



## EE Out Of Bundle Charges

All prices quoted in this document are excluding VAT.

Please note that out of bundle data charges are charged at £7.50 per GB. Example - if you were to download a 2-hour HD movie, this is likely to use up to 3GB of data. In out of bundle charges at £6.50 per GB, this is going to cost approximately £22.50 in additional charges.

Call Type Description	Cost	Minimum First Period Charge	Billing Increments
On-Net	£0.45	1 second	1 second
Cross-Net	£0.45		
Landline - 01,02 and 03 numbers	£0.45		
Voicemail	Free		
Channel Islands & Isle of Man (excluded from bundles)	£0.37		
SMS	£0.30	N/A	Per message
Channel Islands & Isle of Man SMS (excluded from bundles)	£0.15		
MMS	£0.64		
Video Call	£0.64	1 second	1 second
Call Return	£0.45	60 seconds	60 seconds
International Call - Europe	£0.075		
International Call- ROW – (up to Zone 8)	£4.50		
International SMS – (up to Zone 4)	£0.15		
Non-Geo Access Charge (084 & 087)	£0.60		
Premium Call Access Charge (09)	Varies	60 seconds	60 seconds
Directory Enquiries Access Charge (118)	Varies		
Freephone (0800) ***	Free	1 second	1 second
Radio Paging Services (ie 076)	£0.64	N/A	Per Call
Personal Numbering Services (ie 070)	£0.06	60 seconds	1 second
Call Forwarding Services (07744/07755)	£0.99		
Data	£7.50	Per GB	Per GB

\*\*\* Freephone numbers may still be charged when dialling from outside of Europe

## EE Important Mobile Terms and Conditions

Usage is worked out on a pro rata basis from 1st - 31st. So, if the sim card is connected on 15th of the month and is on a 20GB tariff, you will have a 10GB allowance to use from 15th to the end of the first month. The full 20GB allowance will commence on 1st of the following month.

We will advise you when 80% of your usage has been reached. When you have reached your spend cap, an auto-bar will be placed on your account. Please bear in mind that billing data can take up to 48 hours to download from the network (even longer when travelling abroad). Due to this delay, there may still be some excess charges incurred before the auto-bar activates. It is imperative that you carry out regular monitoring of data usage in particular, throughout the month. By signing this contract, you accept that you have read and understood this important information and you are liable for all out of bundle charges.

If you need any help on how to monitor the data usage, please contact DWD on 0345 3456 575 or email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)

## EE Spend Caps

Either you or the authorised person within your company / organisation who signed the contract, has already approved a monthly spend cap for you. This is for any out of bundle charges such as the £2 per day EU countries or £7.50 Business Daily Passport countries / £10 World Daily Passport countries, picture messages, calls to 084/087 numbers, premium texts etc. If you need to check or amend the spend caps, please contact DWD on email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk)

## EE Roaming Allowances and Pricing

Your allowance and price whilst roaming will vary, and is also dependent on your tariff. Before you leave the UK, please ensure that you contact DWD on 0345 3456 575 or email – [support@wearedwd.co.uk](mailto:support@wearedwd.co.uk) to check the country you are visiting and your allowances along with current prices.

## EE Roaming Fair Usages

If a user uses their mobile in destinations outside the UK that qualify for inclusive access to standard bundles (this includes those countries that qualify for daily roaming services such as World Travel Select and/or legislation such as Roam Like at Home), for more than 50% of the time in any four-month rolling period, they can expect to receive a communication requesting a moderation of roaming services.

If a user's usage continues to exceed 50% as described above over the two-week period following the first notification, DWD reserves the right to either charge customers for this excessive usage or bar roaming services. Users will be notified before any action is taken.

## EE International Calling Extras

Below are our roaming and IDD add-ons, rates and Zones. Inclusive calls are to standard mobile and landline numbers within relevant countries and do not include calls to premium rate, no geographic or other non standard number which are charged at standard roaming rates. Terms apply to International Add-ons, and roaming rates only apply when you use your device outside of the United Kingdom.

### Voice

UK to Europe Zone – 250 mins for £8.50 per month

UK to Business Zone (includes Europe Zone) – 250 mins for £10 per month

UK to World Zone (includes Europe Zone and Business Zone) – 250 mins for £20 per month

#### **Europe Zone countries are:**

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City

#### **Business Zone countries are:**

Australia, Canada, China, Gibraltar, Guernsey, Hong Kong, Isle of Man, Jersey, New Zealand, Saudi Arabia, Singapore, South Africa, Switzerland, Turkey, United States

#### **World Zone countries are:**

Argentina, Armenia, Bangladesh, Bermuda, Brazil, Chile, Colombia, Ecuador, El Salvador, Faroe Islands, Guadeloupe, Israel, Mexico, Moldova, Montenegro, Nicaragua, North Macedonia, Pakistan, Peru, Puerto Rico, Qatar, Réunion, Russia, Serbia, Thailand, Ukraine, Uzbekistan, Venezuela, Vietnam, Zambia

## EE Roaming in EU

There will be a daily £2 charge to use your minutes, texts, and 2GB data in our Europe Zone.

#### **Countries include:**

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City

## EE Roaming Outside of EU

For a fixed price per day our Roaming Passports let you use calls, texts, and data abroad in of our most popular destinations outside the EU.

Opt in once and your Roaming Passport is ready whenever you need it. You're only charged for data, calls, or texts used in an included country.

### Business Daily Passport

Allowance: Unlimited calls, unlimited texts, 1GB data per day

Price: £7.50 per day

#### **Countries include all of the EU countries plus:**

Australia, Canada, China, Gibraltar, Guernsey, Hong Kong, Isle of Man, Jersey, New Zealand, Saudi Arabia, Singapore, South Africa, Switzerland, Turkey, United States

### World Daily Passport

Allowance: 60 mins, 60 texts, 1GB data per day

Price: £10 per day

#### **Countries include all of the EU countries plus:**

Argentina, Armenia, Bangladesh, Bermuda, Brazil, Chile, Colombia, Ecuador, El Salvador, Faroe Islands, Guadeloupe, Israel, Mexico, Moldova, Montenegro, Nicaragua, North Macedonia, Pakistan, Peru, Puerto Rico, Qatar, Réunion, Russia, Serbia, Thailand, Ukraine, Uzbekistan, Venezuela, Vietnam, Zambia

## EE Europe Zones

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Vatican City

## EE Business Zones

Australia, Canada, China, Gibraltar, Guernsey, Hong Kong, Isle of Man, Jersey, New Zealand, Saudi Arabia, Singapore, South Africa, Switzerland, Turkey, United States

## EE World Zones

Argentina, Armenia, Bangladesh, Bermuda, Brazil, Chile, Colombia, Ecuador, El Salvador, Faroe Islands, Guadeloupe, Israel, Mexico, Moldova, Montenegro, Nicaragua, North Macedonia, Pakistan, Peru, Puerto Rico, Qatar, Réunion, Russia, Serbia, Thailand, Ukraine, Uzbekistan, Venezuela, Vietnam, Zambia

## EE Rest of World Zones

### Rest of World Zone 1:

Anguilla, Antigua and Barbuda, Barbados, Belarus, Botswana, Cameroon, Cayman Islands, Dominica, Egypt, Gabon, Ghana, Grenada, Guinea, Guinea-Bissau, India, Iraq, Ivory Coast, Japan, Kazakhstan, Kenya, Kosovo, Kuwait, Liberia, Macao, Madagascar, Mali, Monaco, Montserrat, Niger, Nigeria, Oman, Rwanda, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Senegal, Seychelles, Sudan, Taiwan, Tanzania, Tunisia, Turks and Caicos Islands, Uganda, United Arab Emirates, Uruguay

### Rest of World Zone 2:

Albania, Andorra, Aruba, Azerbaijan, Bahamas, British Virgin Islands, Brunei Darussalam, Costa Rica, Dominican Republic, French Guiana, Georgia, Guyana, Haiti, Indonesia, Jamaica, Mauritius, Netherland Antilles, Panama, Philippines, Sri Lanka, Tampnet Offshore, Trinidad and Tobago

### Rest of World Zone 3:

Afghanistan, Benin, Cambodia, Cape Verde, Gambia, Iran, Nepal, Sierra Leone

### Rest of World Zone 4:

Bhutan, Burkina Faso, Chad, Congo, Democratic Republic of Congo, French Polynesia, Guatemala, Honduras, Kyrgyzstan, Lesotho, Myanmar, Namibia, Paraguay, Suriname, Swaziland, Tajikistan, Vanuatu

### Rest of World Zone 5:

Malaysia

### Rest of World Zone 6:

Algeria, Bahrain, Belize, Jordan, Morocco, South Korea

### Rest of World Zone 7:

Bosnia and Herzegovina, Greenland, Maldives, Bahamas, Ethiopia

### Rest of World Zone 8:

Aircraft, Angola, Bolivia, Burundi, Central African Republic, Cook Islands, Cuba, Djibouti, Equatorial Guinea, Falkland Islands, Fiji, Guam, Laos, Lebanon, Libya, Malawi, Martinique, Mauretania, Mongolia, Mozambique, Palestine, Papua New Guinea, Saint Pierre and Miquelon, Satellite, Ships, Syria, Togo, Tonga, Turkmenistan, Yemen, Zimbabwe, any other destination not listed.

## EE Roaming Out of Bundle Charges

Please see below for out of bundle charges.

(prices are excluding VAT): -

Zone	Calls in Country / Back to UK (per min)	Calls to Europe Zone (per min)	Calls to ROW (per min)	SMS (per SMS)	Data (per GB)
Europe Zone	£0.12	£0.12	£0.78	£0.05	£1.80
Business Zone	£0.30	£1.20	£1.20	£0.36	£6.00
World Zone	£1.44	£1.44	£1.44	£0.60	£10.50
ROW 1	£1.80	£1.80	£1.80	£0.60	£30.00
ROW 2	£1.80	£1.80	£1.80	£0.60	£90.00
ROW 3	£1.80	£1.80	£1.80	£0.60	£300.00
ROW 4	£1.80	£1.80	£1.80	£0.60	£1,290.00
ROW 5	£2.25	£2.25	£2.25	£0.60	£30.00
ROW 6	£2.25	£2.25	£2.25	£0.60	£90.00
ROW 7	£2.25	£2.25	£2.25	£0.60	£300.00
ROW 8	£2.25	£2.25	£2.25	£0.60	£1,290.00