

# PLAN PRICE GUIDE

## Pay as you go

Available from 13th of July 2018

Price Guide updated and all charges applicable from 6<sup>th</sup> June 2023

Service Type	Call charges for a one minute direct dial call at any time (incl. VAT) <sup>1</sup>
Calls to other EE mobile customers	40p per minute
Calls to the customers of other mobile operators	40p per minute
Calls to certain MNVO numbers	40p per minute
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	40p per minute
Calls to numbers starting with 0500	20p per minute <sup>2</sup>
Calls to numbers starting with 0800 or 0808	Free
Calls to all other numbers starting with 0843, 0844, 0845, 0843, 0870, 0871, 0872, 0873 <sup>3</sup>	Access Charge of 44p per minute plus a Service Charge
Calls to retrieve voicemail	40p per minute
Text messages to UK mobile numbers	20p per message <sup>3</sup>
Text messages to certain MVNO numbers	20p per message <sup>3</sup>
Text messages sent to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	20p per message <sup>3</sup>
Picture messages	40p per message
EE customer services (automated service)	Free
EE customer services (service agent)	Free
Call divert	Standard call rates apply
Calls from the UK to EU & Rest of World countries	Standard call rates apply
Data	As per Data Add-On or Pack purchased

All services are for use whilst in the UK or roaming in the Republic of Ireland only.



# PACKS

Packs available to new and upgrading customers after 18th March 2020

Pack <sup>1</sup>	Pack Allowances*	Price	Pack Duration
Data Focused Packs	500MB, 250 minutes, unlimited texts**	£5	30 days
	4GB, 100 minutes, unlimited texts**	£10	
	8GB, unlimited minutes, unlimited texts**	£15	
	15GB, unlimited minutes, unlimited texts**	£20	
	30GB, unlimited minutes, unlimited texts**	£25	
	60GB, unlimited minutes, unlimited texts**	£30	
Talk Focused Packs	10MB, 100 minutes, 200 texts	£1	7 days
	2GB, 400 minutes, unlimited texts**	£10	30 days

Packs available to customers who joined before 18<sup>th</sup> March 2020

Pack* <sup>1</sup>	Pack Allowances* <sup>5</sup>	Price	Pack Duration <sup>4</sup>
Data* <sup>4</sup>	100MB, 10 minutes <sup>1</sup> , 10 texts	£1	7 days
	2GB, 100 minutes <sup>1</sup> , unlimited texts**	£10**	30 days
	5GB, 500 minutes <sup>1</sup> , unlimited texts**	£15**	
	10GB, 750 minutes <sup>1</sup> , unlimited texts**	£20**	
Talk & Text	10MB, 25 minutes <sup>1</sup> , 50 texts	£1	7 days
	10MB, 250 minutes <sup>1</sup> , unlimited texts	£10	30 days
	10MB, 500 minutes <sup>1</sup> , unlimited texts	£12.50	
	10MB, 750 minutes <sup>1</sup> , unlimited texts	£15	
150MB, 100 minutes <sup>1</sup> , 250 texts	£5		
Everything**	1GB, 250 minutes <sup>1</sup> , unlimited texts	£10	30 days
	1GB, 300 minutes <sup>1</sup> , unlimited texts	£12.50	
	2GB, 1000 minutes <sup>1</sup> , unlimited texts	£15	
	4GB, 1500 minutes <sup>1</sup> , unlimited texts	£20* <sup>2/3</sup>	
	8GB, 2000 minutes <sup>1</sup> , unlimited texts	£25	
	20GB, 3000 minutes <sup>1</sup> , unlimited texts	£30	

Pack	Pack Allowances* <sup>5</sup>	Price	Pack Duration <sup>4</sup>
Everything Pack (International) * <sup>2/3</sup>	500MB, 100 minutes <sup>1</sup> , 200 texts, unlimited EE calls and text	£8	30 days
International (Exclusive)** <sup>6</sup>	500MB, 150 mins to the UK & 34 countries, 150 texts, unlimited calls and texts to EE	£10	
	3GB, 250 mins to the UK & 34 countries, 500 texts, unlimited calls and texts to EE	£15	
Talk*	100 minutes, 200 texts, 10 MB	£1	7 days
	5,000 minutes, unlimited texts, 50MB	£10	30 days
£15 VIP Pack (exclusive) <sup>7</sup>	10GB, 500 minutes, unlimited texts	£15	

\* Exclusively available to new customers purchasing on-line at ee.co.uk or from an EE retail store from 25th of January 2018

\*\* These Packs include Data Rollover excluding £12.50 Everything Pack which is not available for acquisition.

\*1. If you joined before 3 September 2014 and you buy a pack, you can no longer buy Add-Ons available before 3 September 2014.

\*2. Exclusively available on-line and in selected retail stores from 30.03.2016.

\*3. From 4th September 2017, if bought in EE retail stores or telesales, any £110 or £115 Data pack will not come with the call abroad add-on; If bought in indirect stores or on ee.co.uk, these packs will come with the call abroad add-on.

\*4. If you joined before 29th August 2017, the call-abroad add-on is already preloaded on these packs.

\*5. Pack allowances can be used in the UK or while roaming in the Republic of Ireland.

6. Exclusively available on-line and in selected retail stores; cannot be added for the first time by texting a short code to 150, calling 150, or through your My EE Account. The following countries can be called within your International Pack minutes allowance: Australia, Bangladesh, Belgium, Canada, China, Cyprus, Denmark, Finland, France, Germany, Greece, Hong Kong, Hungary, Iceland, India, Ireland, Italy, Lithuania, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Singapore, South Africa, South Korea, Spain, Sweden, Thailand, United States

7. Previously known as MTV Trax (exclusive) - 8 March 2018 is the last day of our MTV Trax service. From 9 March 2018, you won't be able to download or stream music on the MTV Trax App so those sections of the terms don't apply to you. We're sorry. When you repurchase your pack after 3rd April 18, you will be automatically moved to the £15 VIP Pack - giving you 10GB data, 500 mins and unlimited texts each month. You will get this new pack for as long as you keep topping up and buying the pack each month.

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1. A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis.
2. Calls to some charity helplines (e.g. Childline) are free to call. For a full list please visit the help section of our website, [www.ee.co.uk](http://www.ee.co.uk)
3. We will attempt to deliver the text message for 72 hours. If it has not been delivered after 72 hours it will be deleted, but you will have been charged. Includes messages sent from the EE website; [www.ee.co.uk](http://www.ee.co.uk). You will be charged per text message sent to non GSM networks.
4. All Packs last for the stated duration, but any of the allowances can be used up in that time. After the stated duration, payment is taken automatically from your credit, and a new set of allowances is provisioned; unused allowances expire. If you have insufficient credit to renew the Pack at the end of your validity period, we will not apply the new Pack until you have enough credit to pay for it. As soon as you do, we will take the payment from your credit and give you the new Pack immediately.

Please go to the help section of our website, [ee.co.uk](http://ee.co.uk) for details around 'no n-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. Thereafter, calls are charged on a per minute basis.

## 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 a call to an EE Roaming Zone. See our Non Standard Price Guide for more information.

Note that if you use the services on or near a border area, you may not be able to access the UK network but may instead be connected to the network of one of our roaming partners. Calls that you make will then be charged as if you were roaming (and will not come out of any add on allowance you have).

### What usage is included in my Add-On or Pack allowance?

Calls and texts to many of the most popular UK mobile numbers are included in your Add-On or Pack 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, Hutchinson 3G, 02, and Vodafone. On pay as you go, 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.

### EU Roaming

If you have a Pay As You Go Pack you can access your allowances in the EU/EEA (Our Europe Zone) for either 24 hours or 7 days for an additional charge. You can only opt in to the additional charge when you arrive in our Europe Zone. You will need sufficient credit balance and the charge is deducted from your credit balance when you opt in.

If you do not have an active Pack or do not opt in to access your allowances in our Europe Zone, you will be charged as set out in Pay As You Go Non-standard Price Guide at [ee.co.uk/priceguides](http://ee.co.uk/priceguides). You will not be able to use data unless you buy an EU roaming data add-on.

Roaming outside of the EU continues to be chargeable – please see our Non Standard Price Guide for more information

### Republic of Ireland

If you have a PAYG Pack, when you are in the Republic of Ireland calls, text and data usage within the Republic of Ireland and to the UK are included within your allowance and the daily charge does not apply unless you have a limited call or text allowance. Once you have used up your allowance, calls or texts from the Republic of Ireland to the UK will be subject to the daily charge and calls within the Republic of Ireland will be subject to standard rates as set out in the standard and non-standard price guide. When you are in the Republic of Ireland the daily charge applies to calls and texts to the EU/EEA/Switzerland.

### Which calls and text messages to mobile numbers are excluded from my Add-On or Pack allowance?

Calls and texts to some numbers starting 07 are not included in your Add-On or Pack 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 ported an excluded mobile number to another operator, calls to that number may still be excluded from your allowance.

### 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)

### Data options

#### Data Rollover

If you have not used all of the data allowance in your Pack, when the Pack ends the unused data will be added to the next Pack that you buy. This applies to £10 and £15 30 day PAYG Data Packs only. You cannot roll over data from add-ons or Free Boosts. If your pack does not renew automatically you must buy a new £10 or £15 Data Pack within 7 days to qualify for data rollover. Rollover data lasts for the duration of the Pack Validity Period (i.e. 30 days) so will not roll over a second time if you do not use it up. Your data allowance will be applied in the following order for each Pack: (1) Rollover data, (2) core pack allowance (3) Free Boosts.

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. Your 4G phone may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage)

For further information on terms and conditions please see [ee.co.uk/terms](http://ee.co.uk/terms) The Non Standard Price Guide includes the prices and legal stuff for all our other additional services, like using your phone abroad and calls to premium rate numbers.

### How Your Services Are Charged - Data

What do you mean by data usage?

We measure how much data you use in kilobytes (KB). Data is based on the following units:

- 1024 bytes = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024 KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024 MB = 1 Gigabyte (GB) (equivalent to about five hours of watching YouTube)

We send data across our network in packets no bigger than 1.5KB. A packet is just a unit of data.

Data usage is all the data that's been sent or received. Upstream is where data is transferred from your device to the internet (uploading). Whereas downstream is from the internet to your device (downloading).

We calculate your data usage based on the amount of data that travels over our network both upstream and downstream, which may be different from the data your device consumes.

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off.

When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device.

## General

- You must make a connection action at least once every 180 days. If you do not, your SIM card will be disconnected from the network, and you will not be able to use the service at all. You will also lose your mobile phone number. Any credit on your account at the time of disconnection will be forfeited
- Connection actions are:
  - Making a chargeable outbound call
  - Sending a text message
  - Topping up your account
  - Making a payment for an Add-On or Pack
  - Registering your details
- We can place a charge on your account if a bank reverses a debit or credit card payment to your account. The amount of the charge will be the same as the amount recovered by the bank. Your account's credit balance may drop below zero as a result of this charge. If this happens subsequent credits will, in the first place, be applied to clear any such negative balance
- Any text message sent to you, which doesn't get through because you are out of credit will be lost
- To make or receive a chargeable call or receive a voicemail message, you must have sufficient credit on your account to enable you to make a call of one minute duration. The call will be terminated when the balance on the account reaches zero during the call. To send a text as part of an allowance or multimedia message, you must also have a minimum of 1pence credit available
- Calls are charged by the minute (unless otherwise stated) and rounded up to the nearest penny. If you use, whether directly or through a third party, any device to route or re-route voice, text messages or other services on, from or to the network or you sell or attempt to sell or otherwise provide commercial services using our network to any third party, we'll remove your free minutes or texts from you and/or disconnect your SIM card from our network without giving you any advance warning
- Charging starts when a call is answered by a person or answering device.
- A call ends when:
  - a) you end the call on your device; or
  - 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
- 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
- While we use all reasonable endeavours to ensure that your calls are processed in the order that they are made, and that they are charged for the appropriate period, for reasons beyond our control it is possible that this may not happen