

## What it costs

# Solo Fixed

Available between 26 March 2014 and 16 September 2014

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.

	Solo Fixed 15	Solo Fixed 20	Solo Fixed 25	Solo Fixed 30	Solo Fixed 35
Contract length <sup>1</sup>	1 month rolling				
Monthly Cost (incl. VAT)	£15.00	£20.00	£25.00	£30.00	£35.00
<b>Inclusive allowance</b>					
Inclusive minutes (each month) to call customers of UK mobile networks and numbers starting with 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	350	600	800	1400	1800
Maximum number of users	1	1	1	1	1
Inclusive texts (each month) to text customers of UK mobile networks and numbers starting 01, 02 and 03 (not including Jersey, Guernsey and the Isle of Man) from the UK at any time	150	200	300	500	500
Rollover	No	No	No	No	No

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

Updated on 31<sup>st</sup> March 2022. The monthly line rental shown above includes VAT at 20%.

Calls to Customer Services on connection to a customer service agent will be charged at 25p inc VAT, 21.2p exc VAT (per call)

1. Solo Fixed inclusive minutes and texts are from the UK to all UK mobiles and numbers starting with 01, 02 & 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Picture messages and calls to 150 are also not covered by your allowance. The 150 service is free if you only use the automatic self service options but you'll be charged a total of 25p if you select the option to speak to an advisor. You can't add any further bundles of minutes or texts or additional services to Solo Fixed, except for mobile internet. Solo Fixed inclusive minutes and texts can't be used to make premium rate calls, international calls, or for calling and sending texts when you are outside the UK. If you want to make a call or send a text which isn't included in your plan, call outside the UK, send a picture message or purchase or subscribe to any of our content services, such as ringtones, music or TV you'll need to top up first like a pay as you go customer. When you spend that top up we will treat you like a pay as you go customer but your Solo Fixed plan charges will apply. Some services will be added to your bill rather than taken from your top-up. We will tell you if that is going to happen. We'll need to run some standard credit checks and some services, such as mobile internet and calling outside the UK may not be available to you if your credit score falls below a certain level. If you renew or upgrade to Solo Fixed from U-Fix Lite or Solo Lite, you won't be able to go back to either of these plans. If you're already a EE pay monthly customer, you'll need to be outside your minimum contract term. You'll need a compatible phone which may mean your phone needs unlocking. Your previous network provider may charge you to do this. If you decide to cancel your plan you'll need to give 30 days notice to us by phone. We'll issue you a final bill at the end of the 30 days to cover the notice period and any services used.
2. Applies to messages sent from your mobile from the UK or via the EE website [www.ee.co.uk](http://www.ee.co.uk)
3. Calls & text messages to certain MVNO ranges and call forwarding services are not included in your allowance. A pre call announcement may be heard prior to call connection. Text messages are charged at 15p per message. See 'points to note' for more information.
4. Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03. Calls & texts messages to certain MVNO and call forwarding services are not included in your allowance. See points to note for more information.
5. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.

Please go to the "Help & Support" section of our website, [ee.co.uk](http://ee.co.uk) for details around "non-standard" service charging. 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 unless otherwise stated. Remember that calls to these numbers are not included in your monthly allowance.

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## Points to note

### Notes on UK calling

Unless we tell you otherwise, all charges for UK calls are for calls made or received within the UK only. Calls within the UK only are calls made or received in either 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 charged as a call to a Zone 2 country.

### 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, Orange, Hutchinson 3G, 02, 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, Fresh) 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 & Support" section of our website, 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 ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

### 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 allowance, see "non standard what it costs" for details.

### Unlimited Boosters

You can also choose one inclusive unlimited booster at a time from our range with this plan. Unlimited boosters and other boosters are available with your plan as an additional service, including our internet options.

### Internet options

You'll need internet coverage to use internet on your phone, check it at ee.co.uk. Just remember, you can't use any internet on your phone option for peer to peer file sharing and with Basic or Standard internet on your phone you can't use your phone as a modem or make internet phone calls ('VOIP').

Internet on your phone options come with a fair use policy. We'll monitor how much you send and receive each calendar month so that we can protect our network for all our customers. If you use more than your fair use policy amount, we won't charge you any more, but we may restrict how you can use internet on your phone, depending on how often you go over your amount and by how much. If you remove your inclusive internet option or a chargeable booster and then use internet on your phone you'll automatically be charged our daily rate, see ee.co.uk.

For further information on chargeable boosters and the legal stuff, please see "non standard what it costs". "Non standard what it costs" also includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.

## General

- If your allowance runs out during a call, you will be charged for the remainder of the call.
- A text message consists of up to 160 characters. If you send a longer message, you will be charged for two or more text messages as appropriate.
- The allowance you have used is worked out when we print your bill. You can get an estimate of the amount used by calling EE account enquiry service (dial 150). The estimate includes the inclusive allowance you have used up to the time of the enquiry, in the current billing period. If there is a difference between the account services estimates and the amount shown on the bill, the latter takes precedence.
- Diverted calls are charged at the local or national rate, or if appropriate, the relevant mobile or special number rate. Diverted calls are not included in your inclusive allowance.
- Charging starts when a call is answered by a person or an answering device.
- A call ends when:
  - a) you end the call on your device;
  - b) 16 seconds after your calling device loses signal for any reason (note: we continue to maintain the call in case your device re-establishes a signal with our network within this period); or
  - c) you do not end the call on your device, up to 30 seconds after the last third party you were connected to has ended their call.
- 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 a EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first months charge and inclusive minutes will be proportionate to the number of days from your date of joining to the end date of your bill. All monthly charges and inclusive minutes and texts allowances will be proportionate to part months used, except where this would cause conflict with any other part of the agreement.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.



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