



## EE Price Guide for Small Business

Our home for Service Plans designed for businesses with up to 50 employees



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## Small Business Subscription Options

### Business phone plan

Charges are per Connection per month. See the Terms and Conditions section for more information. Plans from £32 and above can be used as Shared Plans

#### Business Handset Plans

Our Business plans will give you access to our 4GEE Network, with average download speeds of 12-15Mbps.

12 month Minimum Term	
	<b>£47</b>
Data	2GB
UK Minutes	Unlimited
Texts	Unlimited

24 month Minimum Term					
	<b>£12.50</b>	<b>£17</b>	<b>£22</b>	<b>£27</b>	<b>£32</b>
UK Data	250MB	500MB	750MB	1GB	2GB
UK Minutes	250	500	750	1000	Unlimited
UK Texts	250	500	750	1000	Unlimited

<sup>1</sup>Inclusive minutes can be used for calls to 0800 & 0808 numbers as well

#### Business Extra Handset Plans

Our Business Extra plans give you access to our 4GEE Network and, where we've rolled it out, you will also benefit from Double Speed 4GEE with average download speeds of 24-30Mbps.

12 month Minimum Term		
	<b>£52</b>	<b>£57</b>
Data	4GB	8GB
UK Minutes	Unlimited	Unlimited
Texts	Unlimited	Unlimited
International Direct Dial & Roaming Minutes	180 Minutes for international calls from the UK to, or roaming calls while in, Europe* and the USA	

24 month Minimum Term			
	<b>£37</b>	<b>£42</b>	<b>£48</b>
UK Data	4GB	8GB	12GB
UK Minutes <sup>1</sup>	Unlimited		
UK Texts	Unlimited		
International Direct Dial & Roaming Minutes	180 Minutes for international calls from the UK to, or roaming calls while in, Europe* and the USA		

<sup>1</sup>Inclusive minutes can be used for calls to 0800 & 0808 numbers as well

\*IDD & Roaming: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland. **Roaming only:** Lithuania, Latvia, Azores, Canary Islands, French Guiana, Guadeloupe, Martinique, Reunion Islands, Saint Martin and Saint Barthelemy, Vatican City

24 month Minimum Term		
	£60	£95
UK Data	20GB	50GB
UK Minutes	Unlimited	
UK Texts	Unlimited	
UK Picture Messages	Unlimited	
International Direct Dial (IDD) & Roaming Minutes*	300 Minutes for international calls from the UK to, or roaming calls while in our Business Zone destinations	1200 Minutes for international calls from the UK to, or roaming calls while in our Business Zone destinations
International Direct Dial (IDD) & Roaming Texts*	300 Texts to use for sending texts from the UK to, or while roaming in our Business Zone destinations	1200 Texts to use for sending texts from the UK to, or while roaming in our Business Zone destinations
EU Roaming Data^	100MB	500MB

<sup>†</sup>Inclusive minutes can be used for calls to 0800 & 0808 numbers as well

\*IDD & Roaming Minutes & Texts: Europe (including Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland), USA, Canada, Turkey, Israel, China, India, Pakistan, New Zealand, Australia, US Virgin Islands. **Roaming only:** Lithuania, Latvia, Azores, Canary Islands, French Guiana, Guadeloupe, Martinique, Reunion Islands, Saint Martin and Saint Barthelemy, Vatican City

^EU Roaming data is applicable to Zone 1 (EU Roaming Data) zone only. Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the EE Europe Roaming Zone, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

## Business SIM Only Plans

30 day Minimum Term			
	£17	£21	£25
Data	2GB	4GB	8GB
Minutes	Unlimited		
Texts	Unlimited		
Network Speed	4GEE	4GEE Double Speed	

12 month Minimum Term					
	£8	£14	£16	£19	£23
Data	250MB	1GB	2GB	4GB	8GB
Minutes	250	Unlimited			
Texts	250	Unlimited			
Network Speed	4GEE			4GEE Double Speed	
24 month Minimum Term					
	£5.05	£19	£23		
Data	100MB	4GB	8GB		
Minutes	100	Unlimited			
Texts	100	Unlimited			
Network Speed	4GEE	4GEE Double Speed			

SIM Only plans marked with 4GEE Double Speed include access to Double Speed 4GEE where available with average download speeds of 24-30Mbps compared to 12-15Mbps for 4GEE (source: EE data 2014). Check [ee.co.uk/coverage](http://ee.co.uk/coverage) to see if you can benefit from Double Speed 4GEE.

## Single User Plan Benefits

Included with all Single User Plans
WiFi on the Underground*, Tethering
Itemised Online Billing
Faulty Replacement service for phones*
Inclusive Voicemail / Visual Voicemail (subject to OS compatibility)
UK Based Business Customer Service
Conference Calling

\*Separate terms apply

## Business shared plan

On the Business shared plan you can share your data allowance from a 24 month Business phone plan contract across up to five different Connections (or up to two Connections if buying through one of our indirect channels).

### How it Works

**Step 1** – Choose an eligible 24 month Business Phone Plan contract (eligible plans start at £30 per month). This cannot be a SIM Only contract.

**Step 2** – Add extra Connections. These can be added at any point, from the options below. You can choose to add handsets, data only devices (Tablets, Mobile WiFi or a Dongle), or a voice / data SIM only Connection.

#### 24 month shared device options

Device Category	Monthly Sharer Fee	
	Before 28/05/15	From 28/05/15
<b>Mobile WiFi / USB Dongle</b> Draws on lead data allowance	£9.00	£9.08
<b>Tablet*</b> Draws on lead data allowance	£21.00	£21.18
<b>Smartphone*</b> Draws on lead data allowance plus unlimited UK minutes & UK texts	£18.00	£18.16
	£27.00	£27.23
Device Category	Monthly Sharer Fee	
	Before 26/03/15	From 26/03/15
<b>Mobile WiFi / USB Dongle</b> Draws on lead data allowance	£7.00	£7.07
<b>Tablet*</b> Draws on lead data allowance	£18.00	£18.19
<b>Smartphone*</b> Draws on lead data allowance plus unlimited UK minutes & UK texts	£14.00	£14.15

\*Tablet & Smartphone options not available in all stores or channels

#### SIM Only shared options

Category of SIM	Tenure	Monthly Sharer Fee	
		Before 28/05/15	From 28/05/15
Data Only	30 Days	£7.00	£7.06
	24 Months	£4.00	£4.02
Voice (includes unlimited minutes & texts)	30 Days	£14.00	£14.12
	12 Months	£10	£10.09

If you run out of data, any member of your shared group will be able purchase more data for you all to use.

## Business Connect

At least one Connection on this plan must be on a 24 month minimum term. Each Connection on your account will be subject to its own minimum term. Line Rental Charges are per Connection / month. Shared allowances are charged per account. See the Terms and Conditions section for more information. Each Business Connect account includes MobileIron Cloud licences at no extra cost for the first 5 Connections (see Mobile Device Management in this Price Guide for more detail). Additional licences are available on a chargeable basis.

### Step 1 – Choose a plan for each User or device

New phone or phone SIM Line Rental – 24 Month Minimum Term					
Individual Inclusions	£16	£22	£32	£38	£45
UK Data	0GB (Add data in step 2)	0GB (Add data in step 2)	2GB	5GB	10GB
UK Minutes	Unlimited				
UK Texts	Unlimited				
International Direct Dial Minutes	-		180 Minutes for international calls to Europe± and the USA		
New phone or phone SIM Line Rental – Other Minimum Term periods					
Individual Inclusions	£10		£47		
UK Data	No inclusive allowance* Go to steps 2 & 3		2GB		
UK Minutes			Unlimited		
UK Texts			Unlimited		
International Direct Dial Minutes			180 Minutes for international calls to Europe± and the USA		
Tenure	1 Month		12 Months		

New Tablet, Mobile WiFi, or Data SIM				
	£15	£25	£4	£8
UK Data	4GB	8GB	No inclusive allowance* Go to steps 2 & 3	
Minimum Term	24 Months		1 Month	

If data SIM is used in a device that sends texts and can make calls, the minutes and texts will be charged at EE's standard rates.

\*Out of bundle charges will apply if no allowance is added at step 2.

\*\*Colleague calls includes all lines on the same billing account

± Countries included for IDD: Andorra, Austria, Belgium, Croatia, Cyprus, Czech Republic, Denmark, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Italy, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, San Marino, Slovak Republic, Spain, Sweden, Switzerland, Vatican City, Guernsey, Republic of Ireland, Isle of Man, Jersey, Canada, USA, US Virgin Islands.

### Step 2 – Add shared data

Data		1GB	2GB	4GB	8GB	16GB	24GB	32GB	48GB	64GB
For use in the UK	24 months	£8	£16	£32	£64	£128	£192	£256	£384	£512
	30 Days	£8.50	N/A							

Once this allowance is used up you will be charged 1.6p/MB in the UK.

### Step 3 – Add shared minutes and texts

Minutes and Texts		500	1000	1500	2000	3000	5000	7000	10000
For use in UK and from UK to Europe & USA	24 months	£20	£40	£60	£80	£120	£200	£280	£400
	30 days	£30	£60	£90	£120	£180	£300	£420	£600
For use in UK and from UK to Europe, USA PLUS Business Zone <sup>†</sup>									

Shared minutes and texts can be used for calls to UK mobiles, landlines starting 01/02/03, and for IDD calls to Europe, USA, and Canada (Zones 1, 2, and 3). Note that some MVNO numbers are not included in this allowance and will be charged at our Out-of-Bundle rate.

**Step 4 – Add shared roaming minutes and texts**

Roaming Minutes		100	250	500	1000	2000
Roaming Texts		20	50	100	200	400
Europe & USA	30 days	£14	£35	£70	£140	£280
Europe, USA, plus Business Zones <sup>†</sup>		£49	£122	£245	£490	£980

<sup>†</sup>Business zone countries include Australia, Canada, China, India, Israel, New Zealand, Pakistan, and Turkey.





## Single User Add-Ons for Business phone, Business Connect, & shared plans

Add-Ons	Monthly subscription fee
500MB Data <sup>†</sup>	£5.00
1GB Data <sup>†</sup>	£8.00
2GB Data <sup>†</sup>	£12.50
4GB Data <sup>†</sup>	£16.50
200 Minutes to UK Mobiles from within the UK	£3.33
Unlimited SMS to UK Mobiles from within the UK	£4.17
Unlimited UK Photo Messages	£4.00
500 Minutes to UK Landlines starting 01, 02, or 03	£5.00
50 Photo Messages	£5.00
100 photo messages	£8.33
100 UK to EU Minutes	£5.00
50 UK to Anywhere Minutes	£5.00
100 EU Roaming Minutes	£8.33
60 Global Roaming Minutes	£8.33
50 UK minutes to UK 08 Numbers	£3.33
100 UK minutes to UK 08 Numbers	£5.00
200 UK minutes to UK 08 Numbers	£7.50
180 Business International Minutes Mins to/from Europe* & USA	£10.00
180 Business International Minutes Mins to/from Europe* & USA (12 Month Contract <sup>^</sup> )	£7.50
300 International Mins and 300 International texts to/from Europe*, USA and Business Zone <sup>^</sup> countries	£40.00
1200 International Mins and 1200 International texts to/from Europe*, USA and Business Zone <sup>^</sup> countries	£80.00
50 International Texts	£5.00
100 International Texts	£7.50
200 International Texts	£10.00

<sup>†</sup>All data add-ons are valid for 30 days from the date of purchase (unless otherwise stated), or until the purchased allowance is used up (whichever is sooner). When you run out of Data

allowance, data add-ons can also be bought via your device. You will be charged the full charge that you select and you have the data to use until your next bill cycle.

All Single-User voice and message bundles that are subject to a capped allowance and are added part way through a month will provide the full monthly allowance at a pro-rated charge from the point of addition to your account until the end of that month. The allowances then recur on a 30-day basis (unless otherwise stated) until removed from your account. Business Connect allowances are pro-rated in the first month you add them, and the full allowance will be received in the first full month of usage.

\*Countries included for IDD & Roaming: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland. **Roaming only:** Lithuania, Latvia, Azores, Canary Islands, French Guiana, Guadeloupe, Martinique, Reunion Islands, Saint Martin and Saint Barthelemy, Vatican City

<sup>^</sup> Business Zone countries include Australia, Canada, China, India, Israel, New Zealand, Pakistan, and Turkey.

<sup>^</sup> Early Termination fees apply

Data Roaming Add-On <sup>†</sup>	Expiry	Zone 1*	Zone 2A	Zone 2B	Zone 2C	Zone 2D
3MB	24 hours					£20
10MB				£7.50	£12	£50
20MB			£3		£20	
25MB				£15		
50MB			£2.50			
100MB			£4.17	£10		
20MB	7 days					£120
50MB				£35	£50	£200
100MB				£50	£90	
200MB			£10	£20		
500MB		£20.83	£40			
2GB	12 months	£75	£175			

<sup>†</sup>Available from 23 July 2014.

\*Note data roaming add-ons are ex VAT for zone 1, when abroad on the portal the pricing is displayed as inc. VAT

Note these are the data add-on as on MBB devices

## Out-of-Bundle Charges

Activity	Charge
Calls to UK regional landlines	35p / minute
Calls to UK mobiles	35p / minute
Text Messages	10p / message
Photo Messages	25p / message
UK Data (applies to Business Connect - only)	1.6p MB
Data Roaming in Zone 1	16.5p / MB±
Data Roaming Zone 2	£7.50 / MB±

±Only payable if you opt out of the International data roaming add-ons

For all other out-of-bundle rates, including the cost of calling premium rate numbers see our **Non-Standard Price Guide for EE Small Business**, available at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms)

## Additional Charges

Activity	Charge
Itemised Paper Bill	£1.25 per account per month
Non-Direct Debit Payment Charge	£2.92 per month

## Insurance and Protection

To be eligible to purchase Insurance and Protection from EE, you must have bought your device through one of EE's direct sales channels and be on a compatible service plan.

Choose from two Insurance & Protection products: Damage Cover for Business or Full Cover for Business. Both products include insurance (provided by Allianz plc). See the full terms at [ee.co.uk/business/terms](http://ee.co.uk/business/terms) under 'Insurance and Warranty' for further information.

You can add these products to your account when you take out your plan with EE. If you are already a customer and want to add either a Damage Cover for Business or Full Cover for Business to your account you'll need to call customer services.

You'll be charged for your product each month and the cost will be added to your bill. If you add one of our Insurance & Protection products part way through a month the cost will be pro-rated. You'll need to call customer services to remove it. If you leave EE then your Insurance & Protection product will be cancelled automatically.

With the exception of the terms and conditions of insurance, we can change the terms, change the charges or withdraw the products at any time. We will try to give you notice of such changes.

Damage Cover for Business £5.50 / month	Full Cover for Business £9 / month
24 hour replacement for claims <sup>†</sup>	<ul style="list-style-type: none"> <li>- 24 hour replacement for loss, theft, damage claims<sup>†</sup></li> <li>- Upgrade discount of 25% minimum</li> <li>- Lookout Premium EE edition for Android Customers.<sup>†</sup></li> </ul>

<sup>†</sup>Subject to Lookout End User Licence Agreement

<sup>‡</sup>We are not able to make same day deliveries in: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Orkney Isles, Hebrides, Isles of Scilly, Shetland Isles, Aberdeenshire, Channel Islands, Isle of Man and Isle of Wight and some parts of Ayrshire, Paisley & Perthshire. We will not make a same day or next day delivery on UK bank holidays or in exceptional circumstances

### Discounts on Early Upgrade Fee (Full Cover for Business only)

When you have had Full Cover for Business for a continuous period of 6 months or more, and are up to 18 months in to your airtime plan, you can get a minimum of 25% off your Early Upgrade Fee if you want to upgrade early. This offer is only available if you upgrade to a plan on EE (not for

upgrades on Orange or T-Mobile plans). It is not available for customers with a tablet device and some plans may be excluded. Once you've used your early upgrade benefit you'll have to wait at least 6 months before being able to get another early upgrade benefit. Additional terms apply to upgrading early, see ee.co.uk/business/terms. We may change or withdraw this benefit at any time without notice.

An early upgrade fee is payable when you upgrade before the end of your current pay monthly plan to a new 24 month plan with phone and is calculated based on the total monthly line rental due for the remainder of your minimum term. You must be more than 18 months into your plan with more than 45 days to go before the end of your minimum term. Full Cover for Business will give you a minimum of 25% discount on this fee only and can only be used when upgrading to an EE plan, not when upgrading to a plan on Orange or T-Mobile. The cost of any new plan or device you choose will not be discounted.

### Lookout Premium (Full Cover for Business only)

Available for Android users only. Download the Premium Lookout Mobile Security - EE – edition app and follow the steps to activate. Lookout terms and conditions apply, see lookout.com for details.

Damage / Loss / Theft Excess Fee			
Excess Band	A	B	C
Charge to Customer	£35	£55	£75

EE will accept a maximum of two claims in any 12 month period for lost / stolen devices starting from the date of the first claim. There is no limit on the number of damage claims.

## Mobile Device Management

Mobile Device Management from EE will help you to secure your fleet of business devices. There is a minimum initial order of 5 licences and a Minimum Term of 12 months applies to each licence ordered, from the date of activation. Full terms are in the Terms and Conditions section of this Price Guide.

Your Service Plan	What You Get
Business Phone Plan	£3 per month per licence
Business Connect	First 5 licences included with your service plan. Additional licences are £3 per month per licence.

A Minimum Connection Period of 12 months (or greater if specified in the your Agreement with EE) applies to all Mobile Device Management licences. If you activate more licences than you have told us about, we may bill you several months in arrears for those licences. Compatible Device required. Accessing the hosted mobile device management platform (the "MDM Platform") requires an internet connection, which it is your responsibility to provide. You are granted a licence to access the MDM Platform is under a separate agreement with MobileIron. Use of the MDM Platform is subject to your acceptance of MobileIron's end user licence agreement at point of registration for the MDM Platform. Use is also subject to the MobileIron Privacy Policy, available at <https://anyware.com/privacy.html>, or such other URL as may MobileIron may advise from time to time. Your sole rights and remedies with relation to the MDM Platform are as set out in your agreement with MobileIron. If you do not accept the terms of MobileIron's end user licence agreement, you should not use the MDM Platform. You agree to indemnify EE, and keep EE indemnified for any costs or losses incurred or suffered by EE (including any legal costs) arising from any failure on your part to comply with the terms of MobileIron's end user licence agreement.

EE may withdraw or substitute the MDM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).



## EE Pocket Landline

Choose how many numbers or mobiles you need on the service:

product	description	monthly charge
<b>Pocket Landline One-to -One</b>	Allows one UK Pocket Landline number to be routed to your existing EE business UK mobile - great if you're a sole trader.	£10
<b>Pocket Landline Many to One</b>	Choose more than one UK Pocket Landline number, all routed to a single EE business UK mobile - perfect for promoting separate aspects of your business or widening your geographical customer base.	£10 per landline number
<b>Pocket Landline One to Many (up to five mobiles)</b>	Ideal for larger businesses who want to manage inbound calls across a team - one UK Pocket Landline can be routed to up to 10 EE business UK mobiles.	£15
<b>Pocket Landline One to Many (up to 10 mobiles)</b>		£25

Callers phoning the Pocket Landline number will be charged at Standard Landline rates. Outbound voice calls made on a Device associated with Pocket Landline will be charged as a standard voice call in accordance with your voice Service Plan. Whilst you are abroad, Pocket Landline calls you receive will incur Roaming Charges as per your Service Plan.

Customers receive the first 3 months free of charge.

<b>What's Included</b>	Provision of one or more fixed landline numbers and intelligent routing of inbound calls terminating on an EE mobile. Routing and availability of the landline number(s) can be managed via a web accessible on-line portal.
<b>Minimum Term</b>	12 months from the point of Connection

Maximum of 10 mobile numbers can be associated with each landline number. Pocket Landline number(s) will cease to exist upon Disconnection. Pocket Landline numbers are subject to availability and will be allocated on a first come first served basis. Pocket Landline options: one-to-one (one UK landline number linked to one UK EE mobile); many-to-one (more than one UK landline number linked to one UK EE mobile); one-to-many (one UK landline number linked to up to 10 UK EE mobiles depending on plan). Roaming Charges apply as per your Service Plan if any Device associated with Pocket Landline is used abroad.

### Porting-In

Existing landline numbers can be ported in for use as a Pocket Landline number, subject to verification by EE that a number can be ported. Porting-in requests may be cancelled on 3 working days' written notice prior to communicated porting date, and EE will confirm receipt of any such request. Porting can take up to 15 working days and EE cannot guarantee a port request can be concluded. You are responsible for settling any outstanding payments or termination fees with your existing landline provider. Certain types of telecommunication lines such as (but not limited to) Private Branch Exchange (PBX) and Integrated Services Digital Network (ISDN) lines cannot be ported across to Pocket Landline. Once a landline is ported, it will no longer ring on the relevant fixed phone and there will be no dial tone on that fixed phone. Any existing services on that fixed line number (e.g. Broadband, inbound and outbound voice calls, BT Redcare and alarms) will terminate and EE is not liable for any losses, damages,

costs or expenses arising from or in any way connected with the termination of such services.

### Porting-Out

Porting-Out a mobile number to another service provider will terminate the Pocket Landline number associated with the mobile number and the Pocket Landline service will be terminated.

Porting-Out can only be requested by you asking your new service provider (and not EE). Your new service provider would be responsible for managing the porting-out process on your behalf. You are responsible for all costs associated with porting out.

### Portal

Computer and internet access is required for use of Portal (Portal can also be accessed via smartphone device and active data connection, which will be charged at your standard rates). You are responsible for configuration of the Pocket Landline service via the Portal and EE accepts no liability for any losses incurred or arising from your use of the Portal. EE reserves the right to change passwords or suspend access to the Portal at any time to protect the security of Pocket Landline or to stop any suspected abuse.

## 4GEE WiFi (mobile broadband & dongles) & Tablet plans

All Mobile Broadband plans include access to our 4GEE Network and WiFi on the Tube. Note: If MBB SIM is used in a handset, voice out of bundle charges will apply.

**If your plan does not appear below, you may be on a personal plan; details and the applicable terms and conditions can be found under [4GEE WiFi Terms](http://www.ee.co.uk/terms) on our website at [www.ee.co.uk/terms](http://www.ee.co.uk/terms).**

### 4GEE SIM Only Mobile Broadband Plans

*The following plans are only available to selected accounts*

Minimum Term	24 month
Monthly charge	£3.50
UK Data	500MB
UK Minutes	200 to UK Landlines
Network Speed	4G

Minimum Term	12 month	24 month
Monthly charge before 26/03/15	£2.50	£5.00
Monthly charge after 26/03/15	£2.53	£5.05
UK Data	100MB	500MB
UK Minutes	N/A	200 to UK Landlines
Network Speed	4G	

SIM Only plans do not include any device to access the Services. Please see below for additional terms applicable to SIM Only options.

## 4GEE WiFi and Tablet Plans

Our 4GEE WiFi and Tablet Plans will give you access to our 4GEE Network, with average download speeds of 12-15Mbps.

All 4GEE Tablet Plans are subject to a Minimum Term of 12 or 24 months. Upfront Device cost varies depending on your monthly charge.

12 month Minimum Term	
Monthly charge	£20
UK Data	4GB
Network Speed	4G

24 month Minimum Term					
Monthly charge	£10	£10	£15	£25	Before 26/03/2015: £100 After 26/03/2015: £101.07
UK Data	1GB	2GB	4GB	8GB	80GB
Network Speed	4G				

Our 4GEE WiFi and Tablet Extra Plans give you access to our 4GEE Network and, where we've rolled it out, you will also benefit from Double Speed 4GEE with average download speeds of 24-30Mbps.

24 month Minimum Term		
Monthly charge	£30	£35
UK Data	12GB	16GB
Network Speed	4GEE Double Speed	
EU Data <sup>^</sup>	100MB	

<sup>^</sup>EU Roaming data is applicable to [Zone 1 \(EU Roaming Data\)](#) zone only. Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the EE Europe Roaming Zone, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

Additional UK data add-ons can be purchased either on a one off basis, or recurring.

## 4GEE Data Roaming Plan

Our 4GEE Data Roaming Plan gives you access to our 4GEE Network and, where we've rolled it out, you will also benefit from Double Speed 4GEE with average download speeds of 24-30Mbps.

This plan includes data usage in the UK and abroad in Zone 2A\* countries. It includes 8GB of monthly recurring UK data and 1GB of annual recurring Zone 2A data for use in a MBB device or a Tablet.

	8GB
24 Month	£35
Network Speed	4GEE Double Speed
Inclusive Zone 2A Data* (Annual)	1GB

\*Zone 2A Countries: USA, Canada, Armenia, Ukraine, Turkey, Peru, Russia, Singapore, New Zealand, Mexico, China, Australia, Israel and Canada only. Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the Roaming Zone2A, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

Additional Data Roaming Add-Ons can be purchased either on a one off basis, or recurring (see above). All handset data roaming add-ons are compatible with all 4GEE Mobile Broadband and Tablet Plans.

## 4GEE Fixed Broadband

A minimum term of 24 months applies to 4GEE Fixed Broadband Connections. You must live in a qualifying post-code area to be able to purchase 4GEE Fixed. Qualifying areas currently include postcodes in: Newcastle, Manchester, Hull, Cumbria, Basingstoke, Vale of Aylesbury, South Gloucestershire, Derby and County Durham.

4GEE Fixed Broadband is portable enabling you to take it with you around the office or from office to office within the qualifying post-code areas. However the 4GEE Fixed Broadband can only be used at one address at any given time which must be agreed with EE. You must notify EE in writing if 4GEE Fixed Broadband is moved to any other address.

24 month Minimum Term		
Price Before 26/03/15	£120	£140
Price After 26/03/15	£121.28	£141.50
Data	100GB	120GB

If you use your allowance up, you will need to purchase a Data Pass to keep accessing the internet until your next bill date.

Data Passes		
Allowance	Charge	Available on
5GB	£8.33	All Plans
10GB	£12.50	
20GB	£16.67	
20GB	£30	100GB and 120GB Plans only
30GB	£40	
50GB	£60	

## Fibre / ADSL Broadband

A Minimum Term of 12 months applies to all ADSL Broadband Connections and 18 months to all Fibre Broadband connections. All plans include a free EE Bright Box router.

ADSL Broadband			
Speed	Inclusive Data	Inclusive Calls	Monthly Value
Up to 16Mbps	Unlimited	UK Weekend landline calls	£5*
Up to 16Mbps	Unlimited	Anytime UK landline & UK Mobile calls	£9.17*

Fibre Broadband			
Speed	Inclusive Data	Inclusive Calls	Monthly Value
Up to 38Mbps	Unlimited	UK Weekend landline calls	£13.33*
Up to 38Mbps	Unlimited	Anytime UK landline & UK Mobile calls	£17.50*
Up to 76Mbps	Unlimited	UK Weekend landline calls	£21.67*
Up to 76Mbps	Unlimited	Anytime UK landline & UK Mobile calls	£25.83*

\*Plus £13.13 / month line rental.

£50 Installation fee applies to all Fibre Broadband connections.

When you buy an EE Broadband plan at the same time as your mobile subscription we will increase your UK mobile data allowance to 10GB / month on £30, £35, or £40 per month plans or to 20GB / month on £45 a month plans.

## International Direct Dial Zones

Zone 1							
Andorra	Austria	Belgium	Cyprus	Czech Republic	Denmark	Faroe Islands	Finland
France	Germany	Gibraltar	Greece	Hungary	Italy	Liechtenstein	Luxembourg
Malta	Monaco	Netherlands	Norway	Poland	Portugal	San Marino	Slovak Republic
Slovenia	Spain	Sweden	Switzerland	Vatican			

Zone 2			
Guernsey	Ireland	Isle of Man	Jersey

Zone 3		
Canada	USA	US Virgin Islands

Zone 4	
Australia	New Zealand

Zone 5
Rest of World

## Data Roaming Zones

Zone 1 (Europe)							
Austria	Belgium	Bulgaria	Chanel Islands	Croatia	Cyprus	Czech Republic	Denmark
Estonia	Finland	France	Germany	Gibraltar	Greece	Hungary	Iceland
Ireland	Italy	Latvia	Liechtenstein	Lithuania	Luxembourg	Malta	Netherlands
Norway	Poland	Portugal	Reunion	Romania	Slovakia	Slovenia	Spain
Sweden	Switzerland						



Zone 2A						
Armenia	Australia	Canada	China	Israel	Mexico	New Zealand
Peru	Russia	Singapore	Turkey	Ukraine	United States of America	Ukraine

Zone 2B							
Argentina	Bermuda	Columbia	Ecuador	Gabon	Hong Kong	India	Indonesia
Malaysia	Moldova	Mongolia	Nicaragua	Philippines	Qatar	Saudi Arabia	Sierra Leone
South Africa	Thailand	Uganda	United Arab Emirates				

Zone 2C							
Afghanistan	Albania	Botswana	Brazil	Caribbean	Dominican Republic	Egypt	Faroe Islands
Guinea	Guyana	Iraq	Ivory Coast	Japan	Jordan	Macedonia	Madagascar
Mali	Montserrat	Montenegro	Netherlands Antilles	Niger	Nigeria	Panama	Senegal
Serbia	South Korea	Sri Lanka	Tanzania	Vietnam	Zambia		

Zone 2D							
Algeria	Andorra	Angola	Azerbaijan	Bahrain	Bangladesh	Belarus	Benin
Bolivia	Bosnia and Herzegovina	Brunei Darussalam	Cambodia	Cameroon	Cape Verde	Chile	Congo
Cuba	El Salvador	Fiji	Georgia	Ghana	Greenland	Isle of Man	Kazakhstan
Kenya	Kuwait	Lao	Lebanon	Lesotho	Macau	Maldives	Mauritius
Morocco	Mozambique	Namibia	Oman	Pakistan	Palestine	Paraguay	Rwanda
Seychelles	Sudan	Taiwan	Tajikistan	Tunisia	Uruguay	Venezuela	Yemen

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## Voice & SMS Roaming Zones

**Zone 1** – Republic of Ireland & Isle of Man

**Zone 1A** – Jersey & Guernsey

Zone 2A			
Iceland	Canary Islands	French Guyana	Gibraltar
Guadeloupe	Liechtenstein	Martinique	Norway
Reunion	San Marino	Vatican City	

Zone 2B							
France	Austria	Azores	Balearic Islands	Belgium	Bulgaria	Southern Cyprus	Croatia
Czech Republic	Denmark	Estonia	Finland	Germany	Greece	Hungary	Italy
Latvia	Lithuania	Luxembourg	Madeira	Malta	Monaco	Netherlands	Poland
Portugal	Romania	Slovak Republic	Slovenia	Spain	Sweden	Romania	

**Zone 3** – Andorra, Faroe Islands & Switzerland

**Zone 4** – USA & Canada

**Zone 5** – Australia & New Zealand

Zone 6							
Afghanistan	Albania	Algeria	Angola	Anguilla	Antigua & Barbuda	Argentina	Armenia
Aruba	Azerbaijan	Bahrain	Bangladesh	Barbados	Belarus	Belize	Benin
Bermuda	Bhutan	Bolivia	Botswana	Brazil	British Virgin Islands	Brunei	Burkina Faso
Burundi	Cambodia	Cameroon	Cayman Islands	Central African Republic	Chile	China	Colombia
Congo (Dem Republic of)	Cook Islands	Costa Rica	Dominica	Dominican Republic	Dutch Antilles	Ecuador	Egypt
El Salvador	Equatorial Guinea	Ethiopia	Fiji	French West Indies	Gabon	Gambia	Georgia
Ghana	Greenland	Grenada	Guam	Guatemala	Guinea	Guyana	Honduras
Hong Kong	India	Indonesia	Iran	Iraq	Israel	Ivory Coast	Jamaica
Japan	Jordan	Kazakhstan	Kenya	Kosovo	Kyrgyzstan	Lebanon	Lesotho
Liberia	Libya	Macau	Macedonia	Madagascar	Malawi	Malaysia	Mali
Mauritania	Mauritius	Mexico	Moldova	Montenegro	Montserrat	Morocco	Mozambique
Namibia	Nepal	Nicaragua	Niger	Nigeria	Oman	Pakistan	Palestinian Authority
Panama	Papua New Guinea	Paraguay	Peru	Philippines	Puerto Rico	Qatar	Russia
Rwanda	Saudi Arabia	Senegal	Serbia	Seychelles	Sierra Leone	Singapore	South Africa
South Korea	Sri Lanka	St Kitts & Nevis	St Lucia	St Vincent & the Grenadines	Sudan	Suriname	Swaziland
Syria	Taiwan	Tanzania	Thailand	Togo	Trinidad & Tobago	Turkey (Inc Northern Cyprus)	Turks & Caicos Islands
Uganda	Ukraine	United Arab Emirates	Uruguay	US Virgin Islands	Venezuela	Vietnam	Yemen
Zambia	Zimbabwe						

**Zone 7 – Maritime (excluding satellite phones)**

Zone 8							
Cuba	Bahamas	Cape Verde	Chad	Congo	Djibouti	Falkland Islands	Kuwait
Laos	Maldives	Mongolia	Palau	Tajikistan	Tunisia	Turkmenistan	Uzbekistan

**Zone 9 – Aeronautical**



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## Terms Applying to Business Plans & Bundles

### Business phone plan and Business Connect plan Subscriptions

All Business plans are subject to a Minimum Term, which will be specified in your Agreement with Us. You will need to register with EE as a business and pass our standard credit check. You may be required to pay a deposit.

#### Voice and Text in the UK

Our 4G network only carries data, so to make mobile voice calls you must be in an area with 2G or 3G coverage.

If you are on a Business Connect plan you can have up to 100 Connections on your account, subject to paying the relevant monthly fee. If you Upgrade one or more Connections on your account the Upgraded Connections will start a new Minimum Term. Calls between sharers and to geographic landline numbers within the UK will not decrement your monthly allowance of minutes. One Connection on your Business Connect Plan must be set up on a 24 month or longer Minimum Term. Any 30 day bundles added part way through your billing cycle will be pro-rated until the start of your next billing cycle.

Minutes and texts included in your bundle, unless stated otherwise, are to mobiles on the EE Network, and to customers on other UK mobile networks (including Orange and T-Mobile), or regional UK landline numbers (excluding Jersey, Guernsey, and the Isle of Man). Calls to numbers starting with 08, 070, 09 and 118, and to some MVNO number ranges, are not included in your inclusive allowance of minutes. Calls to 08 numbers cost up to 33.33p/min, calls to 070 numbers cost up to £1/min and 09 numbers cost up to £3/min. For further information see the Non-Standard Price Guide for EE Small Business at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms).

If you are on our Business phone plan (excluding Business Connect) and have a limited bundle of voice minutes and texts, you can opt to receive usage alerts by calling customer services when you get near to the end of your bundle (80%) and when your bundle has run out, to help you manage your spend. However, if your inclusive allowance runs out during a call, We will charge you for the remainder of the call. Charging for a call commences when a call is answered by a person or an answering device and ends when: (a) you end the call on your device; 16 seconds after your calling device loses signal for any reason (we continue to maintain the call in case your device re-establishes a signal with the Network during this period); or you do not end the call on your device up to 30 seconds after the last third party to you were connected to has ended their call.

All out-of-bundle calls, including Roaming & IDD calls will be charged on a per-minute basis. Roaming calls made from within the EU will incur a 30 second minimum charge and will be charged on a per-second basis thereafter. After the first minute, calls will be charged per second. Calls to voicemail from within the UK are free, but will be charged at standard call rates when you are roaming.

Where your service plan includes bundled roaming and IDD minutes, these cannot be shared across other connections.

A text message consists of 160 characters. If you send a longer message, you will be charged for two or more message as appropriate.

Calls and texts to numbers that are not included in your allowance will be charged at the appropriate rate as set out in our Non-Standard Price Guide for EE Small Business.

These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance

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communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

### **Free months**

Where you are on a plan that includes free months, you will not have to pay your monthly subscription charge in the specified months. You will still have to pay any out of bundle charges that you incur in those months. If you cancel or change your plan before the end of your Minimum Term you will lose your entitlement to any further free months.

### **Mobile Data in the UK**

You can check the mobile internet coverage in your area at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage)

4GEE data bundles include access to Our 4G, 3G and 2G mobile data networks, and to Wi-Fi services through our chosen Wi-Fi partner, presently BT Wi-Fi (separate terms apply). You must have a data allowance or have purchased a data add-on to have access to mobile data services, unless you are on a shared data plan in which case you will be charged the applicable out of bundle rate. On 4GEE phone plan we will let you know by text message when you are getting near the end of your data allowance (80%) and when it has run out.

To receive 4G speeds, you must have a 4G compatible Device, be within range of a 4G base station. Your 4G compatible phone will not necessarily be compatible with any 4G networks outside the UK. If you are on the 4GEE Business Connect (sharer) plan you will use any individual data allowance ahead of any shared data allowance.

You can use internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering'). Remember, you can use

mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information.

A fair use policy applies to data usage, so if you are using data excessively We may restrict your access or ask you to move to a more appropriate plan to protect Our Network for all our Users.

We won't charge you anymore if you reach your monthly data allowance, but you won't be able to use the internet. If you reach your monthly data allowance on our 4GEE phone plan, you will need to buy one of our data add-ons to use mobile internet for the rest of the billing cycle. If you change your price plan, that will take effect from the start of the next billing cycle. If you're on our 4GEE sharer plan you can chose whether to run onto our standard out of bundle rate or to purchase data passes when you have used your allowance if you're on our £15 core plan. If you're on our £30 core plan, we will charge you our standard out-of bundle rate for data once your allowance is used up.

### **General**

Inclusive allowances apply for one month only and cannot be rolled-over to a subsequent month.

You may move to a higher subscription point at any time during the Minimum Term, but you may not move downwards until the final month of your Minimum Term

Single User Bundles may be added to individual Connections on either the Business phone plan or the Business Connect (sharer) plan, and, unless otherwise specified, will get used ahead of any other shared bundled allowance on Business Connect (sharer) plans. They may be added and removed as often as you require but you will always be charged for a full month each time you add a bundle (even if you add a bundle part way through a month), unless you add a capped Single User voice or message

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bundle part way through a month. If you add a Single User voice or message bundle part way through a month and the relevant allowance under the bundle is subject to a cap, you will receive the full allowance for a pro-rated monthly charge from the point the bundle is added to your account until the end of that month. Allowances under Business Connect add-ons are pro-rated in the first month that you add them, with the full allowance being received in the first full month of usage.

## Business shared plans

Business 4GEE Plans allows an overall data allowance to be shared between multiple connections within a group. The group is composed of a lead connection which is known as the Leader (which may or may not be the account holder) and linking member connections (“Sharers”) (collectively all connections are known as the “Group”). You, as the account holder, are only permitted to have one Group unless we expressly agree otherwise. You can have a maximum of five connections in the Group (including the Leader), or if purchasing through one of our indirect channels, a maximum of two connections in the Group (including the Leader). There must be a least two connections to be considered a Shared 4GEE Plan, and only one may be set up as the account Leader. These terms and conditions are in addition to our terms and conditions for all **Business** plans.

You shall be responsible for all charges and other liabilities incurred on behalf of the Group. All members of the Group will be authorised to incur data charges (including those when roaming) on your behalf and any other authorised charges such as content add-ons (unless you set up a bar on your account). You consent to any member of the Group incurring charges on your behalf and you will be solely responsible for those charges. You will be notified by text message when a data add-on is purchased by any member of the Group.

Data can only be shared within the Group and cannot be shared with any other plan you have with us. You can add additional Sharers to your Group at any point in time, up to the specified limit.

The Shared Business Plans applies to standard data usage within the UK only, and the terms set out under the Business phone plan above apply. Anyone from the Group will be prompted to purchase a data roaming add-on when roaming outside the UK. Roaming data is shared amongst the Group when all members of the Group are in the same EE roaming zone. If any member of the Group is in different roaming zones (or in the UK) then data purchased in a particular EE roaming zone can only be shared by members in that same roaming zone.

We will send a text to the Group when 80% of the data allowance has been used and a further text when the Group has used 100%. Only those members of the Group who are using data when the allowance expires will receive a text. You can also check your data usage using the My EE app.

Each member of the Group (except on SIM only, Dongle or Mobile WiFi plans) will also receive a content add-on as part of your plan, or on tablet plans, a 500MB additional data allowance in the first month. These are subscriptions specific to the relevant phone or mobile broadband number. The data used as part of these content add-ons is shared, but all other functionality and storage of the content add-on will be controlled by the relevant Group member on their device.

### **Changes to your plan during the minimum term (including upgrades)**

You as the account holder can increase the Group data allowance at any time by calling customer services on 150. Remember you will need to commit to the increased data allowance and corresponding plan charge for the remainder of the minimum term. The increased data will be applied to your account immediately for use by the Group. You can do this at any time and any increase in your monthly plan charge will be pro-rated on your next bill. You cannot move to a lower price plan unless we allow it.

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## Changes to Lead Sharer and Additional Sharer

If you want to move the Leader to a standard Business plan or become a Sharer (rather than the Leader) you will need to nominate a new Leader for the Group to continue. You will need to:

- (i) Assign a new Leader to the Group either by connecting a new member or changing the status of one of the Sharers to Leader. This will be subject to credit checks and an additional price plan charge. We will let you do this at our absolute discretion and you will need to do this before moving the existing Leader onto another Business plan or terminating the plan; or
- (ii) Terminate your Business Shared plans (and if you're within your minimum term pay early termination charges or early upgrade fees for each plan within the Group – see our price guides for how early termination charges are calculated); or
- (iii) Change the ownership of your Business Shared plans so that another person takes responsibility (including payment of all charges) for the Group, subject to credit checks on the new account holder.

If you want to leave the Group (and a new Leader is not nominated as per above) the Group may be dissolved and data will no longer be shared. This will be subject to our absolute discretion. If the Group is dissolved, all Sharers will need to sign up to a new eligible\* Business plan for the remainder of the minimum term of each plan within the Group. If we let you do this, the total number of individual plans (whether held by you or a new account holder) needs to equal the total number of plans from the Group. All new plans and migrations are subject to credit checks and are at our absolute discretion. You will need to be with us for at least 4 months before we allow a migration from a Business Shared plan to any other plan. Early termination charges are payable for each plan within the Group that is not continued for any reason. (\*By eligible Business plan, we mean a plan with a monthly price plan charge that is more than the price plan charge payable

when it is part of a Group. We will tell you by how much more each standard Business plan must be when you request to leave the Group.)

A minimum commitment period will apply to each connection in accordance with your selected Business Shared Plans price plan unless you select a 30 day SIM only option. Early termination charges will apply if you terminate any of the Business Shared Plans connections before the end of their respective minimum terms. Remember if you add an additional member to the Group after commencement of the original Leader plan, not all the minimum terms will end at the same time.

## Returns

Returns will be subject to our standard retail returns and distance sales returns policy which you can find at [www.ee.co.uk/terms](http://www.ee.co.uk/terms). In addition to those terms the following shall apply to the Business Shared Plans:

- Only the account holder can cancel and/or return the Group's products and services.
- Any additional Sharer which is added to the Group after the purchase of the original Leader plan is subject to our standard returns policy in its own right. For example, if you purchased an additional Sharer plan online 3 months after the original Leader plan, your right to cancel the additional Sharer plan will be available to you 14 days from the date of purchase of the additional Sharer plan (not the original Leader plan).

If a number of devices are ordered at the same time for a particular Group, and not all devices are received at the same time for whatever reason, you are entitled to exercise your right of return pursuant to our returns policy 14 days from the date in which the final device in your Group is received.



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## 4GEE WiFi (Mobile Broadband and Dongles)

You'll have to promise to stay with us for the length of your service plan (either 30 days, 12 months or 24 months) and pass our standard credit check.

Your monthly payment is for an allowance of UK mobile broadband data accessed using a dongle, mobile Wi-Fi device or a tablet (depending on the service plan you have chosen) to connect your phone, laptop or tablet to the internet. If you have purchased a SIM only plan, your monthly payment is for an allowance of UK mobile broadband data accessed using your own dongle, mobile Wi-Fi device or iPad to connect to the internet.

If you join an EE Extra plan, you'll also get access to double speed 4GEE (where available) and a 100MB allowance of data that can be used when you're travelling in a EE Europe Roaming Zone country (described below). Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. In addition if you go outside of the countries in the EE Europe Roaming Zone, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

You'll need 3G or 4G coverage to use the internet. You can only use internet on our 4G network if you're within a 4G enabled area, in range of a 4G base station and have a compatible 4G dongle or mobile Wi-Fi device from us. 4G is currently only available in select cities in the UK. Your dongle or mobile Wi-Fi device may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at: [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage).

If you're using a mobile Wi-Fi device, you can have additional Wi-Fi enabled devices (such as a mobile phone, laptop or tablet) registered to the mobile Wi-Fi device to use your mobile broadband signal. Remember, the more

devices you have connected to your mobile Wi-Fi device at the same time, the slower your internet connection will be on each connected device.

Each mobile broadband option gives you a data allowance to use each month. We'll let you know by text when your data is running low (80% of your allowance used up) and when it has run out.

You can use your mobile broadband to make internet phone calls ('VoIP'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information.

We won't charge you any more if you reach your monthly data allowance, but you won't be able to use the internet. To continue to use the mobile broadband if you reach your monthly data allowance, you will need to buy one of our data add-ons to use mobile broadband until your next bill date. The cost of your data-add on will be added to your bill.

If you don't use mobile broadband in accordance with these terms and conditions or if you use your SIM card in another internet enabled device, for example a mobile phone, we reserve the right to withdraw your mobile broadband plan. We will also charge you for the additional services that you have used. For more information about these charges, please read the Non-Standard Price Guide for EE Small Business at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms).

If you join a plan with mobile WiFi device that is designed for in-car use you are responsible for using the device in such a way that complies with all relevant laws, including road safety law. We will not be responsible to you if you do not. Please see [www.ee.co.uk](http://www.ee.co.uk) or your in-box literature for more information about using your equipment safely.

Remember, your network terms will apply to your use of our services and these terms are additional terms applying to the Mobile Broadband (4GEE

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WiFi) plan only. Where there is any conflict between these terms and the network terms, these terms shall apply.

**EE Europe Roaming Zone** countries are: Austria, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland. This does not include Isle of Man and Guernsey.

#### **Additional terms and conditions applicable to 30 Days and 12 month SIM Only Plans for Mobile Broadband (4GEE WiFi)**

The following terms apply to 30 Days and 12 month SIM Only plans for Mobile Broadband (4GEE WiFi), in addition to the terms and conditions under the heading Mobile Broadband (4GEE WiFi) above. Where there is any conflict between these terms and the Mobile Broadband (4GEE WiFi) terms above, these terms shall apply.

If you join a plan with a monthly data allowance of 3GB or less, you can experience speeds of up to 30Mbps only. 4GEE WiFi Extra plans with a data allowance of 4GB or more could experience 4GEE speeds over 30Mbps, where double speed 4GEE is available and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. Check your coverage at [ee.co.uk/doublespeed](http://ee.co.uk/doublespeed).

Additional terms and conditions applicable to 24 month Tablet Plans for Mobile Broadband (4GEE WiFi)

The following terms apply to 24 month Tablet Plans for Mobile Broadband (4GEE WiFi), in addition to the terms and conditions under the heading Mobile Broadband (4GEE WiFi) above. Where there is any conflict

between these terms and the Mobile Broadband (4GEE WiFi) terms above, these terms shall apply.

If you join our plan with a monthly data allowance of 2GB, you can experience speeds of up to 30Mbps only. If you join a plan with a data allowance of 10GB or more could experience 4GEE speeds over 30Mbps, where double speed 4GEE is available and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. Check your coverage at [ee.co.uk/doublespeed](http://ee.co.uk/doublespeed).

## 4GEE Fixed Broadband

You'll have to promise to stay with us for the length of your service plan (either 12 months or 24 months) and pass our standard credit check. Your monthly payment is for an allowance of UK mobile broadband only. Please remember that you must also pay an Upfront Charge for the router that we provide to you. You must live in a qualifying post-code to be able to purchase 4GEE Fixed, and service is subject to coverage. Check your coverage at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage).

Your mobile broadband speeds will depend on a range of factors, including: local mobile network coverage, whether there are any trees or buildings affecting your signal and the materials your house has been built with. The location of your 4GEE router will also have an effect on your mobile broadband speeds; we recommend that you place your router on or near a window sill. When using the router, the more WiFi enabled devices that you have connected at the same time, the slower your mobile broadband speeds will be on each connected device.

You can use your connection to make VoIP phone calls and for peer to peer file sharing on the EE network. If you do use your connection for peer to

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peer file sharing, your speed will be slower than usual. Please see our network management policies for details.

You may only use your 4GEE Fixed SIM Card in the router we provide you. If you use it in any other device, or any location other than the address you agreed with us, we reserve the right to cancel your 4GEE Fixed plan. You will also be charged for any additional services that you may have used (e.g. voice calls).

If your monthly data allowance runs out, you can choose to buy one of our 4GEE data add-ons. If you try to use mobile broadband once your monthly data allowance has run out, we'll direct you to our data add-ons page. A data add-on gives you additional data to use for UK mobile broadband until your next bill date (at which point your monthly data allowance starts again). You'll be charged the full cost of the data add-on no matter when you buy it and when your bill date occurs. If you don't use all the data before your bill date, it won't roll over to the next month and you'll lose it. You won't be entitled to any pro-rated refund of unused data.

The speed of your data add-on will depend on which price plan you originally joined. For example, if you purchased a plan with a mobile broadband allowance of 4GB or more, you will experience our double 4GEE speeds. If you purchased a plan with an inclusive allowance of less than 4GB, you'll experience our standard 4GEE speeds.

If you want to use your 4GEE Fixed router and 4GEE Fixed SIM Card abroad (including in Jersey, Guernsey and the Isle of Man), you will need to have the Connection set up for roaming before you leave the UK. Connection may be subject to passing an additional credit check or payable a refundable deposit. You will have to buy a roaming data pass to access the mobile broadband while you're abroad. If you go outside of the countries in the zone for which you have purchased the data you won't be able to use the data and you will be prompted to buy a different data add-on

relevant to the new country and zone. The country you're in may not have a compatible 4G network so you will have to use 3G (or whatever compatible local network technology is available). You will also be subject to the traffic management policies of the operator you are using.

You can opt out of the data roaming add-ons by calling +447973100150. Without one of our data add-ons, data will be charged in accordance with our Non-Standard Price Guide for EE Small Business. Please see [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms) for more information.

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## Fibre and DSL Broadband

Connection to our ADSL and Fibre Broadband plans is subject to: (i) availability at the address(es) you wish to have Connected; and (ii) to Our 'Home Network Terms' available at <http://www.ee.co.uk/businesssterms>. We will advise you whether Our broadband products are available at your address at the time of order, or when you notify us that you are moving house. If you are an Indirect Customer you must also complete a Statement of Requirements form before We will be able to provide you with fixed Broadband.

Our Business Broadband service requires a BT compatible landline, which must be purchased and installed before We will be able to provide you with ADSL or Fibre Broadband.

If you take one of our Broadband products, you will be eligible for a £5.00 / month discount off your mobile phone line rental for each Broadband subscription as long as you retain your mobile phone with EE. If you terminate your mobile phone contract you will cease to be eligible for the £5.00 / month discount.

Fibre Broadband requires an engineer to visit your property to connect you to the Fibre network. If you need to change your installation appointment for any reason, you must notify give Us 72 hours' notice. If you do not notify EE, and you are not available when the installer attends you may be charged the full installation fee and will need to book a new appointment. EE can change the scheduled installation time, but will contact you to agree a new date and time if this is necessary.

## In-Building Coverage Terms

### Signal Box

Separate terms apply to Signal Box and are supplied with the Signal Box. Use of the Signal Box constitutes an acceptance of these terms.

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## Terms Applying to All Subscription Options

### Changes to Your Service Plan

You can contact us to change to a more expensive service plan at any point during the term of your Agreement with us. Once you have moved up a price point, you may move back down to your original price point, but you may not go below that during the Minimum Term.

### SIM Only Option

If you purchase a SIM Only plan, you will need a 4G compatible phone. This means a device that you have bought directly from us, or through an indirect retailer. Phones bought on other networks may not work on our 4G network, but will still be able to access our 2G and 3G networks. If your device is from another network, you may need to get it unlocked before it will connect to our network.

### UK Data Add-Ons

**Applies to Business Phone and Shared plans, and Mobile Broadband plans**

To choose one of the Data Add-Ons text the short code to 879, call 150 from your EE handset or visit your online account at MyEE. Your Data Add-On gives you additional data to use each month for mobile internet if your data allowance under your plan has run out. You will be charged the monthly cost of the add-on no matter what date you purchase it. We'll send you a text to let you know when your Add-On is ready to use. The data lasts for the rest of your billing month and is for use in the UK only. If you

don't use all the data before the end of your billing month, it won't roll over to the next month and you'll lose it.

### Using Your Device Abroad – Voice and Data Roaming

**Applies to Business Phone and Sharer plans, and Mobile Broadband plans**

Roaming must be provisioned on the Connection(s) to which any Service Plan or Service Plan Add-On involving Roaming is applied. Bundles are only valid for the specified zones. To be able to make international calls while Roaming, International Direct Dial calling must also be enabled on your account. Voice and SMS Roaming, and Data Roaming zones are detailed in this Price Guide, and are subject to change from time to time. Calculation of Roaming Charges may vary from time to time.

### International Data Roaming Add-Ons

**Applies to Business Phone and Sharer plans, and Mobile Broadband plans**

To use internet on your phone in any of our Data Roaming countries listed above you'll need to buy one of our data roaming add-ons, unless: (a) you have contacted us before you go overseas to opt out, and in which case you will pay our standard out of bundle rates; or (b) you are in the EE Europe Roaming Zone (defined under the 4GEE Extra plan terms and conditions above) and have purchased a Mobile Broadband (4GEE WiFi) 4GEE Extra plan which includes 100MB allowance of data in that zone. You can buy the add-on when prompted when you land in any of the countries.

The cost of the add-on will be added to your monthly bill. You can use the data in any of the listed countries for the relevant zone for the period of time

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that the add-on is valid. Remember, if you go outside any of the listed countries you won't be able to use the data and you will be prompted to buy a different data bundle relevant to that country.

We count all time periods based on UK time. Once your add-on runs out, you'll have to buy another one to be able to continue surfing the internet on your phone in our data roaming countries. Remember you can't use your phone for peer to peer file sharing and the country you're roaming in may not have a compatible 4G network so you will have to use 3G.

You can opt out of the Data Roaming add-ons by calling +447973100150. Unless you have: (a) a Data Roaming add-on; or (b) you are in the EE Europe Roaming Zone (defined under the 4GEE Extra plan terms and conditions above) and have purchased a Mobile Broadband (4GEE WiFi) 4GEE Extra plan which includes 100MB allowance of data in that zone, data will be charged in accordance with our Non-Standard Price Guide for EE Small Business. Please see [ee.co.uk/business/terms](http://ee.co.uk/business/terms)

## Calling Abroad from the UK Bundles

IDD Bundles are valid for calls from the UK to countries in the specified zones. They can be added and removed on a monthly basis, but must be retained on the account for not less than 30 days in any event. Certain MVNO numbers will not be included in your bundle and will be charged at our standard out-of-bundle rate. Any calls made to numbers that are not a standard mobile or geographic landline will not be included in your bundle and may be charged at a higher rate of £3.50 per minute. IDD zones are subject to change from time to time.

you get an equivalent experience. Use of the BT Wi-Fi service is subject to a fair use policy of 3GB / month per User. If you exceed this fair use policy, access to the service may be restricted by BT.

## Photo Messages

To choose 50 photo messages add-on, text the short code to 879; call 150 from your EE handset or visit your online account at MyEE. You will be charged from the day that you choose the add-on. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will then be added to your bill and then every bill each month until you ask us to remove it. We'll send you a text to let you know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE; by calling 150 or text the removal short code to 879. Your add-on gives you 50 photo messages each month to send to UK mobiles. If you don't use all 50 photo messages in any month, they will not be rolled over to the next month and you'll lose them.

## Faulty Replacement Service

*(Version 1.1)*

### 1. What is it?

The Faulty Replacement Service for EE Small Business (the "Service") covers against Devices that are Faulty as set out below.

The Service is additional to, and does not affect, the legal rights that You may have under the general law against the retailer of the Device (which may or may not be EE) or under any separate warranty offered by the manufacturer of the Device.

This is an optional Service provided with an eligible Device. The Service cannot be bought as a separate service from EE. The Service is subject to these terms and conditions (which supersede any previous terms and conditions for the Service). EE may amend these terms and conditions from time to time.

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The Service is available for EE Branded Devices and Qualifying Non-Branded Devices.

**You cannot have the Service and any of EE's insurance products covering the same Device at the same time – during any period that an insurance product is active on a Device, the Service will not apply.**

## 2. Defects caused by faulty materials or workmanship

If Your Device is Faulty, EE will (at its option) repair or replace it at no charge provided that:

- Your Device is not more than 36 months old from date of manufacture; and
- Your Device has been used in accordance with the manufacturer's operating instructions and any operating instructions issued by EE; and
- All repairs have been/are arranged by EE; and
- You comply with these terms and conditions and the terms of Your Agreement; and
- the Device is registered and connected to the Network in Your name under a current Agreement; and
- You continue to meet the eligibility requirements of this Service.

## 3. Service period

The Service starts when you register the Device on the Network. The Service continues for the period specified in your business Price Plan, or if none is specified, for the Minimum Term for the Your Device subject to a maximum of 24 months.

The Service will also end if:

- the Agreement under which Your Device is Connected is terminated; or

- the Device is not registered on the Network; or
- You are in breach of Your Agreement or Your Device is suspended or terminated for any reason; or
- Your Device is more than 36 months old.

Once the Service expires or ends, it cannot be extended.

## 4. What is not covered by this service?

The Service does not cover:

- Device accessories which are not integral to or connected to the Device such as wrist straps, carry cases or styluses which may be covered by the manufacturer's warranty, if any;
- Batteries which are more than 6 months old;
- Your Apple product for the period it is covered by the manufacturer's warranty.
- Your Device for **loss, theft or damage**. If You need this cover, please ask EE –other EE products that can provide this type of cover.

The Service is not available if You are:

- not a Business Customer
- on a SIM only connections
- on PAYG
- On any Price Plan that expressly excludes the Service

These terms and conditions do not cover network services. Network service is subject to Your Agreement.

## 5. EXCLUSIONS and LIMITATIONS

Your Device will not be repaired or replaced where there is a fault or defect caused by or consists of:

- **(wear and tear)** – normal wear and tear rusting or oxidisation or other deterioration due to normal use or exposure or atmospheric or climatic conditions;
- **(manufacturer’s guarantee or warranty)** – something specifically excluded under the terms of the manufacturer’s guarantee or warranty for the Device or is the subject of a manufacturer’s recall of faulty products;
- **(network service)** – breakdown or interruption of the network service;
- **(unauthorised maintenance or faulty workmanship)** – damage during any testing, repairing, adjusting, servicing or maintenance operation or caused by improper or unauthorised repair, maintenance or modification;
- **(cosmetic damage)** – damage which does not impair the normal functions of Your Device;
- **(computer virus)** – damage caused to Your Device or Your content, software and data on Your Device by a computer virus.
- **(manufacturer’s instructions)** – disregard of the manufacturer’s instructions for operation and care of Your Device;
- **(EE Device - specific limitation)** – anything that EE has stated to You as not being covered under the terms of the Service;
- **(content, software and data)** – Your content, software and data on Your Device may be lost as a result of repairs or replacement under the Service. You must ensure that You have backups. EE is not liable for any such losses.

The Service does not cover You for Loss of use or consequential loss of any kind (for example loss of business/unauthorised calls).

Your account with EE must be paid up to date in accordance with Your Agreement. The Faulty Replacement Service will cease immediately if any account with EE is not paid when it is due unless the non-payment is due to a delay caused by a processing error by a clearing bank or due to a genuine dispute over amounts due on Your account.

If You or anyone acting on Your behalf makes any false or fraudulent claim or supports a claim by providing false or fraudulent documentation, device or statements, this Service shall be void and You will forfeit all rights under the Service and all cover will cease.

## 6. Repairs & return of Device to EE

If Your Device is Faulty EE will, at its option, repair or replace the Device.

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- If your Device develops a fault that You believe qualifies it as Faulty under this Service You should contact EE by calling us on 150 from Your EE phone or 07953 966 250 from another phone. EE will carry out an initial over-the-phone diagnosis and if the Device appears to be Faulty EE will arrange to provide a replacement Device and/or collect Your Faulty Device for repair or examination. EE may at its discretion require You to return Your original Device for examination before a repair or replacement is authorised or issued. Any repairs must be undertaken by or with consent of EE and/ or their agents.

Where Your Claim was received before 07.30pm, EE will endeavour to provide a replacement Device and/or collect Your Faulty Device for repair or examination next day except for:



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- i. deliveries to Northern Ireland, Isle of Lewis, Inverness, Paisley, Isle of Arran, Orkney Isles, Hebrides, Perthshire, Isles of Scilly, Shetland Isles and Isle of Wight; and
  - ii. Bank Holidays and exceptional circumstances

The next day service is also subject to delivery slot availability. Deliveries may be made any time between 7am and 10 pm on the next day. Specific timeslots/appointments are not available.

Where a replacement has been supplied the original Device is EE's property and must be returned to EE— if You fail to do so then You will be charged the list price for the replacement. You should retain any removable memory cards that you use in Your Device.

You may be charged the EE list price for any Device which is damaged rather than Faulty.

Replacement of any Device will only be made with an EE product and may be from refurbished stock that has been tested and is fully functional. A replacement Device may be of a different model to that sent for repair, provided that such a replacement will be (in EE's reasonable opinion) of a similar specification.

Replacements will normally only be made of that part of Your Device which is Faulty so if the handset were faulty You will be provided with a replacement handset but You would retain the original battery, charger and SIM Card.

In the event of a claim You are only entitled to repair or replacement (at the option of EE) of Your Device. There is no entitlement to any refund or compensation.

Any replacement Device will continue to be covered by this policy for remainder of the period that the policy applies to Your Service Plan (i.e. up to a maximum of 24 months from the date that you first registered your original eligible Device on the Network).

#### Delivery Charges

- The Service includes the cost of delivery of a replacement Device.
- The Service does not include the cost of aborted deliveries, for example, where You are not available to accept a replacement Device or the Faulty Device was not available for collection at a pre agreed time and place. EE reserves the right to charge You for aborted deliveries. The current charge is £13.27.

#### 7. In Life Changes

If You make any changes to Your Account that mean Your Device is no longer eligible for the Service then the Service will cease from the point at which Your Device became ineligible.

If You change Your Device it is Your responsibility to check that it can still be covered by Faulty Replacement Service.

#### 8. Upgrading

If You Upgrade Your Device, Your entitlement to the Service will depend on whether Your Device continues to meet the eligibility criteria detailed herein. Your old Device will no longer be covered by the Service from the point of Upgrade. *The Service only applies to Your most recently Upgraded Device.*

#### 9. Data protection

Any personal information provided by You may be held by EE, or other third parties engaged by EE in connection with the provision of this Service. This may involve the transfer of Your information to countries which do not have data protection laws.

Under data protection legislation, You can ask us in writing for a copy of certain personal records held about You. A charge may be made.



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## 10. General

**Changes** -The terms of the Service may be varied after EE has given You 30 days' notice.

**Assignment** - You cannot sell, assign or transfer the benefit under the Service to anyone else.

**Applicable Law** - English Law will apply to these terms and conditions and the English Courts shall have exclusive jurisdiction to determine any dispute.

## 11. Interpretation and definitions

Where the context permits any defined term in this document shall have the same meaning as in Your Agreement. In this document:

**Agreement** means the EE Pay Monthly Terms for Small Business

**Device** means a mobile telephone or other device approved by EE for connection to its Network consisting of a handset, standard battery, travel charger, SIM card and where part of a standard package the memory card and other equipment and which is either an EE Branded Device or a Qualifying Non-Branded Device. For the purposes of this Service the term Device shall also include tablets.

**EE Branded Device** means a Device that is branded with the EE logo.

**Faulty** means:

- that Your Device has developed a fault and does not operate in accordance with its normal specification or operating instructions; and
- such fault is caused by faulty materials or workmanship; and
- such fault (or the cause of such fault) is not otherwise excluded under these terms and conditions.

**Qualifying Non-Branded Device** means any Device that doesn't carry the EE logo, but which has been supplied to You by EE and EE has designated the Device as being eligible for the Service.

**You and Your** means the EE Small Business Customer who is party to the EE Pay Monthly Terms for Small Business (EE) and who has less than 50 employees at time of contract.

## Group Calling

Group Call is included as standard on both Business phone plans and Business Connect (sharer)plans, and will be charged as a call to an EE mobile number.

## Charges

All Charges in this Price Guide are exclusive of VAT.

All call charges will be rounded to the nearest tenth of a penny. Your first month's bill will contain a pro-rated sum depending on when you were Connected and your full subscription charges for the subsequent month.

The allowance you have used will be worked out when we print your bill. Any billing information we provide to you prior to then is an estimate only.

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## Network Terms

Service is subject to EE's standard network terms, as set out in your Agreement with us, the most current version of which (including fixed broadband network terms) is available online at [www.ee.co.uk/businesssterms](http://www.ee.co.uk/businesssterms).

We reserve the right to amend these terms, or to withdraw or amend any service plan in this Price Guide at any time. If We do that we will do it in accordance with the notice provisions set out in the Network Terms you have agreed to.

References to EE in these terms and conditions are to EE Limited, registered under company number 02382161, with offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.



## List of Changes

Date	Description of Change	Applicability
20.11.2012	Added Clone Phone pricing and Clone Phone App Service terms and conditions.	All eligible Customers
20.11.2012	Added 12 month SIM Only Plan	Available to new / migrating customers
28.02.2013	Refreshed SIM Only Offer	Customer's migrating to or resigning onto a SIM Only tariff.
09.05.2013	Added extra bundles to 4GEE phone plan and 4GEE sharer plan	Available to new and in-life customers
03.06.2013	Added EE Pocket Landline	Available to all eligible customers
01.07.2013	EU Roaming Rates Updated	All customers
25.09.2013	Added new 24 month SIM Only Plan & Refresh of ADSL & Fibre Broadband Plans	
30.10.2013	Refresh of 4GEE Phone Plan and Sharer Plans. Previous plans moved to Legacy Price Guide.	All new customers
08.01.2013	New SIM Only plans & 08 bundles	All new customers
26.03.2013	New SIMO, Business and Business Extra plans.	All new customers
14.05.2013	New 12 month SIMO tariff	New Customers
02.07.2014	Update roaming tariffs	All customers
01.08.2014	Retire Clone Phone and launch new Insurance proposition. Correct location of Serbia in data roaming zones	All Customers

Date	Description of Change	Applicability
	tables.	
03.09.2014	Retire Business Sharer Plan. Introduce Business Connect, & 12 month handset Plans.	All Customers
02.10.2014	Addition of new Single Number add-ons	All Customers
12.11.2014	Updates of Business Connect and Mobile Broadband tariffs and terms and conditions	All Customers
28.11.2015	Updates of Business Phone plans and Mobile Broadband plans	All Customers
26.03.2015	SIMO, selected shared plans and 12 month price plan increase in line with annual March RPI	All customers
09.04.2015	New SIMO, 12 Month and Roaming MBB plan. Additional Business Connect plans. New 4GEE Data Roaming Plan.	All customers
28.05.2015	Changes to monthly prices due to RPI and updates to Pro-ration rules for bundles	All customers