

What it costs

# U-Fix Lite plans 15, 20, 25.

Available between 14 July 2008 and 31 January 2009

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.

	U-Fix Lite 15	U-Fix Lite 20	U-Fix Lite 25
VAT	Inc VAT	Inc VAT	Inc VAT
Monthly line rental for contract length <sup>8</sup> 1 month rolling	£15.83	£21.08	£26.36
Inclusive allowance			
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	175	250	400
Maximum number of users	1	1	1
Inclusive texts (each month) to text customers of UK mobile networks at any time	450	600	900
Rollover	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 legal stuff you need to know:

- 1 Your inclusive minutes are from the UK to UK mobile customers and numbers beginning 01, 02 and 03 (excluding Jersey, Guernsey and Isle of Man).
- 2 Calls made within your allowance are charged on a per second basis.
- 3 A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
- 4 Calls & text message 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. See 'points to note' for more information.
- 5 Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the "Help & Support" section of our website, ee.co.uk
- 6 Applies to messages sent from your phone or via the EE website [www.ee.co.uk](http://www.ee.co.uk)
- 7 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".
- 8 If you make a call or send a text which isn't included in your plan, you will 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 U-Fix Lite price 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. U-Fix Lite 15/20/25 plans include calls from the UK to customers of UK mobile networks and to local and national numbers starting with 01, 02 or 03 at any time. This doesn't cover Jersey, Guernsey and the Isle of Man. Inclusive texts are to customers of UK mobile networks. You'll need to set up payment by direct debit and we'll need to run some standard credit checks. If you're already a EE pay monthly customer, you'll need to be outside your minimum contract term. You'll need a compatible mobile which may mean your phone needs unlocking. Your previous network provider may charge you to do this. If you decide to upgrade or cancel your contract 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. Itemised billing is not available for U-Fix customers.

\*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, 08 (including 0870), 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.

## Points to note.

- Your inclusive minutes and texts allowance (shown on your bill as 'allowance') is the amount you have to spend on selected EE service each month. Your inclusive minutes and texts allowance exclude calls to the EE WAP service, calls made whilst abroad, calls to numbers prefixed with 08, and calls to the Isle of Man, Jersey and Guernsey.
- If your inclusive allowance runs out during a call, we will charge you for the remainder of that call (your call can only continue if you have topped up).
- Additional charges may apply when using your EE phone abroad.
- Additional charges (e.g. international calls or premium rates etc) can be found by looking at our 'non standard charges' leaflet, or by calling customer services on 150.
- 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.
- Per minute charging applies to all types of chargeable calls (unless otherwise stated). Charging starts when a call is answered by a person or an answering device. The call is billed at the rate applicable at the start of the call. However, for pay monthly customers, if the call exceeds two hours in length and crosses over into different parts of the day (for example, from, 'daytime' to 'evening') the remainder of the call will be charged at the new rate. The call is billed at the rate applicable at the start of the call.
- On the bill, for pay monthly customers a call within the allowance will be rounded to the nearest second. Customers who top up and use that top up to make calls, those calls will be rounded to the nearest penny and VAT will be charged on each individual call. All chargeable calls will be subject to a 1 minute minimum charge unless otherwise stated.
- 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.
- All web'n'walk session charges will be rounded to the nearest half kb.
- 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.



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