



EE MONTHLY PRICE PLANS

Your Plan Terms & Price Guide Available from 10th May 2017

Updated on 31st March 2022

Prices valid for contracts entered into from 1st March 2019

PLAN TERMS

Choose from a 4GEE Essential, 4GEE or 4GEE Max Plan, see our Price Guide at pages 6-7 for details of your inclusive allowances. If you're on a 4GEE Max Plan, your monthly payment will also include access to enhanced 4GEE speeds and some or all of the additional benefits described below. The Price Guide will detail which benefits apply to you and your chosen plan.

You'll have to pass our standard credit check and promise to stay with us for 24 months.

Your monthly payment is for using mobile internet on your phone, for 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 **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 **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 Non-Standard Price Guide [here](#);
- 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 in the EU 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

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 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.

If you have an EE 4GEE Max plan you will also be able to take your inclusive allowance to Australia, Canada, Mexico, New Zealand and the USA.

You can call 150 free of charge when roaming in the EU/EEA/Switzerland to get information about our charges. Emergency services can be contacted within the EU/EEA/Switzerland 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

If you have a 4GEE Essential Plan or a 4GEE Plan will get our standard roaming data speeds when in the EU. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi--mobile-broadband--terms/ee-traffic-management-for-mobile-broadband> for more info. If you want access to faster speeds you will be able to buy one of our Max plans or a speed add-on (where available). If you are on a Max Plan you'll get access to the fastest available speeds when abroad.

Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn'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.

ADDITIONAL BENEFITS

4GEE Speeds in UK

4GEE Essential Plans and 4GEE Plans gives you access to speeds of up to 60Mbps in the UK. 4GEE Max Plans give you uncapped speeds in the UK. You can only use mobile internet or make calls on our 4G network if you're within a 4G enabled area and in range of a 4G base station. You'll need a 4G calling compatible phone to make and receive calls over our 4G network. Roaming is not available with 4G Calling. Your 4G phone may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage.

The speeds you achieve will also 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.

Access to our enhanced 4GEE speeds will also be impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Such equipment is not available everywhere in the UK and so you should check your coverage at [ee/co.uk/coverage](http://ee.co.uk/coverage) before selecting your plan.

Max Plan Customers

As well as EU roaming, Max plan customers will also be able to take their inclusive allowance to Australia, Canada, Mexico, New Zealand and the USA.

Selected Max plan customers will also get EE's Annual Upgrade, see ee.co.uk/terms for full details.

BT Sport App

To use the App you'll need a compatible mobile phone containing an EE SIM card. The App is for personal, non-commercial use only. You must download and use the App on a device that uses the latest iOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content"). Before using the App, you must ensure that you or your household has a TV licence. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

Before downloading the App you must visit www.bt.com/eesport to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit www.bt.com/privacy for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here www.ee.co.uk/privacy-policy.

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit ee.co.uk/terms to read the latest version of our terms and conditions). Other terms apply, see ee.co.uk/btsportaddonterms.

PLAN PRICE GUIDE

For new and upgrading customers from 10 May 2017.

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	4GEE Max Plans*						
Data Allowance	3GB	8GB	15GB	25GB	40GB	60GB	100GB*
Price available	£27.99-£57.99	£32.99-£62.99	£37.99-£82.99	£42.99-£87.99	£47.99-£92.99	£47.99-£92.99	£67.99-£97.99
Allowance	3GB data unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ . Plus you get access to the BT Sport app and access to our fastest 4G speeds.	8GB data unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ . Plus you get access to the BT Sport app and access to our fastest 4G speeds.	15GB data unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ . Plus you get access to the BT Sport app and access to our fastest 4G speeds.	25GB data unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ (50GB fair usage policy applies). Plus you get access to the BT Sport app and access to our fastest 4G speeds.	40GB data unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ (50GB fair usage policy applies). Plus you get access to the BT Sport app and access to our fastest 4G speeds.	60GB data unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ (50GB fair usage policy applies). Plus you get access to the BT Sport app and access to our fastest 4G speeds.	100GB data unlimited minutes and unlimited texts in the UK and when roaming in the EU & selected countries ¹ (50GB fair usage policy applies). Plus you get access to the BT Sport app and access to our fastest 4G speeds.

Plan Type	4GEE Plans			
Data Allowance	1GB	2GB	5GB	10GB
Price available	£22.99-£47.99	£22.99-£52.99	£27.99-£57.99	£32.99-£67.99
Allowance	1GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹	1GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹	1GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹	1GB data in the UK at up to 60mbps speeds. Unlimited minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹

Plan Type	4GEE Essential Plans			
Data Allowance	300MB	500MB	1GB	2GB
Price available	£10.99-£18.99	£10.99-£40.49	£14.99-£45.49	£16.99-£50.49
Allowance	300MB data in the UK at up to 60mbps speeds. 300 minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹	500MB data in the UK at up to 60mbps speeds. 500 minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹	1GB data in the UK at up to 60mbps speeds. 750 minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹	2GB data in the UK at up to 60mbps speeds. 1000 minutes, unlimited texts in the UK. Plus use you minutes, text and data when roaming in the EU ¹

*Annual Upgrade available on selected phones and selected 4GEE Max plans.

** 100GB plans available on promotion only on selected phones

Included in Allowances?			
Service Type	4GEE Essential Plans (24months)	4GEE Plans (24months)	4GEE Max Plans (24months)
Calls to UK mobile numbers	✓	✓	✓
Calls to certain MVNO numbers ³	✗	✗	✗
Calls to landlines (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✓	✓	✓
Calls to Freephone (080) & (116) ^{4,5}	✗	✗	✗
Calls to 08 & 09 numbers	✗	✗	✗
Calls to 084 and 087 numbers	✗	✗	✗
Calls to numbers starting in 0500	✗	✗	✗
Calls to retrieve voicemail	✓	✓	✓
Text messages to UK mobile numbers ⁵	✓	✓	✓
Text messages to certain MVNO numbers ^{3,5}	✗	✗	✗
Picture messages	✗	✗	✗
BT Sport app	✗	✗	✓
Calls to Customer Services (During Normal working hours)	✓	✓	✓
Calls to Customer Services (During Extended Working Hours) ⁶	✓	✓	✓
Calls divert ⁷	✓	✓	✓
Calls & texts to UK mobiles and landlines when roaming in one of countries listed below ^{1,8}	✓	✓	✓
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 4GEE Max Plan only Destinations: Australia, Canada, Mexico, New Zealand, USA			
Calls and texts to mobiles and landlines within the countries listed below when roaming in those countries ^{1,8}		✓	✓
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 4GEE Max Plan only Destinations: Australia, Canada, Mexico, New Zealand, USA			

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

- Inclusive calls and texts in certain destinations as listed in the table above.
- A one minute minimum call charge applies. Thereafter calls are charged on a per minute basis.
- Your inclusive minutes and texts are from the UK to UK mobile networks, voicemail, and numbers beginning 01, 02 and 03. 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.
- 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.
- Applies to messages sent from your phone or via the EE website, ee.co.uk.
- 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."
- 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.
- 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.

PLAN PRICE GUIDE

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 subcategories 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
- Many phones automatically convert some text messages into picture messages. If your price plan doesn't provide you with an allowance of inclusive picture messages, you'll be charged in accordance with this Price Guide. Text messages can convert to picture messages where: your text includes a non-standard smiley or symbol such as an emoticon or emoji; your text is sent to an email address rather than a phone number; you're sending a group text message; your text exceeds the character limit ; or you add text to the subject field. This conversion is beyond our control but you can help prevent this from happening by updating the software used on your device. See our website for more information.
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

The Plan Price Guide and Non-Standard Price Guide PDF documents set out the costs of our services. Where a price given elsewhere (for example an article on our Help pages) is different to the price stated in the Price Guide or Non-Standard Price Guide PDFs, the price in the PDF guides shall take precedence.

X17D24M01	X17D24M11	X17B24M27	X17B24M25	X17C24M19	X17F24M58	X17F24M66
X17D24M02	X17A24M08	X17B24M02	X17B24M26	X17C24M20	X17F24M59	X17F24M67
X17A24M01	X17A24M22	X17B24M03	X17C24M01	X17C24M21	X17F24M60	X17F24M68
X17D24M20	X17A24M09	X17B24M04	X17C24M02	X17F24M52	X16S12S04	X17F24M69
X17A24M20	X17A24M10	X17B24M05	X17C24M03	X17F24M53	X17C24M29	X17F24M70
X17A24M02	X17A24M11	X17E24M06	X17C24M04	X17F24M54	X17C24M30	X17F24M71
X17D24M03	X17A24M12	X17B24M06	X17C24M05	X17F24M55	X17C24M31	X17F24M72
X17D24M04	X17D24M13	X17B24M07	X17C24M06	X17F24M56	X17C24M32	
X17D24M05	X17D24M14	X17B24M08	X17C24M07	X17F24M57	X17C24M33	
X17D24M06	X17D24M15	X17B24M09	X17C24M08	X17C24M22	X17C24M34	
X17D24M07	X17A24M13	X17B24M10	X17C24M09	X17C24M23	X17C24M35	
X17A24M03	X17A24M14	X17B24M11	X17C24M10	X17C24M24	X17C24M36	
X17A24M21	X17A24M15	X17E24M13	X17C24M11	X17C24M25	X17C24M44	
X17A24M04	X17D24M16	X17B24M28	X17C24M12	X17C24M26	X17C24M45	
X17A24M05	X17A24M16	X17B24M19	X17C24M13	X17C24M27	X17C24M46	
X17A24M06	X17D24M17	X17B24M20	X17C24M14	X17C24M28	X17C24M47	
X17A24M07	X17A24M17	X17B24M21	X17C24M15	X17C24M40	X17C24M48	
X17D24M08	X17D24M18	X17B24M22	X17C24M16	X17C24M41	X17F24M62	
X17D24M09	X17A24M18	X17B24M23	X17C24M17	X17C24M42	X17F24M63	
X17D24M10	X17B24M01	X17B24M24	X17C24M18	X17C24M43	X17F24M61	

