



NON-STANDARD PRICE GUIDE FOR EE SMALL BUSINESS

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

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

From 1st of September 2020, (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%. This excludes add to plan accessories and device insurance. See ee.co.uk/increase for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

The following prices will **NOT** increase each year by the Consumer Price Index rate of inflation published in January plus 3.9% (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, Amazon Prime and BT Sport)
- Add to plan
- Insurance
- Regulated rates (eg. 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)
Calls and texts to standard numbers:	
Calls to UK & EU mobiles	52p
Calls to UK ¹ & EU landlines regional landlines	52p
Calls to MVNO numbers ²	52p
EE Group call ³	52p
Calls to retrieve voice mail	52p
Calls to customer services	Free
Text messages to UK & EU mobiles	34p
Text messages to UK & EU landlines	11p
Picture messages to UK & EU mobiles	52p
UK & EU data (applies to Business Connect only) ^{4,7}	1.6p per MB
Calls and texts to non-standard number prefixed by:	
Premium Rate Services (09) ⁵	52p
Directory Enquiry Services (118) ⁵	52p
Non-Geographic numbers (084 & 087) ⁵	52p
Personal Numbering (070) ^{6,7}	4.7p
Radio paging (076) ⁷	46p
Text messages to Radio paging (076) ⁷	13p
Bypass services via (077) ^{7,8}	46p
05 (including 0500) ⁷	46p
Multimedia services ^{6,7}	From 63p to £2.50
Speaking clock (123) ⁷	33p
International Operator assistance (155) ⁷	£1.28
0800, 0808, 116	Free
Emergency calls (999, 112) ⁹	Free
Non-emergency NHS (111) ⁹	Free
Non-emergency police (101) ⁹	Free
Blind and disable directory enquiries (195) ⁹	Free
Access to RNID Typetalk™ via BT RelayAssist ⁹	Free
Charity & Helpline Services ^{7,9,10}	Free
ByPass Services via 29 xx pp Shortcodes:^{7,11}	
29 03 00 to 99	2.5p
29 25 00 to 999	20.8p

References

1. Numbers starting with 01, 02 or 03 excluding Jersey, Guernsey, Isle of Man and Republic of Ireland) and EU
2. 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.
3. For EE Group Call description see below 'Points to Note'.
4. 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'.
5. These calls will also have an additional Service Charge. Details on Service Charges can be found at: www.ee.co.uk/ukcalling.
6. Price vary by service, for more details please refer to the Help section of our website at www.ee.co.uk
7. This price will not increase each year by the Consumer Price Index rate of inflation published in January plus 3.9%. This price may increase from time to time.
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 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 46p 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.

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 in to 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.

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) ²	4.7p
	Radio Paging (076) ²	46p
	Premium Rate Services (09) ¹	52p
	Directory enquiries (118) ¹	52p
	Non-Geographic numbers (084 & 087) ¹	52p
	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) ²	4.7p
	Radio Paging (076) ²	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.
2. This price will not increase each year by the Consumer Price Index rate of inflation published in January plus 3.9%. This price may increase from time to time.

Add-ons for calling, texting and using data within the UK

Go to My EE account or call customers services on 150 to purchase add-ons for calling, texting and using data within the UK.

Add-on type	Minimum term	Cost (excl. VAT)
One-off data passes		
250MB pass ¹	30 days	£2.84
1GB pass ¹	30 days	£7.42
2GB pass ¹	30 days	£9.69
5GB pass ¹	30 days	£14.27
10GB pass ¹	30 days	£18.84
Recurring data passes		
1GB pass ²	Recurring	£4.74
2GB pass ²	Recurring	£7.60
5GB pass ²	Recurring	£9.50
10GB pass ²	Recurring	£12.35
20GB pass ²	Recurring	£19.03
Unlimited pass ³	Recurring	£22.77
Time-based data passes		
Unlimited pass ⁴	24 hours	£2.73
Unlimited pass ⁴	7 days	£18.22
Voice and text bundles		
Unlimited UK & EU Picture Messages ^{5,6}	30 days	£4.55
200 UK minutes to UK 084 & 087 numbers ⁶	30 days	£5.70

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.

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.

Other Service Charges

Service Charge	Cost (ex. VAT)
Replacement physical SIM card	£1.25
Replacement eSIM	£0.50
Changing your phone number	£29.78
Online billing ¹	Free
Itemised Paper Bill	£1.67 per account per month
Bill re-issue	£2.13 per bill
Reconnection	£20
Unlock mobile phone for use on another compatible network	Free
Memorable number ²	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 (you are in)	Destinations	Calls to mobile and landlines	Calls to Premium services ⁴	Text Messages	Picture Messages	Texts to premium services
Zone 1 & 2	Europe Zone ¹	£1.42	£3.33	34p	52p	£2.28
Zone 3	Canada, USA and US Virgin Islands	£1.90	£3.33	34p	52p	£2.28
Zone 4	Australia and New Zealand	£1.90	£3.33	34p	52p	£2.28
Zone 5	Rest of World ^{2,3}	£1.90	£3.33	34p	52p	£2.28
Zone 6	Satellite	£4.76	N/A	34p	N/A	N/A

References

- 1. Europe Zone:** Andorra, Austria, Belgium, Bulgaria, Comoros, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, 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, Cuba², 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, Liberia², 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 Korea², 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 & Montenegro, 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

Calling abroad from the UK add-on rates: Business customer with a business plan and business add-on (YINTPASSB)

Country	Landline		Mobile		Text			
	Inc	VAT	Exc	VAT	Inc	VAT		
Algeria	£	0.12	£	0.10	£	0.18	£	0.15
Argentina	£	0.10	£	0.08	£	0.18	£	0.15
Australia	£	0.05	£	0.04	£	0.18	£	0.15
Austria	£	0.05	£	0.04	£	0.18	£	0.15
Bangladesh	£	0.05	£	0.04	£	0.18	£	0.15
Barbados	£	0.12	£	0.10	£	0.18	£	0.15
Belgium	£	0.05	£	0.04	£	0.18	£	0.15
Brazil	£	0.05	£	0.04	£	0.18	£	0.15
Bulgaria	£	0.06	£	0.05	£	0.18	£	0.15
Canada	£	0.05	£	0.04	£	0.18	£	0.15
China	£	0.05	£	0.04	£	0.18	£	0.15
Columbia	£	0.05	£	0.04	£	0.18	£	0.15
Croatia	£	0.05	£	0.04	£	0.18	£	0.15
Cyprus	£	0.05	£	0.04	£	0.18	£	0.15
Czech Republic	£	0.05	£	0.04	£	0.18	£	0.15
Denmark	£	0.05	£	0.04	£	0.18	£	0.15
Egypt	£	0.10	£	0.08	£	0.18	£	0.15
Estonia	£	0.05	£	0.04	£	0.18	£	0.15
Finland	£	0.05	£	0.04	£	0.18	£	0.15
France	£	0.05	£	0.04	£	0.18	£	0.15
Germany	£	0.05	£	0.04	£	0.18	£	0.15
Ghana	£	0.12	£	0.10	£	0.18	£	0.15
Greece	£	0.05	£	0.04	£	0.18	£	0.15
Guernsey	£	0.05	£	0.04	£	0.18	£	0.15
Hong Kong	£	0.05	£	0.04	£	0.18	£	0.15
Hungary	£	0.05	£	0.04	£	0.18	£	0.15
India	£	0.05	£	0.04	£	0.18	£	0.15
Indonesia	£	0.10	£	0.08	£	0.18	£	0.15
Ireland	£	0.05	£	0.04	£	0.18	£	0.15
Israel	£	0.05	£	0.04	£	0.18	£	0.15
Italy	£	0.05	£	0.04	£	0.18	£	0.15
Jamaica	£	0.10	£	0.08	£	0.18	£	0.15
Japan	£	0.05	£	0.04	£	0.18	£	0.15
Jersey	£	0.05	£	0.04	£	0.18	£	0.15
Kazakhstan	£	0.05	£	0.04	£	0.18	£	0.15
Kenya	£	0.08	£	0.07	£	0.18	£	0.15
Latvia	£	0.40	£	0.33	£	0.18	£	0.15

Lithuania	£ 0.40	£ 0.33	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Luxembourg	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Malaysia	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Mauritius	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Morocco	£ 0.15	£ 0.13	£ 0.30	£ 0.25	£ 0.18	£ 0.15
Netherlands	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
New Zealand	£ 0.05	£ 0.04	£ 0.17	£ 0.14	£ 0.18	£ 0.15
Nigeria	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Norway	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Pakistan	£ 0.10	£ 0.08	£ 0.10	£ 0.08	£ 0.18	£ 0.15
Philippines	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Poland	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Portugal	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Romania	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Russia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Saudi Arabia	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Singapore	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15
Slovakia	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
South Africa	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
South Korea	£ 0.07	£ 0.06	£ 0.10	£ 0.08	£ 0.18	£ 0.15
Spain	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Sri Lanka	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Sweden	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Switzerland	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Taiwan	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Thailand	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Trinidad and Tobago	£ 0.10	£ 0.08	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Turkey	£ 0.05	£ 0.04	£ 0.15	£ 0.13	£ 0.18	£ 0.15
UAE	£ 0.15	£ 0.13	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Uganda	£ 0.20	£ 0.17	£ 0.20	£ 0.17	£ 0.18	£ 0.15
USA	£ 0.05	£ 0.04	£ 0.05	£ 0.04	£ 0.18	£ 0.15

References

- Charging is per minute.
- Business calling abroad add on is only available on business plans

Calling abroad from the UK add-on rates: Business customer with a Consumer plan and Consumer add-on (YINTPASS)

Country	Landline		Mobile		Text	
	Inc VAT	Exc VAT	Inc VAT	Exc VAT	Inc VAT	Exc VAT
Algeria	£ 0.18	£ 0.15	£ 0.43	£ 0.36	£ 0.18	£ 0.15
Argentina	£ 0.14	£ 0.12	£ 0.26	£ 0.22	£ 0.18	£ 0.15
Australia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Austria	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Bangladesh	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Barbados	£ 0.18	£ 0.15	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Belgium	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Brazil	£ 0.08	£ 0.07	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Bulgaria	£ 0.08	£ 0.07	£ 0.23	£ 0.19	£ 0.18	£ 0.15
Canada	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
China	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Columbia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Croatia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Cyprus	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Czech Republic	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Denmark	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Egypt	£ 0.14	£ 0.12	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Estonia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Finland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
France	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Germany	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Ghana	£ 0.20	£ 0.17	£ 0.29	£ 0.24	£ 0.18	£ 0.15
Greece	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Guernsey	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Hong Kong	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Hungary	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
India	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Indonesia	£ 0.15	£ 0.13	£ 0.28	£ 0.23	£ 0.18	£ 0.15
Ireland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Israel	£ 0.09	£ 0.08	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Italy	£ 0.08	£ 0.07	£ 0.23	£ 0.19	£ 0.18	£ 0.15
Jamaica	£ 0.18	£ 0.15	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Japan	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Jersey	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Kazakhstan	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Kenya	£ 0.16	£ 0.13	£ 0.14	£ 0.12	£ 0.18	£ 0.15

Latvia	£ 0.45	£ 0.38	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Lithuania	£ 0.45	£ 0.38	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Luxembourg	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Malaysia	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Mauritius	£ 0.14	£ 0.12	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Morocco	£ 0.20	£ 0.17	£ 0.38	£ 0.32	£ 0.18	£ 0.15
Netherlands	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
New Zealand	£ 0.10	£ 0.08	£ 0.22	£ 0.18	£ 0.18	£ 0.15
Nigeria	£ 0.14	£ 0.12	£ 0.14	£ 0.12	£ 0.18	£ 0.15
Norway	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Pakistan	£ 0.15	£ 0.13	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Philippines	£ 0.15	£ 0.13	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Poland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Portugal	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Romania	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Russia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Saudi Arabia	£ 0.14	£ 0.12	£ 0.24	£ 0.20	£ 0.18	£ 0.15
Singapore	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15
Slovakia	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
South Africa	£ 0.12	£ 0.10	£ 0.20	£ 0.17	£ 0.18	£ 0.15
South Korea	£ 0.12	£ 0.10	£ 0.15	£ 0.13	£ 0.18	£ 0.15
Spain	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Sri Lanka	£ 0.13	£ 0.11	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Sweden	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Switzerland	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Taiwan	£ 0.15	£ 0.13	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Thailand	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
Trinidad and Tobago	£ 0.15	£ 0.13	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Turkey	£ 0.08	£ 0.07	£ 0.20	£ 0.17	£ 0.18	£ 0.15
UAE	£ 0.20	£ 0.17	£ 0.25	£ 0.21	£ 0.18	£ 0.15
Uganda	£ 0.26	£ 0.22	£ 0.25	£ 0.21	£ 0.18	£ 0.15
USA	£ 0.08	£ 0.07	£ 0.08	£ 0.07	£ 0.18	£ 0.15

References

- Charging is per minute.
- Consumer calling abroad add on is only available on consumer plans

Landline

International calls standard rates:

Country	Landline	Mobile
Afghanistan	£0.348	£0.353
Albania	£0.148	£0.440
Algeria	£0.171	£0.257
Afghanistan	£0.348	£0.353
Afghanistan	£0.348	£0.353
Albania	£0.148	£0.440
Algeria	£0.171	£0.257
American Samoa	£0.139	£0.139
Andorra	£0.048	£0.342
Angola	£0.184	£0.273
Anguilla	£0.310	£0.326
Antarctica	£1.468	£1.468
Antigua And Barbuda	£0.168	£0.154
Argentina	£0.013	£0.306
Armenia	£0.084	£0.309
Aruba	£0.146	£0.302
Ascension	£0.968	£0.968
Australia	£0.023	£0.229
Austria	£0.039	£0.134
Azerbaijan	£0.163	£0.273
Azores	£0.028	£0.028
Bahamas	£0.037	£0.037
Bahrain	£0.097	£0.126
Bangladesh	£0.121	£0.079
Barbados	£0.156	£0.292
Belarus	£0.304	£0.338
Belgium	£0.032	£0.218
Belize	£0.325	£0.301
Benin	£0.194	£0.201
Bermuda	£0.062	£0.062
Bhutan	£0.138	£0.205
Bolivia	£0.146	£0.153
Bosnia	£0.197	£0.401
Botswana	£0.083	£0.231
Brazil	£0.064	£0.321
Brunei Darussalam	£0.044	£0.049
Bulgaria	£0.069	£0.519
Burkina Faso	£0.286	£0.370
Burundi	£0.072	£0.215
Cambodia	£0.220	£0.220
Cameroon	£0.206	£0.275
Canada	£0.018	£0.018
Canary Islands	£0.015	£0.015
Cape Verde	£0.365	£0.365
Cayman Islands	£0.133	£0.239
Central African Rep	£0.314	£0.314
Chad	£0.231	£0.231
Chile	£0.035	£0.296
China	£0.014	£0.014
Christmas Islands	£0.030	£0.030
Cocos Islands	£0.029	£0.029
Colombia	£0.030	£0.131
Comoros	£0.599	£0.522
Congo	£0.280	£0.376
Cook Islands	£0.877	£0.877
Costa Rica	£0.059	£0.106

Cote d'ivoire	£0.224	£0.271
Croatia	£0.043	£0.296
Cuba	£1.029	£0.867
Cyprus	£0.028	£0.043
Czech Republic	£0.022	£0.246
Democratic Rep Of Congo	N/A	£0.327
Denmark	£0.028	£0.244
Diego Garcia	£1.247	£1.247
Djibouti	£0.482	£0.472
Dominica	£0.159	£0.305
Dominican Republic	£0.086	£0.148
East Timor	£1.814	£1.902
Ecuador	£0.286	£0.280
Egypt	£0.138	£0.151
El Salvador	£0.240	£0.249
Equatorial Guinea	£0.294	£0.454
Eritrea	£0.340	£0.486
Estonia	£0.112	£0.360
Ethiopia	£0.303	£0.349
Faeroe Islands	£0.331	£0.241
Falkland Islands	£0.637	£0.637
Fiji	£0.416	£0.403
Finland	£0.048	£0.186
France	£0.014	£0.138
French Guiana	£0.143	£0.534
French Polynesia	£0.304	£0.291
Gabon	£0.179	£0.282
Gambia	£0.419	£0.419
Georgia	£0.069	£0.194
Germany	£0.014	£0.163
Ghana	£0.100	£0.142
Gibraltar	£0.034	£0.363
Greece	£0.016	£1.534
Greenland	£0.601	£0.679
Grenada	£0.154	£0.289
Guadeloupe	£0.069	£0.450
Guam	£0.078	£0.078
Guatemala	£0.170	£0.220
Guinea	£0.332	£0.264
Guinea-Bissau	£0.868	£0.868
Guyana	£0.390	£0.348
Haiti	£0.375	£0.375
Honduras	£0.374	£0.378
Hong Kong	£0.024	£0.024
Hungary	£0.027	£0.188
Iceland	£0.020	£0.192
India	£0.064	£0.064
Indonesia	£0.116	£0.106
Iran	£0.154	£0.307
Iraq	£0.148	£0.176
Ireland	£0.014	£0.163
Israel	£0.017	£0.139
Italy	£0.014	£0.179
Jamaica	£0.084	£0.169
Japan	£0.023	£0.150
Jordan	£0.138	£0.184
Kazakhstan	£0.132	£0.334
Kenya	£0.125	£0.208

Kiribati	£0.730	£0.730
Korea North	£1.080	£1.080
Korea South	£0.043	£0.019
Kuwait	£0.130	£0.257
Kyrgyzstan	£0.118	£0.209
Laos	£0.114	£0.114
Latvia	£0.063	£0.229
Lebanon	£0.287	£0.406
Lesotho	£0.246	£0.323
Liberia	£0.219	£0.267
Libya	£0.288	£0.339
Liechtenstein	£0.307	£0.740
Lithuania	£0.133	£0.244
Luxembourg	£0.014	£0.206
Macao	£0.110	£0.106
Macedonia	£0.138	£0.387
Madagascar	£0.291	£0.300
Madeira	£0.015	£0.015
Malawi	£0.113	£0.142
Malaysia	£0.018	£0.054
Maldives	£0.436	£0.453
Mali	£0.191	£0.302
Malta	£0.094	£0.360
Marshall Islands	£0.392	£0.392
Martinique	£0.103	£0.459
Mauritania	£0.204	£0.301
Mauritius	£0.114	£0.110
Mayotte Island	£0.232	£0.500
Mexico	£0.063	£0.447
Micronesia	£0.339	£0.339
Moldova	£0.194	£0.284
Monaco	£0.051	£0.382
Mongolia	£0.121	£0.119
Montenegro	£0.167	£0.369
Montserrat	£0.181	£0.181
Morocco	£0.137	£0.247
Mozambique	£0.103	£0.146
Myanmar	£0.464	£0.464
Namibia	£0.107	£0.301
Nauru	£1.384	£1.384
Nepal	£0.676	£0.767
Netherlands	£0.019	£0.172
Netherlands Antilles	£0.258	£0.259
New Caledonia	£0.376	£0.376
New Zealand	£0.019	£0.193
Nicaragua	£0.332	£0.332
Niger	£0.211	£0.198
Nigeria	£0.141	£0.132
Niue	£0.903	£0.903
Norfolk Island	£1.266	£1.266
Northern Mariana Is	£0.092	£0.092
Norway	£0.014	£0.225
Oman	£0.207	£0.254
Pakistan	£0.136	£0.136
Palau	£0.541	£0.541
Palestine	£0.325	£0.325
Panama	£0.061	£0.161
Papua New Guinea	£1.018	£0.977
Paraguay	£0.084	£0.257
Peru	£0.059	£0.303
Philippines	£0.113	£0.125
Poland	£0.017	£0.177
Portugal	£0.034	£0.247
Puerto Rico	£0.037	£0.037
Qatar	£0.193	£0.268

Reunion	£0.221	£0.432
Rodriguez Island	£0.136	£0.136
Romania	£0.093	£0.371
Ross Island	£0.028	£0.028
Russia	£0.042	£0.071
Rwanda	£0.182	£0.182
Samoa West	£0.391	£0.575
San Marino	£0.061	£0.061
Sao Tome And Principe	£1.416	£1.416
Saudi Arabia	£0.197	£0.230
Senegal	£0.185	£0.298
Serbia	£0.097	£0.337
Seychelles	£0.120	£0.120
Sierra Leone	£0.294	£0.355
Singapore	£0.014	£0.013
Slovakia	£0.050	£0.263
Slovenia	£0.089	£0.467
Solomon Islands	£1.343	£1.343
Somalia	£0.710	£0.925
South Africa	£0.052	£0.297
Spain	£0.014	£0.155
Sri Lanka	£0.134	£0.201
St Helena	£1.127	£1.127
St Kitts And Nevis	£0.150	£0.316
St Lucia	£0.156	£0.291
St Pierre And Miquelon	£0.404	£0.433
St Vincent	£0.166	£0.304
Sudan	£0.171	£0.171
Suriname	£0.316	£0.316
Swaziland	£0.084	£0.174
Sweden	£0.014	£0.153
Switzerland	£0.018	£0.218
Syria	£0.220	£0.274
Taiwan	£0.015	£0.134
Tajikistan	£0.156	£0.154
Tanzania	£0.151	£0.177
Thailand	£0.056	£0.139
Togo	£0.331	£0.364
Tokelau	£1.145	£1.145
Tonga	£0.294	£0.294
Trinidad And Tobago	£0.113	£0.184
Tunisia	£0.223	£0.399
Turkey	£0.040	£0.130
Turkmenistan	£0.170	£0.160
Turks And Caicos Is	£0.159	£0.321
Tuvalu	£0.751	£0.751
Uganda	£0.140	£0.184
Ukraine	£0.123	£0.192
United Arab Emirates	£0.238	£0.238
United States	£0.014	£0.014
Uruguay	£0.080	£0.282
Uzbekistan	£0.085	£0.307
Vanuatu	£0.758	£0.749
Vatican City	£0.019	£0.019
Venezuela	£0.090	£0.315
Vietnam	£0.158	£0.151
Virgin Islands UK	£0.233	£0.238
Virgin Islands US	£0.014	£0.014
Wallis And Futuna Is	£0.579	£0.579
Yemen	£0.201	£0.203
Zambia	£0.032	£0.205
Zimbabwe	£0.110	£0.385

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)
50 UK to Europe Zone IDD Minutes ¹	30 days	£2.85
100 UK to Europe Zone IDD Minutes ¹	30 days	£4.56
250 UK to Europe Zone IDD Minutes ¹	30 days	£10.27
50 UK to Rest of World IDD Minutes ²	30 days	£4.55
100 UK to Rest of World IDD Minutes ²	30 days	£9.13
250 UK to Rest of World IDD Minutes ²	30 days	£20.55
500 UK to USA & Canada Minutes	30 days	£5.70
Ireland Business Extra (Unlimited Calls & Texts to Republic of Ireland) ³	30 days	£5.70
100 International texts (sending Texts from UK to anywhere) ⁴	30 days	£8.55
200 International texts (sending Texts from UK to anywhere) ⁴	30 days	£11.42
180 Mins & 180 texts from UK to Europe Zone and USA and/or calling and texting within USA and back to UK	30 days	£11.42
180 Minutes & 180 texts to USA, US Virgin Islands & Canada and/or calling and texting within these countries and back to UK ⁵	24 months	£2.85

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 Northern Ireland. Registered account address in Northern Ireland with a postcode prefixed with 'BT' required.

4. These add-ons give you an allowance to send texts from UK to standard mobile and landline numbers abroad except for calls to premium numbers and satellite.

5. Add-ons with a commitment period of 12 & 24 months: Early Termination fees apply if they are cancelled within that period. After the minimum commitment period, the add-ons will continue to be applied on monthly until cancelled. These add-ons automatically renew every month until you remove them from your account.

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.
- 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, then 'Small Business terms' and then 'EE price guide for Small Business'.

ROAMING SERVICES

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.

If you have joined or upgraded to a small business plan from the 27th October 2021, you will be subject to a daily charge of £2 to use your mobile in our Europe Roaming Zone. This will not apply to Business Connect Plans. Data fair usage policy may apply, for more information see plan details and Terms and Conditions in our 'Business terms' section, then 'Small Business terms' and then 'EE price guide for Small Business'. Charges are per Connection per month. See below section '**EU Roaming daily pass**' for more details and other options apart from paying a daily roaming charge.

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 ¹	52p	£2.28	Free	34p	52p
Zone 3	Andorra and Faroe Islands	£1.14	£2.28	£1.14	74p	52p
Zone 4	USA and Canada	£1.54	£2.28	£1.14	74p	52p
Zone 5	Australia and New Zealand	£1.71	£2.28	£1.14	74p	52p
Zone 6	Rest of the World ²	£1.88	£2.28	£1.71	74p	52p
Zone 7	Maritime (Ships & Ferries) and Satellite	£2.28	£2.28	£2.28	74p	52p
Zone 8	Rest of the World Exceptional ³	£2.85	£2.85	£2.85	£1.14	52p
Zone 9	Planes	£2.85	£2.85	£2.85	£1.14	52p

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.

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.
- 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.
- d) Data charges if opt-out of data pass while Roaming abroad are £7.50 per MB.

EU Roaming daily pass

Europe zone roaming changes and charges

Following Brexit, the way our network operates in the EU will be changing.

If you have joined or upgraded to a small business plan from the 27th October 2021, you will be subject to a daily charge of £2 to use your mobile in our Europe Roaming Zone. This will not apply to Business Connect Plans. Data fair usage policy may apply, see plan details and Terms and Conditions of the EE Price Guide for Small Business for more information. Charges are per Connection per month. See below for other options apart from paying a daily roaming charge.

Will these changes affect me?

For pay monthly Handset, SIMO and Connected Devices customers:

- **If your plan started before 27 October 2021:**
If you're on a pay monthly plan and your contract started before 27 October 2021, these changes will not affect you.
- **If your plan started on or after 27 October 2021:**
If you have taken out a pay monthly Handset, SIMO or Connected Devices plan from 27 October 2021 onwards, there will soon be a daily charge for using your phone in our European roaming zone.

What will be the new charges for roaming in our Europe Zone?

You can use your mobile in our European roaming zone for a fixed daily payment of £2. Here's how the new charges will work:

- You don't need to do anything to opt in — if you use your mobile, you'll be charged £2 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.

NOTE: We haven't introduced this daily charge yet though, so for now you can still use your mobile in our Europe Zone without any extra cost. We'll let you know when to expect this change.

Which countries will be affected?

The full list of countries affected by our Europe Zone roaming daily charge is: 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, Lichtenstein, 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).

Calls, texts, and data within the Republic of Ireland are included within your allowance.

Are there any other options apart from paying a daily roaming charge?

If you have a plan with Smart Benefits, you will soon be able to choose our Roam Abroad pass as a Smart Benefit and you won't have to pay the £2 daily charge in our Europe Zone.

We will also be introducing Roam Abroad as an add-on you can purchase for your plan so you won't have to pay the £2 daily charge our Europe Zone.

Roam Abroad as a Smart Benefit

If your plan has Smart Benefits (Smart Plans and Full Works Plans), you will be able to choose Roam Abroad as a Smart Benefit for any the month you'll be travelling.

Our Roam Abroad Smart Benefit will include roaming in our Europe Zone. This means that using your mobile in any of the destinations covered will cost the same as it does at home.

Roam Abroad as an add-on

Our Roam Abroad add-on will include roaming in our European Zone. This means that using your mobile in our Europe Zone will cost the same as it does at home. You will be able to add Roam Abroad as an add-on to your plan for a monthly charge.

Add-ons for travelling within 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 as if you were in the UK.

Add-on type	Minimum term	Cost (excl. VAT)
One-off data passes		
250MB pass ¹	30 days	£2.84
1GB pass ¹	30 days	£7.42
2GB pass ¹	30 days	£9.69
5GB pass ¹	30 days	£14.27
10GB pass ¹	30 days	£18.84
Recurring data passes		
1GB pass ²	Recurring	£4.74
2GB pass ²	Recurring	£7.60
5GB pass ²	Recurring	£9.50
10GB pass ²	Recurring	£12.35
20GB pass ²	Recurring	£19.03
Unlimited pass ³	Recurring	£22.77
Time-based data passes		
Unlimited pass ⁴	24 hours	£2.73
Unlimited pass ⁴	7 days	£18.22
Voice and text bundles		
Unlimited UK & EU Picture Messages ^{5,6}	30 days	£4.55
200 UK minutes to UK 084 & 087 numbers ⁶	30 days	£5.70

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.

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.

Voice, text and data add-ons for travelling outside our Europe Zone

Add-on type (all charges excl. VAT)	Minimum term	Cost (excl. VAT)
Business Daily Passport: Unlimited calls & texts and 1GB data ¹	1 day	£6.85
World Daily Passport: Unlimited calls & texts and 1GB data ²	1 day	£8.56
Business Monthly Passport: Unlimited calls & texts and 10GB data ¹	30 days	£34.26
World Monthly Passport: Unlimited calls & texts and 10GB data ²	30 days	£51.39
World Select Talk & Text: Unlimited calls & texts in USA, Canada, Turkey, Australia and the UAE. ³	1 day	£5.71
Travel Data Pass: 500MB data in USA and Canada ⁴	1 day	£4.56
Travel Data Pass: 500MB data in Australia, China, India, Mexico, New Zealand, South Africa, Thailand, Turkey and the UAE ⁴	1 day	£5.71
Travel Data Pass: 150MB data in other 45 destinations ^{4,5}	1 day	£6.85
Business Zone Roam Extra - 250 minutes, 250 texts and 250MB data for use in Business Zone 2018 countries ⁶	30 days	£11.42
180 Mins & 180 texts from UK to Europe Zone and USA and/or calls & texts within USA and back to UK	30 days	£11.42
180 Minutes & 180 texts to USA, US Virgin Islands and Canada and/or calls & texts within these countries and back to UK ⁷	24 months	£2.85
Max Rest of World Add-on 1000 minutes, 1000 texts & 1GB data in USA, Canada, Australia, New Zealand and Mexico ^{7,8}	12 months	£8.55
Max Rest of World Add-on 1000 minutes, 1000 texts & 1GB data in USA, Canada, Australia, New Zealand and Mexico ^{7,8}	24 months	£5.70
60 Global roaming minutes ⁹	30 days	£5.46
120 mins from anywhere ⁹	30 days	£19.02
100 texts from anywhere ⁹	30 days	£5.70
250 texts from anywhere ⁹	30 days	£9.50

References

1. 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.

2. 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, 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.

3. You will only be charged for the days you make or receive calls or send a text. Covers all calls and texts to standard UK and World Select Zone landline and mobile numbers. Premium rate numbers and other non-geographic numbers are not included in this offer. Daily is from midnight to midnight local time to the country you are in. Sign up in the UK or once you are abroad. Sign up by text, online, in-store or by calling Customer Services. Once opted in, automatically works whenever you make or receive calls or send a text whilst you're in a World Select country. To remove the product from your account, text STOP WORLD to 150. Use My EE to apply this add-on or text WORLD to 150.

4. You'll only be charged on days you use data abroad in an included country. Data is capped meaning no unexpected bills. Once you opt in, it automatically works each and every time you use mobile data abroad in an included country, so there's no need to opt out and opt back in again each time you travel. Remember that your phone will use data if you have apps on it that automatically update in the background, and this will trigger the daily charge. Daily is from midnight to midnight UK time. Travel Data Pass is not currently available to customers on 4GEE plans and Max Plans or mobile broadband/Mobile Wi-Fi plans. Use My EE to apply this add-on, or text TRAVEL to 150. To remove Travel Data Pass from your account, text STOP TRAVEL to 150.

5. 150MB Travel data pass countries: Albania, Andorra, Argentina, Armenia, Bangladesh, Belize, Bermuda, Brazil, Brunei, Cambodia, Chile, Colombia, Costa Rica, Ecuador, Georgia, Ghana, Hong Kong, Indonesia, Israel, Jamaica, Japan, Kenya, Kuwait, Macedonia, Malaysia, Moldova, Montenegro, Myanmar, Nicaragua, Nigeria, Oman, Pakistan, Peru, Philippines, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Korea, Sri Lanka, Taiwan, Ukraine, Uruguay and Venezuela.

6. Business Zone 2018 countries: USA, US Virgin Islands, Australia, Canada, China, India, Israel, New Zealand, Singapore and Turkey

7. Add-ons with a commitment period of 12 & 24 months: Early Termination fees apply, if they are cancelled within that period. After the minimum commitment period, the add-ons will continue to be applied on monthly basis until cancelled.

8. Rest of World 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.

9. These add-ons give you an allowance to make or receive calls to standard numbers while roaming anywhere in the world, except Zone 7: 'Maritime (Ships & Ferries) and Satellite' and Zone 9: 'Planes'. For more country zone details see above section '**Calling and texting when travelling abroad**'. These add-ons automatically renew every month until you remove them from your account.

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, then 'Small Business terms' and then 'EE price guide for Small Business'

Data only add-ons for travelling outside our Europe Zone

Roaming data add-ons for travelling outside our Europe Zone (all charges excl. VAT)														
Zone A ¹			Zone B ²			Zone C ³			Zone D ⁴			Zone E ⁵		
MB	Term	Cost	MB	Term	Cost	MB	Term	Cost	MB	Term	Cost	MB	Term	Cost
40	1d	£4.56	20	1d	£5.71	10	1d	£5.71	5	1d	£5.71	5	1d	£34.26
100	1d	£8.00	45	1d	£11.42	22	1d	£11.42	11	1d	£11.42	10	1d	£62.82
250	7d	£22.84	90	7d	£22.84	40	7d	£22.84	20	7d	£22.84			
750	7d	£45.68	200	7d	£45.68	100	7d	£45.68	45	7d	£45.68			
2GB	12m	£114.21												

References

- Zone A:** Andorra, Armenia, Australia, Canada, China, Hong Kong, India, Israel, Japan, Malaysia, Mexico, Moldova, New Zealand, Peru, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA
- Zone B:** Albania, Algeria, Argentina, Bahrain, Bermuda, Brazil, Cambodia, Caribbean, Columbia, Dominican Republic, Ecuador, Indonesia, Isle of Man, Kenya, Kuwait, Macedonia, Montserrat, Nicaragua, Nigeria, Oman, Philippines, Saudi Arabia, Serbia, South Korea, Sri Lanka, Taiwan, Ukraine, United Arab Emirates
- Zone C:** Benin, Botswana, Egypt, Gabon, Guinee, Ivory Coast, Jordan, Madagascar, Mali, Mongolia, Montenegro, Morocco, Panama, Senegal, Sudan, Tanzania, Vietnam, Zambia
- Zone D:** Air and Maritime, Afghanistan, Angola, Bangladesh, Belize, Bhutan, Bolivia, Bosnia and Herzegovina, Brunei Darussalam, Burkina Faso, Burundi, Cameroon, Cape Verde, Centrafrique, Chad, Chile, Congo, Cook Islands, Costa Rica, Cuba, Djibouti, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gambia, Georgia, Ghana, Greenland, Guam, Guatemala, Guyana, Honduras, Iran, Iraq, Kazakhstan, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Malawi, Mauritius, Mozambique, Namibia, Nepal, Netherland Antilles, Niger, Pakistan, Palestine, Papua New Guinea, Paraguay, Sierra Leone, Suriname, Swaziland, Syria, Tajikistan, Tunisia, Uganda, Uruguay, Uzbekistan, Venezuela, Vietnam, Yemen
- 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.
- Data charges while roaming if you opt out of data pass are £7.5 per MB.