



# ROAMING FOR PAYG CUSTOMERS

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14 June 2017



**These terms apply only to usage of your EE, Orange or T-Mobile PAYG service in the EU/EEA/Switzerland from 15th June 2017. They replace the terms relating to roaming in the EU/EEA/Switzerland in your plan or pack terms. All other parts of your plan/pack terms and your network terms continue to apply to you unchanged.**

If you have a PAYG Pack, or other PAYG bundle that gives you an allowance of data, minutes and texts, you can use that allowance as set out below.

If you have no Pack or bundle, or your allowance has run out, you will be charged as set out below.

- When **in the UK**, calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (Jersey, Guernsey and Isle of Man not included): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** calls and texts to customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and the Isle of Man): use your allowance or charged at UK rates if no Pack allowance.
- When abroad **in the EU/EEA/Switzerland** (including Jersey, Guernsey and the Isle of Man) calls and texts to customers of EU/EEA mobile networks and landlines: use your allowance or charged at UK rates if no allowance.

	Calling from the UK	Calling from EU/EEA/Switzerland (including Jersey, Guernsey & the Isle of Man)
Calling to the UK (landlines starting with 01, 02 & 03, and mobiles)	Included in allowance or charged at UK rates if no allowance	Included in allowance or charged at UK rates if no allowance
Calling to EU/EEA/Switzerland (including Guernsey, Jersey & Isle of Man)	Not included in allowance; charged at international rates	Included in allowance or charged at UK rates if no allowance

For example:

- Calls and texts from the UK to France are not included in your allowance or charged at international rates, as this is an international call.
- Calls and texts from France to mobiles & landlines in the UK are included as part of your allowance or charged at UK rates.
- Calls and texts within the EU/EEA to mobiles & landlines (so for example from France to France, or from France to Spain) are included as part of your allowance or charged at UK rates.

You cannot use your allowance minutes and texts to call and text customers of mobile networks and landlines in EU/EEA/Switzerland when in the UK. Allowances do not include premium rate numbers anywhere in the UK or the EU/EEA/Switzerland, and will be charged at your normal plan rate.

Calls to numbers starting with 08, 070, 09 and 118 are not included in your inclusive allowance of minutes. For further information on what you will be charged to call these numbers see [ee.co.uk/priceguides](http://ee.co.uk/priceguides).

Any inclusive data allowance you have is for use when in the UK and in the EU/EEA/Switzerland. Or you can buy a data add-on at UK rates to use data when abroad in the EU/EEA/Switzerland. See [ee.co.uk/priceguides](http://ee.co.uk/priceguides) for details of add-ons available.

## **EUROPEAN ROAMING**

Inclusive roaming benefits are available to UK based customers only.

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

Note Turkey (you may connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone.

The maximum call duration per call made using inclusive roaming allowances is 120 minutes after which time, you must redial to continue the call.

You can call 150 free of charge when roaming in the EU/EEA/Switzerland to get information about our charges. Emergency services can be contacted within the EU/EEA/Switzerland by calling 112.

WiFi Calling is not available when outside the UK.

## **Speeds**

You will get our standard roaming data speeds when in the EU/EEA/Switzerland. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our KFI document <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/4g-wifi--mobile-broadband--terms/ee-traffic-management-for-mobile-broadband> for more info.

Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

## **Stable links**

Our PAYG service is intended for customers with a stable link to the UK who travel abroad periodically. It is not intended for customers roaming on a permanent or semi-permanent basis. We will consider you have a stable link to the UK if spend a total of 60 days or more during any 120 day period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use or block your SIM card and roaming services. We'll let you know before we do anything.