






## How to pay your bill

Payment method	Online	By phone
<b>Direct Debit</b> 	Direct Debit is the easiest, cheapest and most convenient way to pay. Set it up online by signing up to My EE at <a href="http://ee.co.uk/myee">ee.co.uk/myee</a> and follow the steps. You'll need your bank details: <ul style="list-style-type: none"> <li>- Account name</li> <li>- Account holder address</li> <li>- Account number &amp; sort code</li> </ul>	You can set up your Direct Debit by phone. Call 150 from your EE phone or 07953 966 250 from any other phone (charges may apply).
<b>Debit / credit card</b> 	Simply sign-up to My EE at <a href="http://ee.co.uk/myee">ee.co.uk/myee</a> and pay online with your credit or debit card.	To pay by phone with your credit or debit card just give us a ring on 150 from your EE phone or 07953 966 250 from any other phone (charges may apply).
We accept Visa, Visa Debit, MasterCard, Amex or Maestro.		
<b>Telephone / internet banking</b> 	If you use internet or telephone banking, you'll need the following information to make a payment: <ul style="list-style-type: none"> <li>- EE Bank Account: 31012304</li> <li>- EE Sort Code: 40-02-50</li> <li>- Payment Reference: your EE account number</li> </ul> Alternatively, you can top up EE & T-Mobile when selecting who to pay. Please allow at least 3 working days for your payment to reach us.	
<b>Cheque</b> 	Please fill out your payment slip, and send it to EE, PO Box 238, SHEFFIELD, S98 1PS together with your cheque made payable to "EE". Please write your EE account number and mobile phone number on the back, and allow at least 3 working days for your payment to reach us.	
<b>Bank</b> 	Take your completed payment slip to your bank, together with your payment (cash or cheque made payable to "EE"). Some banks may charge you for this service, and your payment may take up to 3 working days to reach us.	

We recommend that you pay for your monthly bill by Direct Debit. If you choose to pay by any other method, a charge may apply if you don't pay by the date set out on your bill. If you choose to pay by Direct Debit, credit card, debit card, internet or telephone banking, you will see EE & T-Mobile on your bank statement for your payment.

## Frequently asked questions

- Q: How can I check my usage and/or manage my account?**  
**A:** The easiest and most convenient way to keep track of your usage is online. Simply sign up, or log in to [ee.co.uk/myee](http://ee.co.uk/myee). You can then download the My EE app, or you can choose to text or call us on 150 (charges may apply).
- Q: What is a part free charge?**  
**A:** If you reach the end of your allowance during a call, you will see a 'Part Free' charge on your bill. This just means we've charged you for the bit of the call that wasn't in your allowance.
- Q: How much have I been charged for calling 08, 09 and 118 numbers?**  
**A:** Calls to 0800 numbers are free. For calls to other 08, 09 and 118 numbers, your charge is made up of an Access Charge of 50p per minute plus a Service Charge which is set by the company you are calling. Please see [ee.co.uk/ukcalling](http://ee.co.uk/ukcalling) for more details.
- Q: Why is my bill higher than normal?**  
**A:** You may have bought extra services, exceeded your allowance or it could be the result of changing your plan or number. Please take a look to understand how your bill was calculated, and if you're still not sure, or you have a query, feel free to call us on 150 (charges may apply).
- Q: I don't recognise a charge on my bill?**  
**A:** You may have bought a third party service or download (e.g. an app for your phone). The charges may appear in more than one line. You can read more about these types of charges at [www.ee.co.uk/help](http://www.ee.co.uk/help).
- Q: Do my charges include VAT?**  
**A:** Charges on your EE bill are always shown without VAT. VAT is calculated on most charges, but we don't charge VAT on insurance services or some 3rd party content. The total of your charges and applicable VAT will show on page 1 of your bill.

We always aim to give you the best service, however if we fail to do so you should call us on 150 (charges may apply). If we haven't resolved your complaint within 8 weeks, you may be able to refer the matter to an independent dispute resolution scheme for free. See [www.complaints-services.gov](http://www.complaints-services.gov) for more details.

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