

# EE Mobile Tariff Guide

May 2025



## Standard Charges are applied for any Out of Bundle Usage

### UK Charges

Usage Type	Price
Calls to UK Mobiles (07)	60p per minute
Calls to Landlines (01/02/03)	60p per minute
Text Messages	40p per text message
UK Mobile Data	£10.00 per GB
Answer Phone retrieval while in the UK	Free
Standard Photo Messaging or Video Messaging (MMS)	86p per message

### Calls to Special Numbers

Number Prefix	Price
Calls to 055 (UK VoIP)	17.2p per minute
Calls to 056	20p per minute
Calls to forwarding services	Up to 127.66p
Calls to personal number services beginning with 070	8p per minute
Satellite calls	£3.00 per minute
076 paging number service	85.2p per minute
076 paging number service (text message)	£2 per text message

### Calls to Directory Enquiries

Usage Type	Cost	Further Information
118 Third party Directory Enquiries	Prices vary depending on service	<a href="mailto:service@armstrongbell.co.uk">service@armstrongbell.co.uk</a>

## Important Numbers

Service	Telephone number	Call charge per minute
International assistance (not call connect)	155	17p per minute
Emergency services	999	Free of charge
Standard non-emergency	101	Free of charge

For calls to these numbers, you will be charged Armstrong Bell's access charge plus the applicable service. These charges will also apply whilst roaming in our EE Europe zone. [See our website for more details.](#)

## Non-Geographic Numbers

Number Prefix	Access Charge
Calls to charity helplines	Free - visit <a href="#">above link</a> for details
Calls to 0808, 0800, 0500 and 116	Free
Calls to 084, 087	80p per minute

## Calls to Premium rate numbers

Premium Rate Services Banding as of Jan 2021:	Minimum Charge Including Connection Charge (per call)	Pence per Minute (Billed per second)
Rates are inclusive of access and service charge		
Premium Rate Services Band 1	£1.00	£1.00
Premium Rate Services Band 2	£2.00	£2.00
Premium Rate Services Band 3	£3.00	£3.00
Premium Rate Services Band 4	£4.00	£4.00
Premium Rate Services Band 5	£5.00	N/A

## Standard Business Charges International Direct Dial (IDD) - Voice

### International Direct Dial –Voice

Zones	Calling an international number from the UK (per min)
IDD Zone 1	£0.10
IDD Zone2	£0.20
IDD Zone 3	£0.30
IDD Zone 4	£0.50
IDD Zone 5	£1.00
IDD Zone 6	£2.00
IDD Zone 7	£2.80
IDD Zone 8	£6.00

## International Direct Dial-Voice Zones

Zone Name	Countries Included
IDD Zone 1	Alaska, Australia, Bangladesh, Belgium, Bermuda, Bhutan, Brazil, Brunei Darussalam, Bulgaria, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Greece, Greenland, Guam, Hawaii, Hong Kong, Hungary, Iceland, India, Indonesia, Ireland, Israel, Japan, Kuwait, Laos, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Mexico, Mongolia, Netherlands, New Zealand, North Mariana Island, Norway, Pakistan, Paraguay, Peru, Poland, Portugal, Puerto Rico, Romania, Singapore, Slovakia, Slovenia, South Korea, Spain, Sweden, Thailand, United States, USA Virgin Islands, Vatican, Vietnam
IDD Zone 2	Argentina, Bahrain, Dominican Republic, Egypt, Gibraltar, Guatemala, Iran, Macao, Malaysia, Mauritius, Mayotte Island, Namibia, Nepal, Netherlands, Nigeria, Panama, Philippines, Réunion, San Marino, Saudi Arabia, Sri Lanka, Sudan, Swaziland, Taiwan, Turkmenistan, United Arab Emirates, Uruguay, Uzbekistan, Venezuela, Yemen
IDD Zone 3	Afghanistan, Andorra, Angola, Anguilla, Armenia, Aruba, Barbados, Belize, Bolivia, Botswana, British Virgin Islands, Cayman Islands, East Timor, Ecuador, El Salvador, Eritrea, Ethiopia, Grenada, Guadeloupe, Guyana, Honduras, Iraq, Jamaica, Jordan, Kazakhstan, Kenya, Kyrgyzstan, Lebanon, Marshall Islands, Montserrat, Oman, Palau, Palestine, Qatar, Saint Kitts, Saint Lucia, Saint Vincent, South Africa, Switzerland, Tajikistan, Trinidad and Tobago, Turkey, Turks and Caicos Islands, Ukraine
IDD Zone 4	Albania, Antigua and Barbuda, Azerbaijan, Bahamas, Belarus, Benin, Bosnia and Herzegovina, Burkina Faso, Cameroon, Cape Verde, Djibouti, Fiji, French Polynesia, Georgia, Ghana, Guinea, Haiti, Liberia, Libya, Mali, Moldova, Monaco, Montenegro, Mozambique, Myanmar, New Caledonia, Nicaragua, Niger, North Macedonia, Russia, Rwanda, Senegal, Serbia, Suriname, Suriname, Syria, Tanzania, Togo, Uganda
IDD Zone 5	Algeria, Burundi, Central African Republic, Comoros Islands, Congo, Cuba, Equatorial Guinea, Gabon, Gambia, Guinea Bissau, Ivory Coast, Kosovo, Lesotho, Madagascar, Malawi, Mauritania, Micronesia, Morocco, Seychelles, Sierra Leone, Somalia, South Sudan, Tunisia, Zambia, Zimbabwe
IDD Zone 6	Ascension, Chad, Diego Garcia, Falkland Islands, Maldives, Nauru, Papua New Guinea, Sao Tome and Principe, Tonga
IDD Zone 7	Cook Islands, Kiribati, Niue, Saint Helena, Samoa, Tuvalu, Vanuatu
IDD Zone 8	Solomon Islands, Tokelau

## Standard Business Charges (International Direct Dial(IDD) - SMS

### International Direct Dial-SMS

Zones	Texting an international number from the UK (per SMS)
IDD Zone 1	£0.10
IDD Zone2	£0.12
IDD Zone 3	£0.16
IDD Zone 4	£0.20

### International Direct Dial-SMS Zones

Zone Name	Countries Included
IDD Zone 1	Afghanistan, Andorra, Angola, Ascension, Bahamas, Belarus, Belize, Bermuda, Bhutan, Bosnia and Herzegovina, Botswana, Brunei Darussalam, Cambodia, Central African Republic, Cook Islands, Denmark, Djibouti, East Timor, Egypt, Equatorial Guinea, Eritrea, Estonia, Falkland Islands, Fiji, French Polynesia, Georgia, Gibraltar, Greece, Greenland, Guinea, Guinea Bissau, Haiti, Jordan, Kazakhstan, Kiribati, Kyrgyzstan, Liechtenstein, Madagascar, Maldives, Malta, Marshall Islands, Mauritania, Micronesia, Mongolia, Namibia, Nauru, Netherland Antilles, Niue, Pakistan, Palau, Palestine, Papua New Guinea, Philippines, Qatar, Saint Pierre and Miquelon, Samoa, Sao Tome and Principe, Solomon Islands, Somalia, South Sudan, Sri Lanka, Sudan, Suriname, Tajikistan, Togo, Tonga, Turkmenistan, Tuvalu, Uzbekistan, Vietnam, Yemen
IDD Zone 2	Algeria, Bahrain, Bangladesh, Benin, Bulgaria, Burundi, Cameroon, Cape Verde, Chad, Congo, Gambia, Ghana, India, Iraq, Kenya, Kosovo, Kuwait, Laos, Lesotho, Liberia, Macao, Malawi, Malaysia, Mali, Mauritius, Niger, Peru, Réunion, Rwanda, Senegal, Sierra Leone, Singapore, South Korea, Taiwan, Tanzania, Thailand, Tunisia, Uganda
IDD Zone 3	Albania, Argentina, Aruba, Azerbaijan, Bolivia, Cayman Islands, Chile, China, Colombia, Costa Rica, Croatia, Dominican Republic, Ecuador, El Salvador, Finland, French West Indies, Guatemala, Guyana, Honduras, Hungary, Ireland, Jamaica, Japan, Latvia, Lithuania, Moldova, Montenegro, Morocco, Mozambique, Netherlands, Nicaragua, Oman, Panama, Paraguay, Poland, Romania, Saint Lucia, Saudi Arabia, Serbia, Slovakia, Slovenia, South Africa, Trinidad and Tobago, United Arab Emirates, Uruguay, Venezuela, Zambia, Zimbabwe
IDD Zone 4	Republic, France, Germany, Hong Kong, Iceland, Israel, Italy, Libya, Luxembourg, Mexico, Myanmar, Nepal, New Zealand, Nigeria, Norfolk Island, Norway, Portugal, Russia, Satellite, Seychelles, Spain, Swaziland, Sweden, Switzerland, Turkey, Ukraine, United States, Any other destination not listed

## Fair Use Policy

Unlimited calls and texts are from within the UK, to UK mobile numbers, and to UK landlines (excluding Jersey, Guernsey, and the Isle of Man).

Unlimited applies only for normal person to person calls from a standard mobile telephone handset used by consumers and excludes (without limitation) non person-to-person devices such as machine to-machine devices or any other device that in the reasonable opinion of EE is considered to be non standard consumer device

If in a billing month a Subscriber on UK tariffs

- a) texts or calls more than 300 different numbers; or generates 3,000 minutes; or
- b) sends more than 3,000 SMS; or
- c) uses more than 600GB data; or
- d) tethers 12 or more devices to the Subscription.
- e) we may, on a case-by-case basis, consider this usage to be a breach of the Fair Usage Policy and may either:-
- f) contact you and ask you to take action with your customer or the end user;
- g) move the Subscription to a rate plan or product suitable for the usage profile of the Subscription.
- h) reduce the service to the Subscription or a group or related Subscriptions; or disconnect the Subscription or group of related Subscriptions from our Network.

If in a billing month a Subscriber on Mobile Broadband tariffs uses more than 1000GB data; or tethers 12 or more devices to the Subscription; we may, on a case by case basis, consider this usage to be a breach of the Fair Usage Policy and may either:

- a) contact you and ask you to take action with your customer or the end user;
- b) move the Subscription to a rate plan or product suitable for the usage profile of the Subscription;
- c) reduce the service to the Subscription or a group or related Subscriptions; or disconnect the Subscription or group of related Subscription from our Network

## Roaming traffic charges

Pricing for traffic originating outside the UK.

### Roaming business charges

Zone	Voice MO calls in country and back to UK	Voice MO calls to Europe Zone	Voice MO Calls to RoW	Voice MT Calls	SMS MO	Data / VoLTE
<b>Europe Zone</b>	£0.15/min	£0.15/min	£1.04/min	£0.00/min	£0.06/SMS	£2.40/GB
<b>Business Zone</b>	£0.40/min	£1.60/min	£1.60/min	£0.80/min	£0.48/SMS	£8.00/GB
<b>World Zone</b>	£1.92/min	£1.92/min	£1.92/min	£1.20/min	£0.80/SMS	£14.00/GB
<b>RoW 1</b>	£2.40/min	£2.40/min	£2.40/min	£1.60/min	£0.80/SMS	£40/GB
<b>RoW 2</b>	£2.40/min	£2.40/min	£2.40/min	£1.60/min	£0.80/SMS	£120/GB
<b>RoW 3</b>	£2.40/min	£2.40/min	£2.40/min	£1.60/min	£0.80/SMS	£400/GB
<b>RoW 4</b>	£2.40/min	£2.40/min	£2.40/min	£1.60/min	£0.80/SMS	£1720/GB
<b>RoW 5</b>	£3.00/min	£3.00/min	£3.00/min	£1.60/min	£0.80/SMS	£40/GB
<b>RoW 6</b>	£3.00/min	£3.00/min	£3.00/min	£1.60/min	£0.80/SMS	£120/GB
<b>RoW 7</b>	£3.00/min	£3.00/min	£3.00/min	£1.60/min	£0.80/SMS	£400/GB
<b>RoW 8</b>	£3.00/min	£3.00/min	£3.00/min	£1.60/min	£0.80/SMS	£1720/GB



## Roaming Business Zones

Zone Name	Countries Included
Europe Zone	Austria,Azores,Belgium, Bulgaria,Canary IslandsCroatia, 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	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, Australia, Canada, China, Gibraltar, Guernsey, Hong Kong, Isle of Man, Jersey, New Zealand, Saudi Arabia, Singapore,South Africa, Switzerland, Turkey, United States
World Zone	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, Australia, Canada, China, Gibraltar, Guernsey, Hong Kong, Isle of Man, Jersey, New Zealand, Saudi Arabia, Singapore, South Africa, Switzerland, Turkey, United States Argentina, Armenia,Bangladesh, Bermuda, El Salvador, Faroe Islands, Guadeloupe, Israel,Mexico, Moldova,Montenegro, Nicaragua, North MacedoniaPakistan,Peru, Puerto Rico, Qatar, Réunion, Russia, Serbia, Thailand, Ukraine, Uzbekistan, Venezuela, Vietnam, Zambia
RoW 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
RoW 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
RoW 3	Afghanistan, Benin, Cambodia, Cape Verde, Gambia,Iran, Nepal, Sierra Leone
RoW 4	Bhutan, Burkina Faso,Chad,Congo, Democratic Republic of Congo, French Polynesia, Guatemala, Honduras, Kyrgyzstan, Lesotho, Myanmar, Namibia, Paraguay,Suriname, Swaziland, Tajikistan, Vanuatu
RoW 5	Malaysia
RoW 6	Algeria, Bahrain, Belize, Jordan, Morocco, South Korea
RoW 7	Bosnia and Herzegovina, Greenland, Maldives, Bahamas, Ethiopia
RoW 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.

## Roaming Passes–Daily

Zone	Allowance	Charge	Restrictions
<b>Europe Zone</b>	Unlimited voice and text, 2 GB	£2.25	Calls within Europe Zone and back to the UK (calls and texts to standard mobile and landline numbers only)
<b>Business Zone</b>	Unlimited voice and text, 1 GB data	£8.50	Calls within country and back to the UK (calls and texts to standard mobile and landline numbers only)
<b>World Zone</b>	60 minutes and 60 texts, 1 GB data	£11.00	Calls within country and back to the UK (calls and texts to standard mobile and landline numbers only)
<b>All Zones</b>	Landing/Welcome SMS 80% and 100% Notifications		

If You opt out of Roaming Daily, Standard Pricing will apply.

## International Direct Dial Bundle Zones

Zone Name	Countries Included
Europe Zone	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(Inc Europe Zone Countries)	Australia, Canada, China, Gibraltar, Guernsey, Hong Kong, Isle of Man, Jersey, New Zealand, Saudi Arabia, Singapore, South Africa, Switzerland, Turkey, United States
World Zone (Inc Europe and Business Zone Countries)	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

