



OUT OF BUNDLE CHARGES AND ADDED SERVICES

This information is about EE Small Business tariffs.

TrustArc Cookie Consent Manager

If you're on a consumer tariff, please see the [EE consumer tariff guide](#).

If you've used up all your bundle's allowance for making calls and sending texts, you'll be charged for any calls made or messages sent outside of it. You can avoid any out of bundle charges by using add-ons. You won't be charged for out of bundle data but you will need to buy a data add-on if you want to continue using data services in your mobile.

Go to [My EE account](#) to buy add-ons or call customer service on [150](#). Monthly add-ons will automatically renew every month until you remove them from your account. Just use [My EE account](#) or contact Customer Service on [150](#) to remove them.

Here's a summary of additional charges you'll incur if you go over your bundle allowance, and the add-ons you can buy to avoid these charges.

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	Rates (excl. VAT)	Rates (excl. VAT)
	Up to 31 March 2024	From 31 March 2024
Calls and texts to standard numbers		

Calls to UK & EU mobiles	59p	63p
Calls to UK ¹ & EU landlines regional landlines	59p	63p
Calls to MVNO numbers ²	59p	63p
EE Group call ³	59p	63p
Calls to retrieve voice mail	59p	63p
Calls to customer services	Free	Free
Text messages to UK & EU mobiles	38p	41p
Text messages to UK & EU landlines	12p	12p
Picture messages to UK & EU mobiles	59p	63p
UK & EU data (applies to Business Connect only) ^{4,7}	1.6p per MB	1.6p per MB
Calls and texts to non-standard number prefixed by		
Premium Rate Services (09) ⁵	59p	63p
Directory Enquiry Services (118) ⁵	59p	63p
Non-Geographic numbers (084 & 087) ⁵	59p	63p
Personal Numbering (070) ^{6,7}	4.7p	4.7p
Radio paging (076) ⁷	46p	46p
Text messages to Radio paging (076) ⁷	13p	13p

Bypass services via (077) ^{7,8}	46p	46p
05 (including 0500) ⁷	46p	46p
Multimedia services ^{6,7}	From 63p to £2.50	From 63p to £2.50
Speaking clock (123) ⁷	33p	33p
International Operator assistance (155) ⁷	£1.28	£1.28
0800, 0808, 116	Free	Free
Emergency calls (999, 112) ⁹	Free	Free
Non-emergency NHS (111) ⁹	Free	Free
Non-emergency police (101) ⁹	Free	Free
Blind and disable directory enquiries (195) ⁹	Free	Free
Access to RNID Typetalk™ via BT RelayAssist ⁹	Free	Free
Charity & Helpline Services ^{7,9,10}	Free	Free
ByPass Services via 29 xx pp Shortcodes^{7,11}		
29 03 00 to 99	2.5p	2.5p
29 25 00 to 999	20.8p	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

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.

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 Customer Services - 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 you will be charged EE's Access Charge of 63p per minute plus a service charge of 6p per minute (excl. VAT) -. 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 11111 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.

How Your Services Are Charged - Data - What do you mean by data usage?

We measure how much data you use in kilobytes (KB). Data is based on the following units:

- 1024 bytes = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024 KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024 MB = 1 Gigabyte (GB) (equivalent to about five hours of watching YouTube)

We send data across our network in packets no bigger than 1.5KB. A packet is just a unit of data.

Data usage is all the data that's been sent or received. Upstream is where data is transferred from your device to the internet (uploading). Whereas downstream is from the internet to your device (downloading).

We calculate your data usage based on the amount of data that travels over our network both upstream and downstream, which may be different from the data your device consumes.

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off.

When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device

Text Relay Services



Add-ons for services within the UK



International Services

Calling and texting abroad from the UK



Add-ons for calling and texting abroad from the UK



Roaming Services

Roaming in our Europe Zone



Calling and texting while travelling abroad



Add-ons for travelling within our Europe Zone



Add-ons for travelling outside our Europe Zone



Data add-ons for travelling outside our Europe Zone



For more in depth guide to prices and add-ons terms and conditions please see ee.co.uk/business/terms, then 'Small Business terms' and then 'EE price guide for Small Business' and 'Non-Standard Price Guide for EE Small Business'

For more information on our roaming charges head over to: [EE Business Roaming](#)

If you want to stop receiving notifications when you have used all your voice and text bundle's allowance, just text STOPOUT to [150](#).

From 1st of September 2020, (unless otherwise stated), your selected add-ons and selected 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/business/terms 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 charges 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 TNT Sports)
- Add to plan
- Insurance
- Regulated rates (e.g. 070 numbers)
- Text relay

Our company



Useful links



Legal



How to find EE



EE Limited is authorised and regulated by the Financial Conduct Authority for the provision of consumer credit

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