



# PRICE PLAN GUIDE

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## **EE 3G pay monthly terms and EE 3G price plan guide**

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Available only for invited customers moving from Orange to EE Pay Monthly EE 3G Plans during 2018 & 2019

Updated on 01st April 2021

# EE 3G PAY MONTHLY PLAN TERMS

These plans give you access to EE's 3G network. If you want to change your monthly plan you will need to contact us and change to a 4G plan. If you want access to EE's 4G network you will need to contact us and upgrade to a new pay monthly plan with a new minimum term. The speeds you achieve will 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.

Your monthly payment is for using mobile internet on your mobile broadband device and your phone. For phone plans it also covers checking voicemail (including visual voicemail if you have an iPhone) and an unlimited allowance of minutes and texts. You can use your minutes & 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 roaming **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 roaming **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 Price Guide below (page 7);
- 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 outside the UK you may be subject to a data fair use policy (see below for details).

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. 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.

## 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). Mobile coverage will be the same as on your previous Orange plan.

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. 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).

## 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 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.

Our **Rest of World Roaming Zone** presently includes: Australia, Canada, Mexico, New Zealand and the USA.

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

All our customers can enjoy the superfast speeds supported by our roaming partners abroad. But please note: Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. We aren'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.

## Mobile Broadband 3G EE Pay Monthly Plans

Compatible laptop/tablet, an enabled device like a USB modem (which you may need to buy) and coverage required. Plans are for mobile internet use only. Supports up to 10 compatible devices. Signal range up to 10m. The more devices you have connected to your mobile Wi-Fi device at the same time, the slower your internet connection will be. Must be charged periodically in order to power devices. Battery life depends upon type of device connected & level of charge in 3GEE Wi-Fi device.

# EE 3G PHONE PLAN PRICE GUIDE

Available only for invited customers moving from Orange to EE during 2018 and 2019.

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.

Plan Type	Voice Allowance	Text Allowance	Data Allowance	Price available (Inc. VAT)
EE 3G Plan 300MB	500 min.	Unlimited	300 MB	£6.99
EE 3G Plan 300MB	550 min.	Unlimited	300 MB	£7.49
EE 3G Plan 400MB	600 min.	Unlimited	400 MB	£7.99
EE 3G Plan 400MB	650 min.	Unlimited	400 MB	£8.49
EE 3G Plan 450MB	700 min.	Unlimited	450 MB	£8.99
EE 3G Plan 500MB	750 min.	Unlimited	500 MB	£9.49
EE 3G Plan 500MB	800 min.	Unlimited	500 MB	£9.99
EE 3G Plan 750MB	850 min.	Unlimited	750 MB	£10.99
EE 3G Plan 750MB	900 min.	Unlimited	750 MB	£11.99
EE 3G Plan 1GB	1000 min.	Unlimited	1 GB	£12.99
EE 3G Plan 1.5GB	1000 min.	Unlimited	1.5 GB	£15.99
EE 3G Plan 2GB	1000 min.	Unlimited	2 GB	£18.99
EE 3G Plan 3GB	2000 min.	Unlimited	3 GB	£21.99
EE 3G Plan 4GB	Unlimited	Unlimited	4 GB	£24.99
EE 3G Plan 6GB	Unlimited	Unlimited	6 GB	£27.99
EE 3G Plan 10GB	Unlimited	Unlimited	10 GB	£30.99
EE 3G Plan 12GB	Unlimited	Unlimited	12 GB	£33.99
EE 3G Plan 15GB	Unlimited	Unlimited	15 GB	£37.99
EE 3G Plan 18GB	Unlimited	Unlimited	18 GB	£41.99
EE 3G Plan 21GB	Unlimited	Unlimited	21 GB	£45.99
EE 3G Plan 24GB	Unlimited	Unlimited	24 GB	£49.99
EE 3G Pay as you consume	Standard rates apply	Standard rates apply	Standard rates apply	£0.00

## EE 3G MOBILE BROAD BAND PLAN PRICE GUIDE

Plan Type	Data Allowance	Price available (Inc. VAT)
EE 3G MBB Plan 1GB	1 GB	£10.00
EE 3G MBB Plan 2GB	2 GB	£5.00
EE 3G MBB Plan 2GB	2 GB	£10.00
EE 3G MBB Plan 2GB	2 GB	£15.00
EE 3G MBB Plan 2GB	2 GB	£20.00
EE 3G MBB Plan 2GB	2 GB	£25.00
EE 3G MBB Plan 2GB	2 GB	£30.00
EE 3G MBB Plan 5GB	5GB	£5.00
EE 3G MBB Plan 5GB	5GB	£10.00
EE 3G MBB Plan 5GB	5GB	£15.00
EE 3G MBB Plan 5GB	5GB	£20.00
EE 3G MBB Plan 5GB	5GB	£25.00
EE 3G MBB Plan 5GB	5GB	£30.00
EE 3G MBB Plan 5GB	5GB	£35.00
EE 3G MBB Plan 20GB	20GB	£10.00
EE 3G MBB Plan 20GB	20GB	£15.00
EE 3G MBB Plan 20GB	20GB	£20.00
EE 3G MBB Plan 20GB	20GB	£25.00
EE 3G MBB Plan 20GB	20GB	£30.00
EE 3G MBB Pay as you consume	A data pass must be purchased before data can be consumed **	

\*\* EE 3G MBB Pay as you consume - A data pass must be purchased before data can be consumed for data pass pricing please see EE 3G Non-Standard price guide

Service Type	Included in Allowances 3GEE Plans	Cost of Calls or Services Made Outside of Allowances (incl. VAT) <sup>5</sup>
Calls to UK mobile numbers	✓	67p per minute <sup>2</sup>
Calls to certain MVNO numbers <sup>3</sup>	✗	67p per minute <sup>2</sup>
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	67p per minute <sup>2</sup>
Calls to Freephone (080) & (116) <sup>4,5</sup>	✗	Free
Calls to 08 & 09 numbers	✗	Access Charge of 67p per minute plus a Service Charge
Calls to 084 and 087 numbers	✗	Access Charge of 67p per minute plus a Service Charge
Calls to numbers starting in 0500	✗	20p per minute <sup>2</sup>
Calls to retrieve voicemail	✓	67p per minute <sup>2</sup>
Text messages to UK mobile numbers <sup>5</sup>	✓	16p per message
Text messages to certain MVNO numbers <sup>3,5</sup>	✗	16p per message
Picture messages	✗	67p per MMS
Calls to Customer Services (During Normal working hours)	✓	Free
Calls to Customer Services (During Extended Working Hours) <sup>6</sup>	✓	50p per call <sup>2</sup>
Calls divert <sup>7</sup>	✓	Standard Call Rates Apply
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below <sup>1,8</sup>	✓	67p per minute <sup>2</sup> 16p per SMS
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 (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City		
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries <sup>1,8</sup>	✓	Standard Call Rates Apply
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 (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City		

1. Inclusive calls and texts in certain destinations as listed in the table above.
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 phone or via the EE website, ee.co.uk.
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.

# Points to note

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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 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