



# NON-STANDARD PRICE GUIDE FOR EE SMALL BUSINESS

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Price for additional out-of-bundle calls & texts that are not included in your price plan and the add-ons you can buy to avoid these charges.

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## Points to note

### UK VAT

**As of October 2012**, VAT is charged at 20%. If the rate is increased the amount that you pay will automatically be increased by an equivalent amount (meaning that the amount in the inc. VAT column of our charges table will be revised upwards to reflect the rate increase). 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. Customers should look at the travelling section within this document for the minimum call charge for travelling calls.

### Annual Price Increases

**If you joined or upgraded prior to 2<sup>nd</sup> of September 2024**, (unless otherwise stated), your eligible add-ons and eligible out of bundle charges will increase (rounded up to the nearest whole pence) on or after 31st March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%.

**If you joined or upgraded from 2<sup>nd</sup> of September 2024** all out of bundle charges will increase on 31st March every year by 5%.

Please note the cost of other services you take from us may increase or decrease while you're an EE customer. Add to plan accessories and device insurance are excluded from the above increases.

The following prices will **NOT** increase each year either by the Consumer Price Index rate of inflation published in January plus 3.9% or by 5% (although these prices may increase from time to time):

- Service Charges.
- International operator assistance (155)
- Speaking clock (123)
- Paging Services (076)
- Bypass services
- Calls to numbers starting 00800
- Calls to numbers starting in 05 (including 0500)
- Calls to Customer services
- Entertainment add-ons (for example Apple TV and Amazon Prime)
- Add to plan
- Insurance
- Regulated rates (e.g. 070 numbers)
- Text relay

## UK SERVICES

### Calling and texting within the UK

All prices listed in this table are charged per minute or per message and excl. VAT.

Service type	Cost (excl. VAT)
<b>Calls and texts to standard numbers:</b>	
Calls to UK & EU mobiles	66p
Calls to UK <sup>1</sup> & EU landlines regional landlines	66p
Calls to MVNO numbers <sup>2</sup>	66p
EE Group call <sup>3</sup>	66p
Calls to retrieve voice mail	66p
Calls to customer services	Free
Text messages to UK & EU mobiles	43p
Text messages to UK & EU landlines	12p
Picture messages to UK & EU mobiles	66p
UK & EU data (applies to Business Connect only) <sup>4,7</sup>	1.6p per MB
<b>Calls and texts to non-standard number prefixed by:</b>	
Premium Rate Services (09) <sup>5</sup>	66p
Directory Enquiry Services (118) <sup>5</sup>	66p
Non-Geographic numbers (084 & 087) <sup>5</sup>	66p
Personal Numbering (070) <sup>6,7</sup>	4.7p
International Freephone (00800)	£0.08
Radio paging (076) <sup>7</sup>	46p
Text messages to Radio paging (076) <sup>7</sup>	13p
Bypass services via (077) <sup>7,8</sup>	46p
05 (including 0500) <sup>7</sup>	46p
Multimedia services <sup>6,7</sup>	From 63p to £2.50
Speaking clock (123) <sup>7</sup>	33p
International Operator assistance (155) <sup>7</sup>	£1.28
0800, 0808, 116	Free
Emergency calls (999, 112) <sup>9</sup>	Free
Non-emergency NHS (111) <sup>9</sup>	Free
Non-emergency police (101) <sup>9</sup>	Free
Blind and disable directory enquiries (195) <sup>9</sup>	Free
Access to RNID Typetalk™ via BT RelayAssist <sup>9</sup>	Free
Charity & Helpline Services <sup>7,9,10</sup>	Free
<b>ByPass Services via 29 xx pp Shortcodes:<sup>7,11</sup></b>	
29 03 00 to 99	2.5p
29 25 00 to 999	20.8p

#### References

- Numbers starting with 01, 02 or 03 excluding Jersey, Guernsey, Isle of Man and Republic of Ireland) and EU
- 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 below 'Points to Note' for more information.
- For EE Group Call description see below 'Points to Note'.
- For data roaming outside our Europe Zone see below 'Data add-ons for travelling outside our Europe Zone' in our 'Roaming Services' section. Only payable if you opt out the 'Roaming data add-ons'.
- These calls will also have an additional Service Charge. Details on Service Charges can be found at: [www.ee.co.uk/ukcalling](http://www.ee.co.uk/ukcalling).
- Price vary by service, for more details please refer to the Help section of our website at [www.ee.co.uk](http://www.ee.co.uk)
- This price will not increase each year by the annual percentage increase. This price may increase from time to time.

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8. Bypass Services via 07744, 07755, 0775522, 0775533, 0775544, 0775555, 0775520, 0775530.
  9. Calls will not be deducted from your inclusive allowance.
  10. Calls to some charity & helpline services are free. Please refer to the Help section of our website at [www.ee.co.uk](http://www.ee.co.uk) for a full list.
  11. The pp digits indicate the price (inc. VAT) in pence per minute and the xx indicates the last two dialling numbers of the specific number

## 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 an IDD call (International Direct Dial)

## What's a UK landline or a local/national call?

This is a call made within the UK to a UK number beginning with 01, 02 or 03.

## What's a UK mobile call?

This is a call made within the UK to a mobile number allocated to the national UK GSM cellular network operators and many of the mobile virtual network operators ('MVNOs'). There are some newer networks who have a telephone number starting with 07 but which aren't treated as a UK mobile call for the purpose of inclusive allowances. Once we become aware of these newer networks and their number ranges, we'll try to make sure that calls to those numbers are included in your allowance. This may not always be possible and at the moment there are 13 number ranges that are not included in your allowance. These include: 079112, 078920, 078931, 079788, 077211, 077856, 075594, 074088, 074067, 074187, 074189, 074182, 074409. That means that if you call one of those numbers, that call won't come out of your inclusive allowance, and you'll be charged your price plan's rate for a call to a UK mobile. As networks like these change from time to time, please contact us if you would like to check a particular number before dialling it from your EE phone. Personal numbers that begin with 070, are not included in allowances.

## Call Return

You can return a call directly from your voicemail just by selecting '#' once you've finished listening to a voicemail message.

Roaming rates apply when accessing your voicemail service whilst abroad. Standard rates apply when using Call Return whilst abroad.

## Call Divert

Call divert is a feature which lets you divert your incoming calls to a different number. Calls diverted from your number are included in your allowances where the diverted to number would have ordinarily been included in your allowance. Standard call rates apply to calls diverted to outside of allowance calls.

## Calling into CS

You can call into our Customer Services by dialling 150 from your handset or from a UK landline - call 0845 412 5000 (When calling this number from your EE mobile you will be charged EE's Access Charge of 66p per minute plus a service charge of 6p per minute (excl. VAT). When calling from a landline you will be charged this service charge plus the applicable access charge. If you're calling from abroad call +44 7953 966 150.

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## Group Voice Messaging

Send one voicemail message to up to 20 EE friends at once.

## EE Group Call

EE Group Call is a conference call hosting service that enables up to 20 callers to conference into one call.

The group organiser will need to choose a conference ID. This can be any 6-digit number, for improved security we suggest avoiding numbers like 111111 or 123456. Conference ID's can be longer than 6 digits if desired. Participants dial into EE Group call at the agreed date and time of the call and enter the conference ID when prompted. These calls are included as part of your voice allowance.

## Text messages to Third Party short codes (Information Services)

Charges are set by and vary depending on the Third-Party service provider and are excluded from allowances and bundles. **Roaming charges may apply.**

## 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.

## Text Relay Services

All prices listed in this table are charged per minute or per message and excl. VAT.

Prefix	Number Dialed or prefixed by:	Cost (excl. VAT)
18000	Direct access to the 999/112 (Emergency Services)	Free
18001	UK Landline (01, 02, 03)	Free
	UK Mobile (07)	
	05	
	0800/0808	
	Personal numbering (070) <sup>2</sup>	4.7p
	Radio Paging (076) <sup>2</sup>	46p
	Premium Rate Services (09) <sup>1</sup>	66p
	Directory enquiries (118) <sup>1</sup>	66p
	Non-Geographic numbers (084 & 087) <sup>1</sup>	66p
	Charity Helplines (116)	Free
	Customer services (150)	
	Disability directory (195)	
	Non-emergency NHS (111)	
	Non-emergency police (101)	
	Electricity helpline (105)	
18002	UK landline (01, 02, 03)	Free
	UK Mobile (07)	
	Personal Numbering (070) <sup>2</sup>	4.7p
	Radio Paging (076) <sup>2</sup>	46p

### References

1. These calls will also have an additional Service Charge. Details on Service Charges can be found at [www.ee.co.uk/ukcalling](http://www.ee.co.uk/ukcalling).
2. This price will not increase each year by the annual percentage increase. This price may increase from time to time.

## Other Service Charges

Service Charge	Cost (excl. VAT)
Replacement physical SIM card	£1.25
Replacement eSIM	£0.50
Changing your phone number	£29.78
Online billing <sup>1</sup>	Free
Itemised Paper Bill	£4.00 per account per month
Itemised Online Bill	£1.67 per account per month
Bill re-issue	£2.13 per bill
Reconnection	£20.00
Unlock mobile phone for use on another compatible network	Free
Memorable number <sup>2</sup>	Prices available on request
Payment failure – cheques, credit cards and direct debit	£4.17 per failure
Late payment – a charge for paying your bill late in any one month	£4.17 per payment

### References

1. You will need to sign-up for My EE to access your free on-line bill.
2. The memorable number will remain our property unless a PAC code in relation to the memorable number is issued and used. The memorable number will be allocated to your SIM card. You may not sell or transfer the memorable number to anyone else without our consent. If you do, try to sell or transfer the memorable number without our consent you will lose all rights to use the memorable number and you will not be able to obtain any further memorable numbers from us in future. If you leave EE, you may take your memorable number with you only upon the issue to you of a PAC code. You cannot obtain a memorable number if your account is in arrears. Unless a PAC code has been issued and has been used, upon termination of your service agreement with us for any reason, you will lose all rights to use the memorable number. We can change or withdraw a memorable number if we have a good reason, for instance, a legal reason or where we are required to do so by Ofcom or any other regulatory body. We will endeavour to give you reasonable notice if we have to do this. If you leave EE, or if we change or withdraw your memorable number for any reason, you will not be able to claim a refund of the one-off premium paid to us.

## INTERNATIONAL SERVICES

### Calling and texting abroad from the UK

All prices listed in this table are charged per minute or per message and excl. VAT.

Zone	Destinations	Calls to mobile and landlines	Calls to Premium services <sup>4</sup>	Text Messages	Picture Messages	Texts to premium services
Zone 1 & 2	Europe Zone <sup>1</sup>	£1.82	£4.30	43p	66p	£2.94
Zone 3	Canada, USA and US Virgin Islands	£2.45	£4.30	43p	66p	£2.94
Zone 4	Australia and New Zealand	£2.45	£4.30	43p	66p	£2.94
Zone 5	Rest of World <sup>2,3</sup>	£2.45	£4.30	43p	66p	£2.94
Zone 6	Andorra and Faroe Islands	£1.82	£4.30	43p	66p	£2.94
Satellite Zone	Satellite	£6.15	N/A	43p	N/A	N/A

#### References

**1. Europe Zone:** Austria, Belgium, Bulgaria, Comoros, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Reunion, Romania, Saint Barthelemy, Saint Martin, San Marino, Slovak Republic, Slovenia, Spain, Sweden, Switzerland, Vatican City (Italy)

**2. Rest of World:** Afghanistan, Albania, Algeria, Angola, Anguilla, Antarctica, Antigua & Barbuda, Argentina, Armenia, Aruba, Ascension, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia & Herzegovina, Botswana, Brazil, British Indian Ocean Territory, British Virgin Islands, Brunei Darussalam, Burkina Faso, Burundi, Cambodia, Cameroon, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Cook, Colombia, Comoros, Congo, Congo (Dem Rep of), Costa Rica, Cote d'Ivoire, Cuba, Diego Garcia, Djibouti, Dominica, Dominican Rep, Dutch Antilles, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Falkland Islands, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea Bissau, Guyana, Honduras, Haiti, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia<sup>2</sup>, Libya, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Mauritania, Mauritius, Marshall Islands, Mexico, Micronesia, Moldova, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, New Caledonia, Nicaragua, Niger, Nigeria, Niue, North Korea, Oman, Pakistan, Palau, Palestinian Authority, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Samoa, Sao Tome & Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, Saint Helena, Saint Kitts & Nevis, Saint Lucia, Saint Pierre & Miquelon, Saint Vincent & the Grenadines, Sudan, Suriname, Swaziland, Syria, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey (inc. Northern Cyprus), Turkmenistan, Turks and Caicos Islands, Tuvalu, Uganda, Ukraine, United Arab Emirates, Uruguay, Uzbekistan, Vanuatu, Vatican City, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe

**3.** Calls to Cuba, Liberia and North Korea are currently barred.

**4.** A pre call announcement will be played prior to connecting your call to an International Premium Service



## Add-ons for calling and texting abroad from the UK

Go to My EE account or call customers services on 150 to purchase add-ons for calling and texting abroad from the UK.

Add-on type	Minimum term	Cost (excl. VAT)
IDD EU Voice 50: 50 minutes of calls from UK to EU countries <sup>1</sup>	30 days	£3.68
IDD EU Voice 100: 100 minutes of calls from UK to EU countries <sup>1</sup>	30 days	£5.90
IDD EU Voice 250: 250 minutes of calls from UK to EU countries <sup>1</sup>	30 days	£13.29
USA & Canada Voice 500: 500 minutes to call USA & Canada from the UK	30 days	£7.38
IDD ROW Voice 50: 50 minutes to call Rest of World Zone countries from the UK <sup>2</sup>	30 days	£5.89
IDD ROW Voice 100: 100 minutes to call Rest of World Zone countries from the UK <sup>2</sup>	30 days	£11.83
IDD ROW Voice 250: 250 minutes to call Rest of World Zone countries from the UK <sup>2</sup>	30 days	£26.62
Ireland Business Extra: Unlimited Calls & Texts to Republic of Ireland from the UK <sup>3</sup>	30 days	£7.38

### References

**1. Europe Zone countries:** Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, French Guiana, France, Germany, Gibraltar, Greece, Guadeloupe, Holland, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Norway, Poland, Portugal, Reunion Island, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City (Italy).

**2. Rest of World IDD Countries:** Antigua & Barbuda, Australia, Bahrain, Bangladesh, Barbados, Bermuda, China, Colombia, Dominican Republic, Egypt, Hong Kong, India, Indonesia, Jamaica, Kenya, Kuwait, Malaysia, Mauritius, New Zealand, Nigeria, Oman, Pakistan, Philippines, Qatar, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, St Lucia, Taiwan, Thailand, Trinidad & Tobago, Turkey, UAE, Ukraine, and Vietnam.

3. For customers in Norther Ireland. Registered account address in Northern Ireland with a postcode prefixed with 'BT' required.

### Allowances and options

a) International add-ons give you an allowance to call and text from UK to standard mobile and landline numbers abroad except for calls to premium numbers and satellite.

b) For International add-ons with an option to use allowance while Roaming abroad, inclusive calls and texts are to standard mobile and landline numbers within relevant countries and do not include calls to premium rate, non-geographic or other non-standard numbers which are charged at standard roaming rates.

c) Multiple allowances can be purchased.

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d) The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill. You will receive the full allowance from the point the allowance is added.

e) Unless we tell you otherwise, your allowance from an add-on will last for 30 days. If you buy a monthly recurring add-on, the monthly charge will continue until you ask our customer service agent to cancel. Remember, if you decide to cancel your add-on you'll have to give us 30 days' notice. The Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle.

f) Bill Charges: Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

g) Terms apply to International add-ons as set out in the 'Terms Applying to All Subscription Options' section of our price guide. To see these terms, go to [business.ee.co.uk/terms](https://business.ee.co.uk/terms), then 'Small Business terms' and then 'EE price guide for Small Business'.

## ROAMING SERVICES

### Roaming in our Europe Zone

**If your plan started before 27 October 2021 or you've taken a Business Connect plan**, you can use your minutes, texts, and data allowance when in our European roaming zone at no extra cost.

**If your plan started on or after 27 October 2021**, there's now a daily charge for using your phone in our Europe Zone. You can use your mobile in our Europe Zone for a fixed daily payment of £2.26. Here's how the charges work:

You don't need to do anything to opt in — if you use your mobile, you'll be charged £2.26 for that day, and if you don't, you won't.

Your allowances work just like at home — and you can buy more data if you need to.

#### **Are there other options to paying a daily roaming charge?**

If you have a plan with Inclusive Extras (Smart Plans and Full Works Plans), you've two options. Choose our Roam Abroad Inclusive Extra or take a £11.33 Roam Abroad Monthly Pass at any time and you won't have to pay the £2.26 daily charge in the EU. Roam Abroad Inclusive Extra and £11.33 Roam Abroad Monthly Pass gives you access to use your plan's minutes, texts, and data allowance while in EU, USA, Canada, Mexico, Australia, New Zealand, China & South Africa. So, using your mobile in any of the destinations covered will cost the same as it does at home. You can select the Roam Abroad Inclusive Extra by texting PICK to 150.

#### **What about the Republic of Ireland?**

Calls, texts, and data when in the UK and Republic of Ireland are included within your allowance. You can use your minutes & texts when in the UK and Republic of Ireland 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).

#### **Countries of our Europe Zone**

Europe Zone countries: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus (excludes northern Cyprus), Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, 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 the Vatican City (Italy).

## Calling and texting while travelling abroad

When you run out of your allowance, it costs the same to call and text within our Europe Roaming Zone (and back to the UK) as it does in the UK. Other charges apply for calling and texting from our Europe Zone to countries outside our Europe Zone (see below for details of these charges). Note that calls and texts to non-standard numbers (e.g. premium, non-geographic, directory enquires. etc.) might not be available in some countries. Any undelivered text messages will be charged at the standard rate for your price plan.

**All prices listed in this table are charged per minute or per message and excl. VAT.**

Zone (you are in)	Destinations	Calls within my zone, to EU and back to UK	Calls outside my zone (excl. EU and UK)	Receiving a call	Sending a text message	Sending a picture message
Zone 1 & 2	Europe Zone <sup>1</sup>	66p	£2.94	Free	43p *	66p
Zone 3	Andorra and Faroe Islands	£1.47	£2.94	£1.47	94p	66p
Zone 4	USA and Canada	£1.98	£2.94	£1.47	94p	66p
Zone 5	Australia and New Zealand	£2.20	£2.94	£1.47	94p	66p
Zone 6	Rest of the World <sup>2</sup>	£2.42	£2.94	£2.20	94p	66p
Zone 7	Maritime (Ships & Ferries) and Satellite	£2.94	£2.94	£2.94	94p	66p
Zone 8	Rest of the World Exceptional <sup>3</sup>	£3.68	£3.68	£3.68	£1.47	66p
Zone 9	Planes	£3.68	£3.68	£3.68	£1.47	66p

**\*Sending a text message from EU Zones 1 & 2 to ROW Zones 3 - 9 costs 94p**

### References

**1. Europe Zone:** Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Lithuania, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, 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 Europe roaming Zone.

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**2. Rest of the World:** Albania, Afghanistan, Algeria, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Azerbaijan, Bahrain, Bangladesh, Barbados, Belarus, Belize, Bermuda, Bhutan, Bolivia, Bosnia- Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei, Burkina Faso, Burundi, Cayman islands, Cambodia, Cameroon, Central Africa, Chile, China, Colombia, Costa Rica, Comoros, Cook Islands, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Ethiopia, Fiji, French Polynesia, Gabon, Gambia, Georgia, Ghana, Greenland, Grenada, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, India, Indonesia, Iran, Iraq, Israel, Ivory coast, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kosovo, Kyrgyz Republic, Lebanon, Lesotho, Liberia, Libya, Macao, Macedonia, Madagascar, Malawi, Malaysia, Mali, Marshall Islands, Mauritania, Mauritius, Mexico, Micronesia, Moldova, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Netherlands Antilles, Nepal, New Caledonia, North Korea, Nicaragua, Niger, Nigeria, Niue, Oman, Pakistan, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Puerto Rico, Qatar, Russia, Rwanda, Saint Helena, Ascension and Tristan da Cunha, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, Sao Tome and Principe, Saudi Arabia, The Seychelles, Senegal, Serbia, Sierra Leone, Singapore, Solomon Islands, Somalia, South Africa, South Korea, South Sudan, Sri Lanka, Sudan, Suriname, Swaziland, Syria, Taiwan, Tanzania, Thailand, Turks and Caicos Islands, UAE, Togo, Tonga, Trinidad & Tobago, Turkey, Tuvalu, Uganda, Ukraine, Uruguay, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe

**3. Rest of World Exceptional:** Benin, Bahamas, Cuba, Cape Verde, Chad, Congo, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan and Uzbekistan).

### Calls whilst Roaming

- a) Standard roaming rates apply when calling into your voicemail service whilst abroad.
- b) For further details on call costs whilst roaming please refer to the Help section of our website, [www.ee.co.uk](http://www.ee.co.uk).
- c) If you connect to a local WiFi service on your mobile phone while you're abroad, you won't use any of your Data Roaming add-on while you're using it. Charges for using WiFi will be made by the local provider.

## Add-ons for travelling within the UK and our Europe Zone

If you run out of your allowance, it costs the same to buy add-ons in our Europe Zone as it does in the UK. Just go to My EE account or call customers services on 150 to purchase add-ons.

Add-on type	Minimum term	Cost (excl. VAT)
<b>One-off data passes</b>		
250MB pass <sup>1</sup>	30 days	£7.39
500MB pass <sup>1</sup> (UK and Ireland Only)	30 days	£7.39
500MB pass <sup>1</sup>	30 days	£8.88
1GB pass <sup>1</sup>	30 days	£14.79
2GB pass <sup>1</sup> (UK and Ireland Only)	30 days	£14.79
2GB pass <sup>1</sup>	30 days	£19.22
4GB pass <sup>1</sup> (UK and Ireland Only)	30 days	£22.19
4GB pass <sup>1</sup>	30 days	£26.62
8GB pass <sup>1</sup>	30 days	£36.99
12GB pass <sup>1</sup>	30 days	£59.18
20GB pass <sup>1</sup>	30 days	£67.71
30GB pass <sup>1</sup>	30 days	£81.25
50GB pass <sup>1</sup>	30 days	£108.34
Unlimited pass <sup>1</sup>	30 days	£177.63
<b>One-off 5G data passes (Accessible with 5G Price Plans ONLY)</b>		
1GB 5G pass <sup>1</sup>	30 days	£7.39
2GB 5G pass <sup>1</sup>	30 days	£11.08
5GB 5G pass <sup>1</sup>	30 days	£14.79
10GB 5G pass <sup>1</sup>	30 days	£29.58
20GB 5G pass <sup>1</sup>	30 days	£44.40
30GB 5G pass <sup>1</sup>	30 days	£59.18
50GB 5G pass <sup>1</sup>	30 days	£88.82
100GB 5G pass <sup>1</sup>	30 days	£103.62
<b>Recurring data passes</b>		
1GB pass <sup>2</sup>	Recurring	£6.13
2GB pass <sup>2</sup>	Recurring	£9.83
5GB pass <sup>2</sup>	Recurring	£12.28
10GB pass <sup>2</sup>	Recurring	£15.99
20GB pass <sup>2</sup>	Recurring	£24.63
Unlimited pass <sup>3</sup>	Recurring	£29.47
<b>Time-based data passes</b>		
Unlimited pass <sup>4</sup>	24 hours	£3.52
Unlimited pass <sup>4</sup>	7 days	£23.59
<b>Calls, texts and data bundles</b>		
Unlimited UK & EU Picture Messages <sup>5</sup>	30 days	£4.00
200 UK minutes to UK 084 & 087 numbers <sup>6</sup>	30 days	£7.03
Roam abroad pass: Access to use domestic minutes, text and data allowances whilst roaming in the EU and 7 ROW destinations <sup>7</sup>	30 days	£11.33

## References

1. Valid until the end of your billing cycle. Any remaining allowance in your tariff plan will be used first. The cost will appear in your next bill. When you run out of data allowance, data add-ons may be purchased via your device. Any data add-ons added part way through your billing cycle will be charged at the full price and will give you the full allowance from the point the data add-on is added. Any unused data will be lost at the end of your billing cycle.
2. Available on selected pay monthly plans. Allowances last until end of current bill cycle or until used up, whichever comes first. These automatically renew on your next bill date unless you cancel. Text STOP and the name of your add-on (e.g. STOP 1GB ADD-ON) to 150 at any time and it won't restart on your bill date. Cost of the add-on is added to your next bill, then each month until you cancel. The monthly cost of the add-on is NOT pro-rated. Unused data does not roll over. Any data add-on allowance (except for unlimited, see below) will be added to the giftable allowance.
3. Available on selected pay monthly plans. These last 30 days and automatically restart on your next bill date unless you cancel. Text STOP and the name of your add-on (e.g. STOP UNLIMITED ADD-ON) to 150 at any time and it won't restart on your bill date. Cost of the add-on is added to your next bill, then each month until you cancel. The monthly cost of the add-on is NOT pro-rated. 50GB fair use policy applies outside UK.
4. These add-ons have a set duration of either 24 hours or 7 days. The time starts the moment you buy it. Any remaining allowance data will be used first. The cost will appear on your next bill. Data in these passes can't be gifted. These passes will remain in your account until the end of the duration.
5. Picture Message add-on: you will be charged the full charge if you send a Picture Message and thereafter you will have unlimited usage for the remainder of your billing cycle.
6. If you add this add-on part way through your billing cycle you will be charged at a pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the bundle is added. The allowances will be provided on a recurring 30-day basis (unless otherwise stated) until removed from your account.
7. Monthly recurring add-on that enables access to use domestic plan's minutes, texts, and data allowance whilst roaming in the Europe Zone (see above 'Calling and texting while travelling abroad' for Europe Zone country details) and 7 Rest of the World destinations: USA, Canada, Mexico, Australia, New Zealand, China and South Africa. Could be removed after first 30 days.

## Allowances and options

- a) Inclusive calls are to standard mobile and landline numbers within relevant countries and do not include calls to premium rate, non-geographic or other non-standard numbers which are charged at standard roaming rates.
- b) Multiple allowances can be purchased.
- c) The allowance(s) will be applied to your account from midnight of the day of your request. The first monthly charge will be pro-rated to the date of your next monthly bill, and thereafter the full monthly charge(s) will be applied on each monthly bill. You will receive the full allowance from the point the allowance is added.
- d) Unless we tell you otherwise, your allowance from an add-on will last for 30 days. If you buy a monthly recurring add-on, the monthly charge will continue until you ask our customer service agent to cancel. Remember, if you decide to cancel your add-on you'll have to give us 30 days' notice. The Monthly allowances used are calculated at approximately midnight on the final day of the customers billing cycle.
- e) Bill Charges: Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

## Add-ons for travelling outside of Europe Zone

Add-on type	Minimum term	Cost (excl. VAT)
Roam abroad pass: Access to use domestic minutes, text and data allowances whilst roaming in the EU and 7 ROW destinations <sup>1</sup>	30 days	£11.33
Business Daily Passport: Unlimited calls & texts and 1GB data <sup>2</sup>	1 day	£8.88

World Daily Passport: Unlimited calls & texts and 1GB data <sup>3</sup>	1 day	£11.08
Business Monthly Passport: Unlimited calls & texts and 10GB data <sup>2</sup>	12 months	£44.39
World Monthly Passport: Unlimited calls & texts and 10GB data <sup>3</sup>	12 months	£66.60

## References

1. Monthly recurring add-on that enables access to use domestic plan's minutes, texts, and data allowance whilst roaming in the Europe Zone (see above 'Calling and texting while travelling abroad' for Europe Zone country details) and 7 Rest of the World destinations: USA, Canada, Mexico, Australia, New Zealand, China and South Africa. Could be removed after first 30 days.
2. **Business Passport countries:** Australia, Canada, China, India, Israel, New Zealand, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA. You opt-in to Business Daily Passport by texting PASSPORT to 150, or by calling 150 on your phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm when it has been added.
3. **World Passport countries:** Albania, Argentina, Armenia, Australia, Bahrain, Bangladesh, Barbados, Belize, Bermuda, Bosnia & Herzegovina, Brazil, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, Georgia, Ghana, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Kuwait, Macedonia, Malaysia, Mexico, Moldova, Montenegro, Morocco, New Zealand, Nicaragua, Nigeria, Oman, Pakistan, Peru, Philippines, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Taiwan, Thailand, Turkey, Ukraine, United Arab Emirates, USA, Uruguay, Venezuela. You opt-in to World Daily passport by texting WORLD PASSPORT to 150, or by calling 150 on your phone. Monthly recurring roaming passports can be added by calling 150 on your phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm when it has been added.

## Allowances and options

- a) Inclusive calls are to standard mobile and landline numbers within relevant countries and do not include calls to premium rate, non-geographic or other non-standard numbers which are charged at standard roaming rates.
- b) Multiple allowances can be purchased.
- c) Bill Charges: Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.
- f) Roaming bundle rates only apply when you use your device outside the United Kingdom.
- f) Terms apply to Roaming add-ons as set out in the 'Terms Applying to All Subscription Options' section of our price guide. To see these terms, go to [business.ee.co.uk/terms](https://business.ee.co.uk/terms), then 'Small Business terms' and then 'EE price guide for Small Business'

## Data add-ons for travelling outside our Europe Zone

Data add-on type (all charges are excl. VAT)														
Zone A <sup>1</sup>			Zone B <sup>2</sup>			Zone C <sup>3</sup>			Zone D <sup>4</sup>			Zone E <sup>5</sup>		
MB	Term	Cost	MB	Term	Cost	MB	Term	Cost	MB	Term	Cost	MB	Term	Cost

40	1d	£5.90	20	1d	£7.39	10	1d	£7.39	5	1d	£7.39	5	1d	£44.39
100	1d	£10.36	45	1d	£14.79	22	1d	£14.79	11	1d	£14.79	10	1d	£81.41
250	7d	£29.59	90	7d	£29.59	40	7d	£29.59	20	7d	£29.59			
750	7d	£59.19	200	7d	£59.19	100	7d	£59.19	45	7d	£59.19			
2GB	12m	£148.03												

## References

**1. Zone A:** Andorra, Armenia, Australia, Canada, China, Dominican Republic, Hong Kong, India, Israel, Japan, Malaysia, Mexico, Moldova, New Zealand, Peru, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA

**2. Zone B:** Albania, Algeria, Anguilla, Antigua and Barbuda, Argentina, Bahamas, Bahrain, Barbados, Bermuda, Brazil, Cambodia, Cayman Islands, Columbia, Dominica, Ecuador, Greenland, Grenada, Indonesia, Jamaica, Kenya, Kuwait, Macedonia, Montserrat, Nicaragua, Nigeria, Oman, Philippines, Saint Kitts and Nevis, Saint Lucia, Saudi Arabia, South Korea, Sri Lanka, St. Vincent & The Grenadines, Taiwan, Trinidad and Tobago, Turks and Caicos Islands, Ukraine, United Arab Emirates

**3. Zone C:** Benin, Botswana, Egypt, Gabon, Guinee, Honduras, Ivory Coast, Jordan, Madagascar, Mali, Mauritius, Mongolia, Montenegro, Morocco, Panama, Senegal, Serbia, Sudan, Tanzania, Zambia

**4. Zone D:** Air and Maritime, Afghanistan, Angola, Aruba, Bangladesh, Belize, Bhutan, Bolivia, Bosnia and Herzegovina, Brunei Darussalam, Burkina Faso, Burundi, Cape Verde, Cameroon, Central African Republic, Chad, Chile, Congo (Democratic Republic of), Cook Islands, Costa Rica, Cuba, Curacao, Djibouti, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gambia, Georgia, Ghana, Guam, Guatemala, Guinea-Bissau, Guyana, Iran, Iraq, Kazakhstan, Kiribati, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Malawi, Mauritania, Micronesia, Mozambique, Myanmar, Namibia, Nepal, New Caledonia, Niger, Pakistan, Palau, Palestine, Papua New Guinea, Paraguay, Puerto Rico, Saint Pierre and Miquelon, Sao Tome and Principe, Sierra Leone, Somalia, Suriname, Swaziland, Syria, Tajikistan, Timor-Leste, Togo, Tonga, Tunisia, Turkmenistan, Uganda, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Virgin Islands British, Yemen, Zimbabwe

**5. Zone E:** Azerbaijan, Belarus, Maldives, Rwanda, Seychelles

## Allowance and options

- Add-on has a 12-month minimum commitment period and early termination fees will apply if it is cancelled within the first 12 months.
- After the 12-month period, the add-on will continue to be applied to the account on monthly basis until cancelled
- Some non-EU countries may be temporarily blocked from time to time.