

4GEE PHONE PLANS (PAY MONTHLY) FROM 30 OCTOBER 2013

24 month plans

You'll have to promise to stay with us for 24 months and pass our standard credit check. All services are for use in the UK only, unless specified otherwise.

Your monthly payment is for using mobile internet on your phone (including your WiFi allowance) for checking voicemail (including visual voicemail if you have an iPhone) and an allowance of minutes and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03. Your inclusive minutes and texts do not include 01, 02 & 03 landline numbers in Jersey, Guernsey and the Isle of Man and numbers starting with 08.

These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text and call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

You'll need 3G or 4G coverage to use mobile internet on your phone and a compatible device. You can only use mobile internet on our 4G network if you're within a 4G enabled area and in range of a 4G base station. You'll also need a 4G SIM and a 4G phone compatible with our network. 4G is currently only available in select cities in the UK. Your 4G phone may not be compatible with other UK 4G networks or 4G networks outside the UK. You can check your 3G and 4G coverage at ee.co.uk/coverage.

Each mobile internet option gives you a data allowance to use each month. We'll let you know by text message when your data is running low (80% of your allowance is used up) and when it has run out. You can use mobile internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information. We won't charge you any more if you reach your monthly data allowance, but you won't be able to use mobile internet. To continue to use mobile internet after you've used up your current month's data allowance, you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. Calls to 08 numbers costs up to 40p/min, calls to 070 numbers cost up to £1/min and 09 numbers cost up to £3/min. For further information see ee.co.uk/pricguides.

4GEE Extra

4GEE Extra plans give you additional data, Fast Track service, the possibility of additional speed and if you take out a 4GEE plan on or before 31 January 2014 you'll also get additional roaming benefits.

Speed

Standard 4GEE plans can experience speeds of up to 30Mbps only. 4GEE Extra plans means you could experience 4GEE speeds over 30Mbps, but only where double speed 4GEE is available and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. Double speed 4GEE is not available everywhere in the UK so you should check your coverage at ee.co.uk/doublespeed before purchasing a 4GEE Extra plan.

Fast Track Service

When you dial 150 for free from the UK (or internationally by calling +44 7953 966250) you can press '33' at any time to speak directly to a member of our customer services team who can give you specialist advice on your EE phone. At especially busy times, or if there has been a network problem or fault and we're experiencing exceptionally large volumes of calls, we can't guarantee that you'll never have to wait in a queue but we'll do our best so that your call is answered as soon as possible.

Roaming Customers who join on or before 31 January 2014 will have roaming benefits included in their plan. This means your monthly payment also includes making and receiving unlimited calls and texts to and from mobiles and landlines in Europe and selected countries as follows, when roaming abroad in these countries:

- (i) EE Roaming Zone: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican..
- (ii) EE Roaming Zone A: Armenia, Australia, China, Israel, Macedonia, Martinique, Russia, Switzerland, Turkey and the USA.

Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. Your monthly payment does not include making and receiving unlimited calls and texts to and from mobiles and landlines in the aforementioned countries when using your phone in the UK.

PAY MONTHLY ADD-ONS – STANDARD 12 & 24 MONTH PLANS

50 photo messages add-on

To choose the 50 photo messages add-on, text PHOTO 50 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will then be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP PHOTO 50 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 50 photo messages each month to send to UK mobiles. If you don't use all 50 photo messages in any month, they will not be rolled over to the next month and you'll lose them.

100 UK to EU calling abroad minutes add-on

To choose the 100 UK to EU calling abroad minutes add-on, text CALL ABROAD 100 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP CALL ABROAD 100 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 100 minutes each month to call mobiles and landlines in Europe from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 100 UK to EU calling abroad minutes in any month, they will not be rolled over to the next month and you'll lose them. Your minutes are from the UK to mobiles and landlines in Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican, Guernsey, Ireland, Isle of Man and Jersey. We can change any of the included countries from the add-on upon reasonable notice.

50 UK to anywhere calling abroad minutes add-on

To choose the 50 UK to anywhere calling abroad minutes add-on, text CALL ABROAD 50 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP CALL ABROAD 50 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 50 minutes each month to call mobiles and landlines anywhere in the world (excluding ships, ferries, planes and satellites) from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 50 UK to anywhere calling abroad minutes in any month, they will not be rolled over to the next month and you'll lose them. We can change any of the included countries from the add-on upon reasonable notice.

100 EU to UK roaming minutes add-on

To choose the 100 EU to UK roaming minutes add-on, text ROAM MINS 100 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP ROAM MINS 100 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 100 minutes to make and receive calls from the EU to UK mobiles and landlines in the UK starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 100 EU to UK roaming minutes in any month, they will not be rolled over to the next month and you'll lose them. Your minutes are to the UK from Ireland, Isle of Man, Jersey, Guernsey, Iceland, Canary Islands, French Guiana, Gibraltar, Guadeloupe, Liechtenstein, Martinique, Norway, Reunion, San Marino, Vatican

City, France, Austria, Azores (Portugal), Balearic Islands (Spain), Belgium, Bulgaria, Cyprus (excluding North Cyprus), Czech Republic, Denmark, Estonia, Finland, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Madeira (Portugal), Malta, Monaco, Netherlands, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden. We can change any of the included countries from the add-on upon reasonable notice.

60 anywhere to UK roaming minutes add-on

To choose the 60 anywhere to UK roaming minutes add-on, text ROAM MINS 60 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP ROAM MINS 60 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 60 minutes to make and receive calls from anywhere in the world (excluding ships, ferries, planes and satellites) to UK mobiles and landlines in the UK starting with 01, 02 or 03 (excluding Jersey, Guernsey and Isle of Man). Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 60 anywhere to UK roaming minutes in any month, they will not be rolled over to the next month and you'll lose them. We can change any of the included countries from the add-on upon reasonable notice.

UK data add-ons

If your monthly data allowance runs out, you can choose to buy one of our data add-ons. If you try to use mobile internet once your monthly data allowance has run out, we'll direct you to our data add-ons page on your phone. A data add-on gives you additional data to use for UK mobile internet until your next bill date (at which point your monthly data allowance starts again). You'll be charged the full cost of the data add-on no matter when you buy it and when your bill date occurs. If you don't use all the data before your bill date, it won't roll over to the next month and you'll lose it. You won't be entitled to any pro-rated refund of unused data.

Calling abroad add-on

To choose the calling abroad add-on, text CALL ABROAD to 441 or visit your online account at MyEE. The add-on will be added to your account until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or text STOP CALL ABROAD to 441. You'll get cheaper rates to call and text mobiles and landlines in 60 countries around the world from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. The cheaper calls and texts are from your EE phone in the UK to mobiles and landlines in the list of countries and at the rates which can be found at ee.co.uk/callingabroad. We can remove this offer or change the countries and cost of calling the countries at any time, but we'll give you notice by text before we do this.

Roaming data add-ons

To use mobile internet on your phone when you're roaming abroad, you'll need to buy one of our roaming data add-ons. When you try and use mobile internet either through your phone browser or via an app in your destination country you'll be offered a choice of roaming data add-ons relevant to the country you are in. You'll need a compatible phone.

All roaming data add-ons last for 30 days from when you buy it or until you have used up your data allowance, whichever comes first in time. For a pay monthly customer the cost of the roaming data add-on will be added to your monthly bill. Remember, we count the 30 day period based on UK time. Once your roaming data add-on runs out, you'll have to buy another one to carry on using the mobile internet on your phone whilst roaming. You can use the roaming data add-on in any of the countries in the relevant zone for the period of time that the add-on is valid. Remember, if you go outside any of the countries in the zone to which your roaming data add-on applies, you won't be able to use the mobile internet data and you'll be prompted to buy a different roaming data add-on relevant to your new country and zone.

Remember, you can use mobile internet on your phone for peer to peer file sharing when you're roaming but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information. The country you're in may not have a compatible 4G network so you will have to use 3G (or whichever local network speed applies.)

You can opt out of the roaming data add-ons by calling +44 7953 966250. Without one of our data add-ons, data will be charged in accordance with our non-standard charges price guide. Please see ee.co.uk/priceguides.

Our Roaming Zones

EE Europe Roaming Zone countries are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican.

EE Roaming Zone A countries are: Armenia, Australia, China, Israel, Macedonia, Martinique, Russia, Switzerland, Turkey and the USA.

EE Roaming Zone B countries are: Antigua and Barbuda, Bahamas, Barbados, Botswana, Canada, Ivory Coast, Dominican Republic, Egypt, Indonesia, Jamaica, Malaysia, Montserrat, Morocco, New Zealand, Nigeria, Saudi Arabia, Senegal, Seychelles, Singapore, South Africa, South Korea, Sri Lanka, Serbia, Tanzania, Uganda, Ukraine and Zambia.

EE Roaming Zone C countries are: Anguilla, Bermuda, Brunei Darussalam, Cape Verde, Cayman Island, Chile, Congo, Dominica, El Salvador, Gabon, Grenada, Guyana, Honduras, Hong Kong, Kenya, Lesotho, Namibia, Nicaragua, Pakistan, St Lucia, Taiwan, Thailand, Trinidad & Tobago, Tunisia, Turks & Caicos Islands, United Arab Emirates and Venezuela.

EE Roaming Zone D countries are: Afghanistan, Albania, Algeria, Andorra, Angola, Argentina, Azerbaijan, Bahrain, Bangladesh, Belarus, Bolivia, Bosnia and Herzegovina, Brazil, Cambodia, Cameroon, Cuba, Faroe Islands, Fiji, Gambia, Georgia, Ghana, Greenland, Iraq, Japan, Jordan, Kazakhstan, Kuwait, Lao, Lebanon, Macau, Madagascar, Maldives, Air and Maritime, Mauritius, Mongolia, Mozambique, Nepal, Oman, Panama, Paraguay, Philippines, Qatar, Rwanda, Sudan, Tajikistan, Uruguay, Uzbekistan, Vietnam and Zimbabwe.

PAY MONTHLY ADD-ONS FOR 24 MONTH 4GEE PHONE PLANS WITH ROAMING BENEFITS IN EUROPE AND SELECTED COUNTRIES

50 photo messages add-on

To choose the 50 photo messages add-on, text PHOTO 50 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will then be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP PHOTO 50 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 50 photo messages each month to send to UK mobiles. If you don't use all 50 photo messages in any month, they will not be rolled over to the next month and you'll lose them.

100 UK to EU calling abroad minutes add-on

To choose the 100 UK to EU calling abroad minutes add-on, text CALL ABROAD 100 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP CALL ABROAD 100 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 100 minutes each month to call mobiles and landlines in Europe from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 100 UK to EU calling abroad minutes in any month, they will not be rolled over to the next month and you'll lose them. Your minutes are from the UK to mobiles and landlines in Andorra, Austria, Belgium, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican, Guernsey, Ireland, Isle of Man and Jersey. We can change any of the included countries from the add-on upon reasonable notice.

50 UK to anywhere calling abroad minutes add-on

To choose the 50 UK to anywhere calling abroad minutes add-on, text CALL ABROAD 50 to 441 or visit your online account at MyEE. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will be added to your bill every month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or texting STOP CALL ABROAD 50 to 441. Once we receive notification that you wish to stop this add-on, you'll be notified by text that the service has stopped and standard charges will apply. The last monthly charge for the add-on will be pro-rated on your next bill. You'll get 50 minutes each month to call mobiles and landlines anywhere in the world (excluding ships, ferries, planes and satellites) from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. If you don't use all 50 UK to anywhere calling abroad minutes in

any month, they will not be rolled over to the next month and you'll lose them. We can change any of the included countries from the add-on upon reasonable notice.

Calling abroad add-on

To choose the calling abroad add-on, text CALL ABROAD to 441 or visit your online account at MyEE. The add-on will be added to your account until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE or text STOP CALL ABROAD to 441. You'll get cheaper rates to call and text mobiles and landlines in 60 countries around the world from your EE phone in the UK. Calls to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included. The cheaper calls and texts are from your EE phone in the UK to mobiles and landlines in the list of countries and at the rates which can be found at ee.co.uk/callingabroad. We can remove this offer or change the countries and cost of calling the countries at any time, but we'll give you notice by text before we do this.

Roaming data add-ons

To use mobile internet on your phone when you're roaming in the countries listed below you'll need to buy one of our roaming data add-ons. You get special roaming data rates for the below listed countries because you have a plan with roaming benefits. If you roam in any other country you'll have to buy a roaming data add-on from our standard range. When you try and use mobile internet either through your phone browser or via an app in your destination country you'll be offered a choice of roaming data add-ons relevant to the country you are in. If you've purchased an add-on within a Europe Roaming Zone country and then travel to a Roaming Zone A country (and vice versa), you'll be prompted to buy another roaming data add-on relevant to the country and zone you've entered. You'll need a compatible phone.

The cost of the add-on will be added to your monthly bill. Remember, we count the period the add-on is valid based on UK time. Once your roaming data add-on runs out, you'll have to buy another one to carry on using the mobile internet on your phone whilst roaming. You can use the roaming data add-on in any of the countries in that zone for the period of time that the add-on is valid. Remember, if you go outside any of the listed countries in that zone, you won't be able to use the mobile internet data and you'll be prompted to buy a different roaming data add-on relevant to your new country.

Remember, you can use mobile internet on your phone for peer to peer file sharing when you're roaming but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information. The country you're in may not have a compatible 4G network so you will have to use 3G (or whichever local network speed applies).

You can opt out of the roaming data add-ons by calling +44 7953 966250. Without one of our data add-ons, data will be charged at in accordance with our non-standard charges price guide. Please see ee.co.uk/priceguides.

EE Europe Roaming Zone countries are: Austria, Azores, Belgium, Bulgaria, Cyprus, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Monaco,

Netherlands, Norway, Poland, Portugal, Reunion, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican.

EE Roaming Zone A countries are: Armenia, Australia, China, Israel, Macedonia, Martinique, Russia, Switzerland, Turkey and the USA.

All 4GEE PHONE PLANS

Discount on your phone bill if you take Superfast Fibre Broadband from EE

If you also take out a Superfast Fibre Broadband plan from, you'll get a £5 discount on your phone bill. The discount is off the monthly plan charge only and not on any calls or out of allowance charges. £120 saving is based on £5 monthly discount on a 24 month 4GEE phone plan. If you cancel your Superfast Fibre Broadband, you'll lose the discount on your EE phone bill. This offer is discretionary and can be removed at any time.

Inclusive content add-on

Pay monthly plans with unlimited minutes get one content add-on. Within 24 hours of joining, you'll get a text message inviting you to click on a link. This link will take you through to a mobile page where you can select the inclusive content add-on you want. You'll be re-directed to an app store to download your selected service or if the service is not an app, then you'll be linked directly through to the mobile service (data usage will decrement from your data allowance). After you've had the add-on for 30 days you can change it for one of the other add-ons on offer. You can do this all through the EE mobile homepage. See full terms at ee.co.uk/terms.

Free Home Broadband and Data Boost Offer

Please see ee.co.uk/terms for more information.