning 0090392, and calls to mobiles connected to Turkish-administrated networks in Northern Cyprus will be charged as calls to Turkey/ will not be included in your allowance and will be charged at our standard rates for Turkey.

International Pass Add-On	N/A	<p>Gives you discounted calling rates for calling the following destinations from the UK:</p> <p>Algeria, Argentina, Australia, Austria, Bangladesh, Barbados, Belgium, Brazil, Bulgaria, Canada, China, Colombia, Croatia, Cyprus Czech Republic, Denmark, Egypt, Estonia, Finland, France, Germany, Greece, Guernsey, Hong Kong, Hungary, India, Indonesia, Ireland, Israel, Italy, Jamaica, Japan, Jersey, Kazakhstan, Kenya, Malaysia, Mauritius, Morocco, Netherlands, New Zealand, Nigeria, Norway, Pakistan, Philippines, Poland, Portugal, Romania, Russia, Saudi Arabia, Singapore, Slovakia, South Africa, South Korea, Spain, Sri Lanka, Sweden, Switzerland, Taiwan, Thailand, Trinidad & Tobago, Turkey, United Arab Emirates, Uganda, United States, US Virgin Islands</p>
100 UK to EU mins Add-On	100 minutes	<p>Allowance can be used to call the following destinations from the UK:</p> <p>Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guinea, French West Indies, 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, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City</p>
250 UK to EU mins Add-On	250 minutes	<p>Allowance can be used to call the following destinations from the UK:</p> <p>Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guinea, French West Indies, 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, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City</p>
250 UK to EU mins & SMS Add-On	250 minutes 250 SMS	<p>Allowance can be used to call and text the following destinations from the UK:</p> <p>Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guinea, French West Indies, 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, Romania, Saint Barthelemy, Saint Martin, San</p>

		Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City
250 UK to ROW mins & SMS Add-on	250 minutes 250 SMS	<p>Allowance can be used to call and text the following destinations from the UK:</p> <p>Afghanistan, Albania, Algeria, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Australia, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Colombia, Congo, Cook Islands, Costa Rica, Cuba, Djibouti, Dominica, Dominican Republic, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, 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, Kuwait, Kyrgyz Republic, Laos, Lebanon, Lesotho, Liberia, Libya, Macao, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Mexico, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nepal, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, North Korea, North Macedonia, Northern Cyprus, Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Samoa (American), Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Somalia, South Africa, South Korea, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tonga, Trinidad and Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos Islands, Uganda, Ukraine, United Arab Emirates, Uruguay, US Virgin Islands, USA, Uzbekistan, Vanuatu, Venezuela, Vietnam, W Samoa, Yemen, Zambia, Zimbabwe</p>
100 Worldwide mins Add-On	100 minutes	<p>Allowance can be used to call and text the following destinations from the UK:</p> <p>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,</p>

		<p>Switzerland, Vatican, Guernsey, Republic of Ireland, Isle of Man, Jersey, Canada, USA, US Virgin Islands, Australia, New Zealand, 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, 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, North Macedonia, 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,</p>
50 UK to Anywhere mins Add-On	50 minutes	<p>Allowance can be used to call and text the following destinations from the UK:</p> <p>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,</p>

	<p>Netherlands, Norway, Poland, Portugal, Reunion, Romania, Saint Barthélemy, Saint Martin, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican, Guernsey, Republic of Ireland, Isle of Man, Jersey, Canada, USA, US Virgin Islands, Australia, New Zealand, 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, 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, North Macedonia, 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</p>
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