



LEGACY PRICE GUIDE FOR BUSINESS

Our home for retired Service Plans

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IMPORTANT Service plans set out in this Price Guide are no longer available for sale, but Customers who remain subscribed to them continue to be subject to EE's or Orange's standard Network Terms (as applicable), to the terms set out in this Price Guide, and to the terms and conditions set out in the relevant current Price Guide that are applicable to all service plans.

EE and Orange are brands of EE Limited, with registered offices at Trident Place, Mosquito Way Hatfield, Hertfordshire AL10 9BW



Voice Service Plans for Corporate Custom and Corporate Group

Extra terms for Custom Group

Minimum Connection Period: as stated in your Agreement with EE. Minimum of 2 Connections on this Service Plan must be maintained up to a maximum of 750. No minimum call charge applies. No charge for EE to EE calls between Users sharing this Service Plan within the UK (subject to the unlimited* EE to EE calls fair usage policy set out in the current Price Guide).

Corporate Service Plan

Extra terms for Corporate Service Plan

Minimum Connection Period: as stated in your Agreement with EE. Leaders under this Service Plan must add a minimum number of sharers (up to a maximum number of sharers) as stated in your Agreement. If the minimum number of sharers is not maintained you will be charged for any shortfall. Size of bundled minutes cannot be changed during the Minimum Connection Period of the leader. Inclusive minutes are for calls to standard EE mobile numbers (other than those Users sharing the Service Plan) and calls to other standard UK mobiles.

| Other Plan | Closed User Group | Orange to Orange | UK Landlines starting 01, 02, or 03 | Other Networks | Answer Phone | Text |
|------------------|-------------------|------------------|-------------------------------------|----------------|--------------|------|
| Custom Flat Rate | 9p per minute | | | | | 4p |
| Custom Plan | 4p | 4p | 5p | 14p | 4p | 5p |
| Custom Group | Inclusive | 4p | 6p | 15p | Inclusive | 4p |

| Corporate Group | 3p | 3.5p | 3.5p | 12.5p | Inclusive | 4p |
|-----------------|----|------|------|-------|-----------|----|
|-----------------|----|------|------|-------|-----------|----|

Corporate Flat Rate Tariff

| | Corporate Rates | Corporate Rates and Colleague Calls |
|----------------------------------------------|-----------------|-------------------------------------|
| Line Rental | £2.00 | £2.00 |
| On-Net | 2p | 2.5p |
| VPN / CUG | 2p | 0p |
| Fixed | 2p | 2.5p |
| Orange to Other Networks | 7.5p | 8.5p |
| Texts to other Networks (including T-Mobile) | 3p | 3.5p |
| Texts to Orange Phones | 3p | 1.5p |
| Voicemail | 0p | 0p |

Custom plans and Corporate tariffs are subject to the terms below:

Extra terms for other Customised Plans

Minimum Connection Period: as stated in your Agreement with EE.



Voice Service Plans for Small Business

Please note that starting from July 1 2015, you will not be charged for calls to numbers beginning 0800, 0808 or 116. For calls to numbers beginning 084, 087, 09 and 118, please see our current pricing information available here, which, due to Ofcom's reforms, may differ from that in your original price plan. For calls to these numbers you will be charged EE's access charge of 37 pence per minute excluding VAT and the applicable service charge, click here.

Phone Plans for Small Business

These tariffs are for 4GEE Phone Plans available for purchase between the dates outlined below. Our Business plans will give you access to our 4GEE Network, with average download speeds of up to 30Mbps (EE test data Oct 2015), unless otherwise stated. Charges are per Connection per month. Out of bundle rates set out in the EE Price Guide for Business, or the Non-Standard Price Guide for EE Small Business apply.

Business Plans – 1 March 2012 to 28 August 2013

| 24 month Minimum Term | | | | |
|-------------------------|--------|--------|--------|--------|
| Price before 28/05/2014 | £30 | £35 | £40 | £45 |
| Price from 28/05/2014 | £30.80 | £35.93 | £41.06 | £46.19 |
| Price from 28/05/2015 | £31.07 | £36.24 | £41.42 | £41.42 |
| Price from 01/06/2016 | £31.55 | £36.80 | £42.06 | £42.06 |
| Data | 1GB | 4GB | 8GB | 16GB |
| Minutes | 1000 | | | |
| Texts | 1000 | | | |
| 24 month Minimum Term | | | | |
| Price before 28/05/2014 | £35 | £40 | £45 | £50 |
| Price from 28/05/2014 | £35.93 | £41.06 | £46.19 | £51.33 |
| Price from 28/05/2015 | £36.24 | £41.42 | £46.59 | £51.78 |
| Price from 01/06/2016 | £36.80 | £42.06 | £47.31 | £52.58 |
| Data | 1GB | 4GB | 8GB | 16GB |

| | |
|---------|-----------|
| Minutes | Unlimited |
| Texts | Unlimited |

Business Plans – 5 April 2013 to October 2013

| 24 month Minimum Term | | | |
|-------------------------|--------|-----------|--------|
| Price before 28/05/2014 | £27 | £32 | £37 |
| Price from 28/05/2014 | £27.72 | £32.85 | £37.98 |
| Price from 28/05/2015 | £27.96 | £33.14 | £38.31 |
| Price from 01/06/2016 | £27.96 | £33.14 | £38.31 |
| Data | 1GB | 1GB | 2GB |
| Minutes | 1000 | Unlimited | |
| Texts | 1000 | Unlimited | |

Business Plans – 3 July to 30 October 2013

| 24 month Minimum Term | | | | | | |
|-------------------------|--------|--------|-----------|--------|--------|--------|
| Price before 28/05/2014 | £25 | £30 | £35 | £40 | £45 | £50 |
| Price from 28/05/2014 | £25.66 | £30.80 | £35.93 | £41.06 | £46.19 | £51.33 |
| Price from 28/05/2015 | £25.88 | £31.07 | £36.24 | £41.42 | £46.59 | £51.78 |
| Price from 01/06/2016 | £26.28 | £31.55 | £36.80 | £42.06 | £47.31 | £52.58 |
| Data | 1GB | 2GB | 2GB | 8GB | 16GB | 32GB |
| Minutes | 500 | 1000 | Unlimited | | | |
| Texts | 500 | 1000 | Unlimited | | | |

Business Plans – 30 October 2013 to 26 March 2014

| 24 month Minimum Term | | | |
|-------------------------|--------|--------|--------|
| Price before 28/05/2014 | £23 | £28 | £33 |
| Price from 28/05/2014 | £23.61 | £28.74 | £33.88 |
| Price from 28/05/2015 | £23.82 | £28.99 | £34.17 |



| | | | | | |
|--------------------------------|---------------|---------------------------------------------------------------------------|---------------|---------------|---------------|
| Price from 01/06/2016 | £24.19 | £29.44 | £34.70 | | |
| Data | 1GB | 1GB | 2GB | | |
| Minutes | 500 | 1000 | Unlimited | | |
| Texts | 500 | 1000 | Unlimited | | |
| 24 month Minimum Term | | | | | |
| Price before 28/05/2014 | £38 | £41 | £46 | £51 | £61 |
| Price from 28/05/2014 | £39.01 | £42.09 | £47.22 | £52.35 | £62.62 |
| Price from 28/05/2015 | £39.35 | £42.46 | £47.63 | £52.81 | £63.16 |
| Price from 01/06/2016 | £39.96 | £43.11 | £48.36 | £53.62 | £64.13 |
| Data | 4GB | 6GB | 12GB | 20GB | 36GB |
| Minutes | Unlimited | | | | |
| Texts | Unlimited | | | | |
| IDD Minutes | N/A | 180 Minutes for international calls from the UK to, Europe*, USA & Canada | | | |

*IDD callsto: 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, Spain, Sweden, Switzerland, Vatican City, Guernsey, Republic of Ireland, Isle of Man, Jersey, Canada, USA, US Virgin Islands.

Business Plans – 26 March 2014 to 28 January 2015

| | | | | | |
|--------------------------------|----------------|---------------|---------------|---------------|---------------|
| 24 month Minimum Term | | | | | |
| Price before 26/03/2015 | £12.50 | £17 | £25 | £30 | £35 |
| Price from 26/03/2015 | £12.63 | £17.18 | £25.27 | £30.32 | £35.37 |
| Price from 30/03/2016 | £12.79 | £17.40 | £25.59 | £30.72 | £35.82 |
| Data | 250MB | 500MB | 1GB | 1GB | 3GB |
| Minutes | 250 | 500 | 1000 | Unlimited | |
| Texts | 250 | 500 | 1000 | Unlimited | |
| 24 month Minimum Term | | | | | |
| Price before 26/03/2015 | £40' | £45 | £50 | £60 | |
| Price from 26/03/2015 | £40.43' | £45.48 | £50.54 | £60.64 | |

| | | | | |
|----------------------------------|----------------------------------------------------------------------------------------------------|---------------|---------------|---------------|
| Price from 30/03/2016 | £40.95' | £46.07 | £51.19 | £61.42 |
| Data | 5GB | 10GB | 20GB | 36GB |
| Minutes | Unlimited | | | |
| Texts | Unlimited | | | |
| IDD & Roaming Minutes | 180 Minutes for international calls from the UK to, or roaming calls while in, Europe* and the USA | | | |

*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
 † Promotional price for select purchases made between 2/07/14-30/08/14 of £35 (£35.43 from 26/03/15, £35.43 from 26/03/15, £35.95 from 30/03/2016)

Business Handset Plans – 9 September 2014 to 9 April 2015

These tariffs are for the 12 month 4GEE Phone Plans available for purchase after 9th September 2014 and before 9 April 2015. Our Business plans will give you access to our 4GEE Network, with average download speeds of up to 30Mbps (EE test data Oct 2015) unless otherwise stated.

| | | |
|--------------------------------|---------------|---------------|
| 12 month Minimum Term | | |
| Price before 26/03/2015 | £45 | £50 |
| Price from 26/03/2015 | £45.48 | £50.54 |
| Price from 30/03/2016 | £46.07 | £51.19 |
| Data | 1GB | 3GB |
| Minutes | Unlimited | |
| Texts | Unlimited | |

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 up to 60 Mbps (test data 2015). Check ee.co.uk/coverage to see if you can benefit from Double Speed 4GEE.



| 12 month Minimum Term | |
|---------------------------------------------|----------------------------------------------------------------------------------------------------|
| Price before 26/03/2015 | £55 |
| Price from 26/03/2015 | £55.59 |
| Price from 30/03/2016 | £56.61 |
| Data | 5GB |
| Minutes | Unlimited |
| 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 |

Business Value Plans – 15 June 2015 (12 Month contract) and 28 October 2015 (24 Month contract) to 24 February 2016

| 12 or 24 month Minimum Term | | |
|-----------------------------|-----------|--------|
| Price before 30/03/2016 | £20 | £24 |
| Price from 30/03/2016 | £20.25 | £24.31 |
| Data | 2GB | |
| UK Minutes | Unlimited | |
| UK Texts | Unlimited | |

Business Plans – 28 January 2015 to 24 February 2016

| 12 month Minimum Term | |
|-----------------------|------------------------------------|
| Price from 28/01/2015 | £47 |
| Price from 30/03/2016 | £47.61 |
| Data | 2GB |
| UK Minutes | Unlimited |
| Texts | Unlimited |
| 24 month Minimum Term | |
| Price from 28/01/2015 | £12.50 £17 £22 £27 £32 |

| Price from 30/03/2016 | £12.66 | £17.22 | £22.28 | £27.35 | £32.41 |
|-----------------------|--------|--------|--------|--------|-----------|
| UK Data | 250MB | 500MB | 750MB | 1GB | 2GB |
| UK Minutes | 250 | 500 | 750 | 1000 | Unlimited |
| UK Texts | 250 | 500 | 750 | 1000 | Unlimited |

Business Extra Plans – 28 January 2015 to 24 February 2016

| 12 month Minimum Term | | |
|---------------------------------------------|----------------------------------------------------------------------------------------------------|------------------|
| Price from 28/01/2015 | £52 | £57 |
| Price from 30/03/2016 | £52.67 | £57.74 |
| 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 | | |
| Price from 28/01/2015 | £37 | £42 £48 |
| Price from 30/03/2016 | £37.48 | £42.54 £48.62 |
| UK Data | 4GB | 8GB 12GB |
| UK Minutes | 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 | |

*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 | | |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Price from 28/01/2015 | £60 | £95 |
| Price from 30/03/2016 | £60.78 | £96.23 |
| 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 |

*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 Handset Promotional Plans

From time-to-time, we offer promotions on our existing tariffs. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability. These offers are not available with any other discount or promotion (including Friends & Family) and cannot be used as a Shared Plan.

Business Extra £95 Promotional Offer

This promotion is no longer available. It was available only to new and Upgrading EE customers from 17th July 2015 (Telesales), 21st July 2015 (ee.co.uk), 24th July 2015 (EE Retail Store) until 22nd September 2015 and was not offered with any device available on pre-order.

| 24 month Minimum Term | |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| Price before 30/03/2016 | £95 £45 |
| Price from 30/03/2016 | £96.23 £46.23 |
| UK Data | 50GB |
| UK Minutes | Unlimited |
| UK Texts | Unlimited |
| UK Picture Messages | Unlimited |
| International Direct Dial (IDD) & Roaming Minutes* | 1200 Minutes for international calls from the UK to, or roaming calls while in our Business Zone destinations |
| International Direct Dial (IDD) & Roaming Texts* | 1200 Texts to use for sending texts from the UK to, or while roaming in our Business Zone destinations |
| EU Roaming Data^ | 500MB |
| Network Speed | 4GEE Double Speed |

*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.

Offer Terms and Conditions:

- A monthly discount of £50 will be applied to this handset plan within the first month of purchase, but a non-discounted pro-rated charge will be payable until the first billing date following the customer joining or upgrading. The discount will be applied for the duration of the 24 month Minimum Term, after which the discount will be removed and your contract



will continue until terminated and the standard Monthly Charge of £95 will apply.

- This offer is only available to new customers and existing EE customers that Upgrade to this plan during the promotional period set out above. Upgrades are at our sole discretion and we do not have to provide you with an Upgrade.
- The offer is NOT available to any existing customers whose agreements are within their Minimum Term. Existing customers cannot change their price plan on to this promotional plan unless we agree to Upgrade that customer.
- The tariff is not eligible for Sharing as a Shared Leader.
- This offer is not available with any other discount or promotion.

Business Extra £60 Promotional Offer

This promotion was available to new and Upgrading EE customers from 6th November 2015 until 18th December 2015 in all channels.

| 24 month Minimum Term | |
|----------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| Price before 30/03/2016 | £60 NOW £40 |
| Price from 30/03/2016 | £60.78 £40.78 |
| UK Data | 20GB |
| 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 |
| 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 |
| EU Roaming Data [^] | 100MB |
| Network Speed | 4GEE Double Speed |

*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.

Offer Terms and Conditions:

- A monthly discount of £20 will be applied to this handset plan within the first month of purchase, but a non-discounted pro-rated charge will be payable until the first billing date following the customer joining or upgrading. The £20 discount will be applied for the duration of the 24 month Minimum Term, after which the discount will be removed and your contract will continue until terminated and the standard non-discounted Monthly Charge for this plan will apply.
- For Orange customers upgrading to EE through the Indirect Channel onto this plan, the full non-discounted charge will be payable in the first 2 months; the discount applied at month 3 and airtime credit will be applied to the account equivalent to the value of the discount back to the first billing date.
- This offer is only available to new customers and existing EE customers that Upgrade to this plan during the promotional period set out above. Upgrades are at our sole discretion and we do not have to provide you with an Upgrade.
- The offer is NOT available to any existing customers whose agreements are within their Minimum Term. Existing customers cannot change their price plan on to this promotional plan unless we agree to Upgrade that customer.
- This offer is not available with any other discount or promotion.

Business Extra £38 Promotional Offer

The 24 Month £52 Business Extra Handset Plan (25GB Data) was available for £38 per month from 24th February 2016 to 7th April 2016. Please refer to the 24 Month £52 Business Extra Handset Plan (25GB Data) in the current EE Price Guide for Small Business. To view the full details of this plan and relevant allowances price guide, please type the following URL into your browser. www.ee.co.uk/business/terms



Business Extra £38 Promotion (BT Customers): The 24 Month £52 Business Extra Handset Plan (25GB Data) was available for £38 per month from 22nd April until 15th July 2016 exclusively for eligible BT customers by invitation only. Please refer to the 24 Month £52 Business Extra Handset Plan (25GB Data) in the current EE Price Guide for Small Business . To view the full details of this plan and relevant allowances rice guide, please type the following URL into your browser. www.ee.co.uk/businesssterms

Business Extra+ £40 Promotion:

The 24 Month £65 Business Extra+ Handset Plan (25GB Data) was available for £40 per month from 20th May 2016 to 14th July 2016. Please refer to the 24 Month £65 Business Extra+ Handset Plan (25GB Data) for full details of this plan and relevant allowances. To view the full details of this plan and relevant allowances rice guide, please type the following URL into your browser. www.ee.co.uk/businesssterms

SIM Only Plans for Small Business

These tariffs are for the 4GEE SIM Only Plans available for purchase between the dates set out below. Out of Bundle rates are still contained in the EE Price Guide for Small Business, or the Non-Standard Price Guide for Small Business. Charges are per Connection per month.

Business Plans – 1 March 2013 to 7 January 2014

| 12 month Minimum Term | | | | |
|-------------------------|--------|--------|--------|--------|
| Price before 28/05/2014 | £22.50 | £27.50 | £32.50 | £37.50 |
| Price from 28/05/2014 | £23.10 | £28.23 | £33.36 | £38.50 |
| Price from 28/05/2015 | £23.30 | £28.48 | £33.65 | £38.83 |
| Price from 01/06/2016 | £23.66 | £28.92 | £34.17 | £39.43 |
| Data | 1GB | 4GB | 8GB | 16GB |

| | |
|---------|-----------|
| Minutes | Unlimited |
| Texts | Unlimited |

Business Plans – 5 April to 30 October 2013

| 12 month Minimum Term | | | | |
|-------------------------|--------|-----------|--------|--------|
| Price before 28/05/2014 | £14.50 | £19.50 | £24.50 | £47.50 |
| Price from 28/05/2014 | £14.88 | £20.02 | £25.15 | £48.76 |
| Price from 28/05/2015 | £15.01 | £20.19 | £25.38 | £49.18 |
| Price from 01/06/2016 | £15.01 | £20.19 | £25.38 | £49.94 |
| Data | 1GB | 1GB | 2GB | 32GB |
| Minutes | 1000 | Unlimited | | |
| Texts | 1000 | Unlimited | | |

Business Promotion Plans – 3 October 2013 to 15 April 2014

| 24 month Minimum Term | |
|-------------------------|-----------|
| Price before 28/05/2014 | £17.50 |
| Price from 28/05/2014 | £17.96 |
| Price from 28/05/2015 | £18.12 |
| Price from 01/06/2016 | £18.40 |
| Data | 4GB |
| Minutes | Unlimited |
| Texts | Unlimited |

Business SIM Only Plans – 8 January 2014 to 9 April 2015



| 30 day Minimum Term | | | | | | | |
|-------------------------|-------|--------|-----------|------------------|--------|--------|--------|
| Price before 26/03/2015 | £5 | £10 | £15 | £20 | | | |
| Price from 26/03/2015 | £5.05 | £10.11 | £15.16 | £20.21 | | | |
| Price from 30/03/2016 | £5.11 | £10.24 | £15.35 | £20.47 | | | |
| Data | 100MB | 500MB | 750MB | 1GB | | | |
| Minutes | 100 | 500 | 1000 | Unlimited | | | |
| Texts | 100 | 500 | 1000 | Unlimited | | | |
| 12 month Minimum Term | | | | | | | |
| Price before 26/03/2015 | £7.50 | £10 | £12.50 | £17.50 | £22.50 | £27.50 | £37.50 |
| Price from 26/03/2015 | £7.58 | £10.11 | £12.63 | £17.69 | £22.74 | £27.79 | £37.90 |
| Price from 30/03/2016 | £7.67 | £10.24 | £12.79 | £17.91 | £23.03 | £28.15 | £38.39 |
| Data | 250MB | 0MB | 750MB | 1GB | 2GB | 6GB | 16GB |
| Minutes | 250 | 1000 | Unlimited | | | | |
| Texts | 250 | 1000 | Unlimited | | | | |
| Network Speed | 4G | | | 4G Double Speed* | | | |



| 24 month Minimum Term | | | |
|-------------------------|-------|------------------|--------|
| Price before 26/03/2015 | £5 | £22.50 | £40 |
| Price from 26/03/2015 | £5.05 | £22.74 | £40.43 |
| Price from 30/03/2016 | £5.11 | £23.03 | £40.95 |
| Data | 100MB | 6GB | 36GB |
| Minutes | 100 | Unlimited | |
| Texts | 100 | Unlimited | |
| Network Speed | 4G | 4G Double Speed* | |

In addition, Months 4, 12 and 20 will be free of charge on a 24 month SIM Only plans £23.03 and above.

*Access to Double Speed 4GEE where available with average download speeds of up to 60 Mbps (source: EE data 2015). Check ee.co.uk/coverage to see if you can benefit from Double Speed 4GEE.

Business Plans – 26 March 2015 to 24 February 2016

| 30 day Minimum Term | | | | | |
|-----------------------|-----------|--------------------|--------------------|--------|--------|
| Price from 26/03/2015 | £17 | £21 | £25 | | |
| Price from 30/03/2016 | £17.22 | £21.27 | £25.32 | | |
| Data | 2GB | 4GB | 8GB | | |
| Minutes | Unlimited | | | | |
| Texts | Unlimited | | | | |
| Network Speed | 4GEE | 4GEE Double Speed* | | | |
| 12 month Minimum Term | | | | | |
| Price from 26/03/2015 | £8 | £14 | £16 | £19 | £23 |
| Price from 30/03/2016 | £8.10 | £14.18 | £16.20 | £19.24 | £23.29 |
| Data | 250MB | 1GB | 2GB | 4GB | 8GB |
| Minutes | 250 | Unlimited | | | |
| Texts | 250 | Unlimited | | | |
| Network Speed | 4GEE | | 4GEE Double Speed* | | |

| 24 month Minimum Term | | |
|-----------------------|--------------------|--------|
| Price from 26/03/2015 | £19 | £23 |
| Price from 30/03/2016 | £19.24 | £23.29 |
| Data | 4GB | 8GB |
| Minutes | Unlimited | |
| Texts | Unlimited | |
| Network Speed | 4GEE Double Speed* | |

*Access to Double Speed 4GEE where available with average download speeds of up to 60 Mbps (source: EE data 2015). Select areas only. Check ee.co.uk/coverage to see if you can benefit from Double Speed 4GEE.



Business Shared Plans

On the following 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).

If you have one of the legacy Business Shared plans below, you can add extra Connections at any point, from the Business Shared plan range currently available and detailed the EE Price Guide for Small Business. You can choose to add handsets, data only devices (Tablets, Mobile WiFi, a Dongle or a 4GEE Camera), or a voice / data SIM only Connection.

Available from 3rd July 2013 until 30th March 2016

| 24 month Minimum Term | | | | |
|--------------------------------|-----------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------|------------------|
| Price before 28/05/2015 | £9.00 | £21.00 | £18.00 | |
| Price from 28/05/2015 | £9.08 | £21.18 | £18.16 | |
| Price from 30/03/2016 | £9.19 | £21.45 | £18.39 | |
| Device Category | Mobile WiFi / USB Dongle Draws on lead data allowance | Tablet Draws on lead data allowance | Smartphone Draws on lead data allowance plus unlimited UK minutes & UK texts | |
| SIM Only shared options | | | | |
| | 30 Days | 24 Months | 30 Days | 12 Months |
| Price before 28/05/2015 | £7.00 | £4.00 | £14.00 | £10.00 |
| Price from 28/05/2015 | £7.06 | £4.02 | £14.12 | £10.09 |
| Price from 30/03/2016 | £7.15 | £4.07 | £14.30 | £10.22 |
| Device Category | Data Only | | Voice (includes unlimited minutes & texts) | |

Available from 28th May 2014 until 30th March 2016

| 24 month Minimum Term | | | |
|--------------------------------|-----------------------------------------------------------------|-----------------------------------------------|----------------------------------------------------------------------------------------|
| Price before 26/03/2015 | £7.00 | £18.00 | £14.00 |
| Price from 26/03/2015 | £7.07 | £18.19 | £14.15 |
| Price from 30/03/2016 | £7.16 | £18.42 | £14.30 |
| Device Category | Mobile WiFi / USB Dongle Draws on lead data allowance | Tablet Draws on lead data allowance | Smartphone Draws on lead data allowance plus unlimited UK minutes & UK texts |

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



Sharer Plan for Small Business

| Included with all Sharer Plans |
|---------------------------------------------------------------------------------------------------------|
| Unlimited Wi-Fi through EE's chosen partner*, Tethering |
| Itemised Online Billing |
| Faulty Replacement service for phones* |
| Free Voicemail / Visual Voicemail (subject to OS compatibility) |
| UK Based Business Customer Service |
| 2 for 1 cinema tickets every Wednesday (available until February 2015) |
| Clone Phone Lite* |
| £5 per month discount off your mobile bill if you take a 24 month contract and purchase Fibre Broadband |
| Conference calling |
| 6 months free Box |
| 45 days FREE GoToMeeting |

*Separate terms apply

These 4GEE Sharer tariffs were available to purchase between 1 July 2014 and 19 November 2014

Sharer plans (NB all Users on an account must be on the same plan)

| | |
|------------|----------------------------------------------------------------------------------------------------------------------------------|
| £15 | Unlimited calls to Users on the same plan, Unlimited calls to UK landline numbers starting 01, 02, or 03, Unlimited Wi-Fi access |
| £30 | All the benefits of the £15.00 plan plus 1GB data per User per month |

These 4GEE Sharer tariffs were available to purchase between 9 May 2013 and 30 October 2013

Sharer plans (NB all Users on an account must be on the same plan)

| | |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------|
| £15 | Unlimited calls to Users on the same plan, Unlimited calls to UK landline numbers starting 01, 02, or 03, Unlimited Wi-Fi access |
| £25 | All the benefits of the £15.00 plan plus 4GB data per User per month |
| £40 | Unlimited calls & texts to UK mobiles (excluding some MVNO numbers) and to UK landlines starting 01 / 02 / 03 and 4GB of data per User per month |

Shared data, and shared Voice minutes / texts bundles

| Shared Data | Monthly subscription fee |
|------------------------------|--------------------------|
| 4GB | £20.00 |
| 8 GB | £40.00 |
| 16 GB | £80.00 |
| 24 GB | £120.00 |
| 32 GB | £160.00 |
| 48GB | £240.00 |
| 64GB | £320.00 |
| Shared Voice minutes / texts | Monthly subscription fee |
| 500 / 500 | £10.00 |
| 1000 / 1000 | £20.00 |
| 1500 / 1500 | £30.00 |
| 2000 / 2000 | £40.00 |
| 3000 / 3000 | £60.00 |
| 5000 / 5000 | £100.00 |
| 7000 / 7000 | £140.00 |
| 10,000 / 10,000 | £200.00 |



Business Connect

The following plans were available from 1st July 14 until 19th November 14

| New phone or phone SIM Line Rental | | | | |
|------------------------------------|----------------------------------------|------------------------------------------------------------|---------|-----------|
| Monthly Price | £15 | £30 | £5 | £2.50 |
| UK Data | 0GB | 1GB | 0GB | 0GB |
| UK Minutes | Unlimited Colleague** & Landline calls | Unlimited | - | |
| UK Texts | | | | |
| International Direct Dial Minutes | - | 180 Minutes for international calls to Europe± and the USA | - | |
| Minimum Term | 24 Months | | 1 Month | 24 Months |

The following plans were available from 12 November 14 until 7 October 15

| New phone Line Rental – 24 Month Minimum Term | | |
|-----------------------------------------------|----------------------------------------|-----------|
| Monthly Price | £16 | £22 |
| UK Data | 0GB | 0GB |
| UK Minutes | Unlimited Colleague** & Landline calls | Unlimited |
| UK Texts | | |

The following plans were available from 8th April 2015 until 7th October 2015

| New phone Line Rental – 24 Month Minimum Term | | |
|-----------------------------------------------|------------------------------------------------------------|------|
| Monthly Price | £38 | £45 |
| UK Data | 5GB | 10GB |
| UK Minutes | Unlimited | |
| UK Texts | | |
| International Direct Dial Minutes | 180 Minutes for international calls to Europe± and the USA | |

**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.

Shared data, and shared Voice minutes / texts bundles

| 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 |

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

Single User Add-Ons for Selected Business Plans

The following add-ons were removed from sale on the 24th February 2016

| Add-Ons | Monthly subscription fee |
|-----------------------------------------------------------------------------------|--------------------------|
| 180 Business International Minutes Mins to/from Europe* & USA | £10.00 |
| 180 Business International Minutes Mins to/from Europe* & USA (12 Month Contract) | £7.50 |

*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

The following add-ons were removed from sale on the 28th October 2015

| Add-Ons | Monthly subscription fee |
|----------------------------------------------------|--------------------------|
| 200 Minutes to UK Mobiles from within the UK | £3.33 |
| 500 Minutes to UK Landlines starting 01, 02, or 03 | £5.00 |



| | |
|----------------------------------------|-------|
| 50 Photo Messages | £5.00 |
| 100 photo messages | £8.33 |
| 50 UK minutes to UK 084 & 087 Numbers | £3.33 |
| 100 UK minutes to UK 084 & 087 Numbers | £5.00 |
| 200 UK minutes to UK 084 & 087 Numbers | £7.50 |
| 300 UK minutes to UK 084 & 087 Numbers | £2.50 |

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. BusinessConnect 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.

Voice Service Plan Add-Ons

Single Number

Single Number was available to Orange customers until April 2014.

Single Number charges

Single Number is not available to leaders or sharers on Business Sense or any other shared service plan.

| | |
|---------------------------------------------|----------------------------|
| set up fee per Single Number Group | £30.00 one-off fee |
| monthly access fee for Secondary Device | £3.00 monthly fee per User |
| SIM Cards supplied as part of Single Number | no charge |

Existing Service Plans for the Primary and Secondary Devices are charged according to the matrix below:

| Secondary Device Primary Device | Voice Service Plan | Data Service Plan | Solution Tariff |
|------------------------------------|-----------------------|-------------------|-----------------|
| Voice Service Plan | 1 Higher charged | 2 Both charged | 2 Both charged |
| Data Service Plan | 2 Both charged | 1 Higher charged | 2 Both charged |

| Solution Tariff | 2 Both charged | 2 Both charged | 1 Higher charged, if same Solution. 2 Both charged, if not same Solution |
|-----------------|----------------|----------------|-----------------------------------------------------------------------------|
|-----------------|----------------|----------------|-----------------------------------------------------------------------------|

Calls, texts and other services will be charged as per your original Service Plans.

How to order

Completion of a Single Number Service Request Form (SN SRF). The Single Number Service shall be provided to the Users stated in each SN SRF accepted by Orange subject to these terms and conditions. You must provide SIM/IMEI/MSISDN numbers to Orange.

| | |
|----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| What's included | Connection of any two wireless Devices with a single number, single voice mailbox and single invoice in respect of airtime Charges |
| Minimum Term | 30 days |
| user requirements | Two Devices (a Primary Device and a Secondary Device, at least one of which being Orange branded and already Connected to the Orange network) which are registered to the same account and joined together in a 'SN Group'. |
| Extra terms and conditions for Single Number | |

The general specification for Single Number (which forms part of these terms and conditions) is at www.orange.co.uk/singlenumber. Devices are not included but Orange will provide a SIM Card free of charge on request where you have a second Device and need an Orange SIM Card. Such a Connection is not eligible for any Future New Connection Credit or any other Credit which may apply to your other Pay Monthly Connections.

SN Group

A SN Group is only created when the Primary Device and Secondary Device are under a single account in your name. 'Primary Device' means the Orange Device



comprising part of the SN Group, or where both Devices are Orange, the Device chosen by you as the primary Device. ‘**Secondary Device**’ means the non-Orange Device, or where both Devices are Orange the Device chosen by you as the secondary device.

SN Tariff

Each SN Group is subject to a SN Tariff, which is normally applied to the Device hosting the SN Group. Line 1 may only be grouped to Line 1 and Line 2 may only be grouped to Line 2. Where Devices are subject to different Service Plans, the SN Tariff will be the Service Plan Orange deems most expensive, usually determined as being: the higher of the existing monthly line rental charges, or (where line rental is zero in both cases) the higher of the existing Service Plans judged by reference to the User’s usage patterns. Unless otherwise specified, the Service Plan for each Device forming a SN Group is suspended whilst in the SN Group, and replaced by the SN Tariff. If Device is not used for a period of 2 months or more, Orange may, in respect of the period under assessment charge: (sum of the normal Service Plans for both Devices) less (sum of the SN Tariff and the Monthly Subscription). Pricing is based on the assumption that use patterns of Devices prior to being grouped should remain generally consistent after grouping, and Orange therefore reserves the right to terminate a SN Group without liability where usage of either Device decreases to a material extent (as a guide, usage falling below 50% of the prior average for a Device would be a material decrease). You will continue to be liable for any Charges you are already committed to under your Agreement during the use of Single Number. Any allowances under the existing Service Plans can be shared across both Devices in the SN Group, unless otherwise stated, and you will receive a single invoice in respect of airtime Charges across both Devices. Non-airtime Charges will be invoiced separately. A Solution-Specific Tariff here means a Service Plan designated by Orange from time to time as a tariff for use exclusively with specific Solutions, including without limitation, BlackBerry® for Business, Office Freedom, Sales Service Accelerator, Fleetlink, Business Everywhere.

Termination

Upon termination of a SN Group both Devices will revert to the terms applying prior to the SN Group being formed. Orange shall endeavour to return the original telephone numbers but it is acknowledged that Orange cannot guarantee such return. Where Orange has provided a SIM Card for the Secondary Device, this Connection will be Disconnected if not otherwise subject to a Service Plan other

than Single Number.

Restrictions

Not available with OVP, Talkshare, Animal Packages, Talk Now, Liberate or Friends and Family accounts, Talk Now or shared Service Plans. Will not work with the 3G Mobile Office Card or if a bar is placed on one of the subscriptions. Orange reserves the right to reject any application to form an SN Group in its absolute discretion.

Orange shall not be responsible for any loss, howsoever caused, from delays in barring lost or stolen Devices or the barring of the incorrect Device where you provide incorrect SIM /IMEI/telephone number information to Orange or swap SIMS during the course of the Single Number Service without informing Orange

EE Pocket Landline

This product was available to purchase until 11th June 2014.

| | | |
|----------------------|------------------------------------------------------------|-----|
| Pocket Office | 5GB Mobile Broadband Bundle and Pocket Landline One to One | £25 |
|----------------------|------------------------------------------------------------|-----|

Pocket Office

Pocket Landline & Mobile Broadband Terms and conditions apply. See the current EE Price Guide for Small Business for details.

EE Phone & Tablet Care for Large Business

| Phone Care Price per Device | | Device Value |
|-----------------------------|-----------------------|--------------|
| £4.80 per device per month | Excess of £15 applies | Under £100 |
| £6.40 per device per month | Excess of £25 applies | £100 – £275 |
| £8.00 per device per month | Excess of £25 applies | £276 – £400 |
| £11.20 per device per month | Excess of £50 applies | Over £400 |
| Table Care Price per Device | | |



£12.00 per device per month Excess of £50 applies

What's included

The insurance and warranty product covering EE supplied Mobile Phones, tablets, USB Modems and Dongles that are lost, stolen, damaged or suffer a mechanical or electrical breakdown.

Minimum Term

3 months

Extra terms and conditions

This is an additional service which provides insurance for up to 60 months and warranty for up to 36 months on new Devices. Full terms and conditions apply. See www.ee.co.uk/business/terms.

Data Service Plans

Mobile Broadband for Large Business

| Data Allowance | 3G | 4GEE | 4GEE + Dongle | 4GEE + Mobile Wi-Fi | Out of Bundle | Out-of-Bundle Spend Cap |
|----------------|---------|--------|---------------|---------------------|---------------|-------------------------|
| 1GB | £8.00 | £11.00 | £14.00 | £16.00 | 2.5p per MB | £50 |
| 4GB | £12.50 | £15.50 | £18.50 | £20.50 | | |
| 8GB | £17.00 | £20.00 | £23.00 | £25.00 | | |
| 16GB | £30.00 | | | | 1p per MB | £200 |
| 32GB | £40.00 | | | | | |
| 64GB | £80.00 | | | | | |
| 128GB | £160.00 | | | | | |

1GB to 32GB Data Bundles can be shared across up to 2 Devices for £3.00 per month for each additional Device over your primary Device. Devices will be Data only, and will not be able to make voice calls. Data Bundles cannot be shared across Devices subject to a 4GEE Data Only Agreement.

Mobile Broadband Abroad

| Tenure | 3GB UK data 200MB roaming data | | 10GB UK data, 200MB roaming data | |
|----------|-----------------------------------|-----------|-------------------------------------|-----------|
| | Europe | Worldwide | Europe | Worldwide |
| 24 month | £57.50 | £82.50 | £70.00 | £95.00 |

Out of Bundle Charge

The following out of bundle charges are specific to Mobile Broadband Service Plans. All other out of bundle usage will be charged at standard rates:

| Out of Bundle Charges | Price |
|--------------------------------------|--------------|
| UK data | 4p per MB |
| Roaming data – Europe (zones 1-2) | £0.58 per MB |
| Roaming data – Worldwide (zones 3-7) | £5.50 per MB |

Extra terms and conditions for Mobile Broadband Abroad

Minimum Connection Period: 30 days or as stated in the Customer's Agreement with EE. Sharers cannot be added.



Mobile Broadband for Small Business

If your plan is not in the EE Price Guide for Small Business and does not appear in this Legacy Price Guide for Business, you may be on a personal plan; details and applicable terms and conditions can be found under [4GEE WiFi Terms](#) on our website at www.ee.co.uk/terms.

These tariffs are for the 4GEE Data Plans available for purchase between the dates set out below. Out of Bundle rates are still contained in the EE Price Guide for Small Business, or the Non-Standard Price Guide for Small Business. Charges are per Connection per month.

Business Mobile Broadband Plans – 14th January 2015 to 24th February 2016

4GEE WiFi and Tablet Plans

Our 4GEE WiFi and Tablet Plans will give you access to our 4GEE Network, with average download speeds of up to 30 Mbps (EE test data Oct 2015).

All 4GEE Tablet Plans are subject to a Minimum Term of 12, 24 or 36 months.

Upfront Device cost varies depending on your monthly charge.

| 24 month Minimum Term | | | | | |
|-------------------------|--------|--------|--------|--------|--|
| Price before 26/03/2015 | N/A | N/A | N/A | N/A | |
| Price from 26/03/2015 | £10 | £10 | £15 | £25 | |
| Price from 30/03/2016 | £10.12 | £10.12 | £15.19 | £25.23 | |
| UK Data | 1GB | 2GB | 4GB | 8GB | |
| Network Speed | 4G | | | | |

| 36 month Minimum Term | | | |
|-------------------------|-------|--------|--------|
| Price before 30/03/2016 | £7.50 | £11 | £18.50 |
| Price from 30/03/2016 | £7.59 | £11.14 | £18.74 |
| UK Data | 2GB | 4GB | 8GB |
| Network Speed | 4G | | |

| 24 month Minimum Term | | |
|-------------------------|--------------------|--------|
| Price before 30/03/2016 | £30 | £35 |
| Price from 30/03/2016 | £30.39 | £35.45 |
| UK Data | 12GB | 16GB |
| Network Speed | 4GEE Double Speed* | |
| EU Data^ | 100MB | |
| 36 month Minimum Term | | |
| Price before 30/03/2016 | £22.50 | £25 |
| Price from 30/03/2016 | £22.79 | £25.32 |
| UK Data | 12GB | 16GB |
| Network Speed | 4GEE Double Speed* | |
| EU Data^ | 100MB | |

^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.

*Access to Double Speed 4GEE where available with average download speeds of up to 60 Mbps (source: EE data 2015). Select areas only. Check ee.co.uk/coverage to see if you can benefit from Double Speed 4GEE.

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



4GEE SIM Only Mobile Broadband Plans – available 14th January 2015 to 29th March 2016

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.

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

The following plans were only available to selected accounts

| Minimum Term | 24 month |
|--------------------------------|---------------------|
| Monthly charge before 30/03/16 | £3.50 |
| Monthly charge after 30/03/16 | £3.54 |
| 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 |
| Monthly charge after 30/03/16 | £2.56 | £5.11 |
| UK Data | 100MB | 500MB |
| UK Minutes | N/A | 200 to UK Landlines |
| Network Speed | 4G | |



Small Business Fibre / ADSL Broadband

| Speed* | Inclusive Data | Monthly Charge | Connection Fee | Discount off Monthly Mobile Bill |
|------------------------------|----------------|----------------|----------------|----------------------------------|
| On-net ADSL | Unlimited | £12.00 | N/A | N/A |
| Off-net ADSL | Unlimited | £20.00 | N/A | N/A |
| 5 x faster Fibre Broadband* | Unlimited | £22.00 | £60.00 | £5.00 |
| 10 x faster Fibre Broadband* | Unlimited | £26.50 | £60.00 | £5.00 |

*5x and 10x faster based on a nationwide DSL average download speed of 5.9Mb per second (source: latest Ofcom broadband speed survey)



Data Service Plan Add-Ons

iPad Service Plan

This plan was available to Orange customers until June 2014.

Pay as you use iPad plan

| tenure | Charges |
|---------|----------------------------------------------------------------------------------------------------------------------------------------------|
| 30 days | No data included. Data is charged at 4.25p per MB up to a maximum of £33.14 per month (subject to fair usage under the Orange Bill Promise). |

iPad Add-On Bundles

The below iPad Add-On Bundles can be added to the Pay as you use iPad plan. More details on these bundles can be seen in Part 5 – Data Service Plan Add-Ons, of this document.

| tenure | 3GB + unlimited* WiFi | 10GB + unlimited* WiFi |
|---------|-----------------------|------------------------|
| 30 days | £12.50 per month | £20.83 per month |

Extra terms and conditions for Pay as you use iPad plan

Minimum Term: 30 days. Sharers cannot be added. SIM provided is for data usage from iPad only and if removed or used for any other purpose you will be charged Orange's standard rates for services. No itemised billing available. iPad can be activated for data roaming on request subject to credit check. You may use your mobile broadband connection for VOIP services. If you use your mobile broadband connections for peer to peer file sharing services, we may restrict your access speed to ensure that our network is protected for all our customers.

Handset Data Bundles

| Data | 3G | 4G | 4GEE + Dongle | 4GEE + Mobile Wi-Fi | Out of Bundle | Out-of-Bundle Spend Cap | Wi-Fi |
|--------|--------|--------|---------------|---------------------|------------------------------------|-------------------------|-------|
| 250M B | £5 | N/A | | | £5 for 250MB x 4 then 2.5 p per MB | N/A | N/A |
| 1GB | £8 | £11.00 | £14.00 | £16.00 | 2.5p per MB | £50 | Yes |
| 4GB | £12 | £15.50 | £18.50 | £20.50 | | | |
| 8GB | £17 | £20.00 | £23.00 | £25.00 | | | |
| 16GB | £30.00 | | | | 1p per MB | £200 | |
| 32GB | £40.00 | | | | | | |

1GB to 32GB Data Bundles can be shared across up to 2 additional data only Devices for £3.00 per month for each additional Device over your primary Device when taken in conjunction with certain talk plans.

Orange World for Business

Orange World for Business - Single User Data Bundles

| Price plan (for single users) | Inclusive MB | Monthly charge | Out of bundle price per MB |
|--------------------------------|--------------|----------------|----------------------------|
| Orange World for Business 4 | 4 | £2.50 | £0.80 |
| Orange World for Business 500 | 500 | £4.25 | £0.80 |
| Orange World for Business 1024 | 1024 | £17.02 | £0.80 |
| Orange World for Business 2048 | 2048 | £21.28 | £0.80 |

Orange World for Business - Shared Data Bundles

| Price plan (for multiple / shared users) | Inclusive data | Monthly charge | Out of bundle price per MB | Max sharers |
|------------------------------------------|----------------|----------------|----------------------------|-------------|
| Orange World for Business Shared 50 | 50MB | £40.00 | £0.80 | 10 |
| Orange World for Business Shared 125 | 125MB | £70.00 | £0.80 | 15 |
| Orange World for Business Shared 250 | 250MB | £130.00 | £0.80 | 50 |
| Orange World for Business Shared 500 | 500MB | £250.00 | £0.80 | 100 |
| Orange World for Business Shared 750 | 750MB | £350.00 | £0.80 | 200 |
| Orange World for Business Shared 1GB | 1GB | £450.00 | £0.80 | 200 |
| Orange World for Business Shared 2GB | 2GB | £900.00 | £0.80 | 200 |

| | |
|----------------------------------|-----------------------------------------------------------------------------------------------------------------------|
| What's included | GPRS, EDGE, 3G and 3G+ browsing of the internet up to the monthly data limit ordered. No Roaming or WiFi is included. |
| Minimum Connection Period | 30 days or as stated in your Business Agreement with Orange. |

Extra terms and conditions for Orange World for Business

All prices are for data usage in the UK only. Single user bundles cannot be shared but can be added to individuals on a shared account. The bundles (except the Orange World for Business 500 single user bundle) may be shared across a group (i.e. applied to a group leader with all users decrementing the bundle) unless stated otherwise. Maximum number of sharers is stated above. No rollover is included on the 2048 MB data bundle (1 month rollover on all other bundles). Orange World for Business bundles cannot be used with BlackBerry® Internet Service.

Mobile Mail with Orange

Mobile Mail was added as a flexible extra to certain Service Plans or as a chargeable add-on.

| | |
|----------------------------------|--------------------------------------------------|
| What's included | 750MB of data and unlimited* WiFi in the UK |
| Minimum Connection Period | 30 days or as stated in your Business Agreement. |
| Price | £6.50 per month |

Extra terms and conditions for Mobile Mail with Orange

Included as standard with Business Solo and Business SIM Only Service Plans. Mobile Mail does not include BlackBerry® Internet Service. A list of compatible Devices can be found at www.orange.co.uk Mobile Email supports most internet based email providers but set up cannot be guaranteed. You may access Mobile Email from your Device where the software application that facilitates Mobile Email (referred to as the "Client") is pre-installed. If not pre-installed, you may download and install it by going to <http://orangedata.co.uk/r/mobilemail/> from your Orange phone.

Microsoft® Mail from Orange

| Single user tariff | Monthly charge | Tenure | Inclusive data | Out of bundle cost per mb |
|------------------------------------------------------------------|----------------|-------------------|----------------|---------------------------|
| Microsoft Mail from Orange – 500MB voice add-on bundle | £4.25 | minimum 12 months | 500MB | £0.80 |
| Microsoft Mail Data only Talk plan | £16.38 | minimum 12 months | 300MB | £0.80 |
| Microsoft Mail Data & SIM only Talk plan | £10.00 | minimum 12 months | 300MB | £0.80 |
| Data allowance used for all email, internet and other data usage | | | | |

| | |
|----------------------------------|-------------------------------------------------------|
| What's included | Data access for a push email service from your device |
| Minimum Connection Period | 12 months or as stated in your Business Agreement |



Extra terms and conditions for Microsoft Mail from Orange

Single users only. Available on selected Devices only (with compatible software installed). For a current list of devices supported by this offer visit www.orange.co.uk/business/msmail. You must have a compatible Microsoft email server. Voice Service Plan should have at least 12 months to run at time of Connection of Microsoft Mail. Mobile device must not be used as a modem.

Tethering Bundles

30-day plans

| Tenure | Monthly charge | | |
|--------|----------------|--------|--------|
| | 1GB | 3GB | 10GB |
| 30 day | £12.50 | £22.50 | £35.00 |

Annual bundles

| Tenure | Monthly charge | | |
|----------|----------------|--------|--------|
| | 1GB | 3GB | 10GB |
| One year | £20.00 | £40.00 | £80.00 |

12 and 24 month plans

| Tenure | Monthly charge | | |
|----------|----------------|--------|--------|
| | 1GB | 3GB | 10GB |
| 12 month | £10.00 | £17.50 | £30.00 |
| 24 month | £7.50 | £12.50 | £25.00 |

Out of bundle charges

The following out of bundle charges are specific to Tethering Bundles. All other out of bundle usage will be charged at standard rates.

| Out of bundle charges | Price |
|--------------------------------------|----------------------|
| UK data | 4p per MB |
| Roaming data – Europe (zones 1-2) | £2.55 per MB |
| Roaming data – Worldwide (zones 3-7) | £5.50 per MB |
| Texts | 10p per text message |

Terms and conditions for Tethering Bundles

Minimum Connection Period: 30 days or as stated in your Business Agreement with Orange. Data allowances to be used whilst Device is connected to a computer for the purposes of providing an internet connection within the UK. BlackBerrys® must be used only in conjunction with the consumer broadband Access Point Name (“APN”) or private customer APN specified by Orange otherwise additional charges may be incurred.

BT Wi-fi

If you have selected a data tariff with mobile internet access on your phones, you may also get access to EE’s preferred Wi-fi partner’s Wi-fi network. Presently this is the BT network as operated by BT Wi-fi. The BT terms, including those about acceptable use, will also apply to you, and your Users. You must comply with those terms which are available at <http://www.btwifi.co.uk/terms-and-conditions/index.jsp>. As we are not the provider of the Wi-fi service, we are not responsible for the location and availability of Wi-fi services or for the quality of that service. We may swap your Wi-fi service to another preferred partner in the future, provided that 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.



30 day iPad Plan

Pay as you use iPad plan

| Tenure | Charges |
|---------|----------------------------------------------------------------------------------------------------------------|
| 30 days | No data included. Data is charged at 4.25p per MB up to a maximum of £33.14 per month (subject to fair usage). |

The below iPad Add-On Bundles can be added to the Pay as you use iPad plan. More details on these bundles can be seen in Part 5 – Data Service Plan Add-Ons, of this document.

30 day iPad Plan Add-On Bundles

| Tenure | 3gb + unlimited* wifi | 10gb + unlimited* wifi |
|---------|-----------------------|------------------------|
| 30 days | £12.50 per month | £20.83 per month |

Extra terms and conditions for Pay as you use iPad plan

Minimum Connection Period: 30 days. Sharers cannot be added. SIM provided is for data usage from iPad only and if removed or used for any other purpose you will be charged EE's standard rates for services. You are eligible for £10 free credit once Service Plan activated, for plan usage and/or optional iPad Service Plan Add-On bundles. No itemised billing available. Technology Fund may only be used to purchase a tablet/netbook in conjunction with this Service Plans where over 6 months remains in your Minimum Agreement Term. iPad can be activated for data roaming on request subject to credit check.

International Service Plan Add-Ons

Travel Data Bundles

Europe Packages – Zones 1 and 2

| | Tenure | Monthly charge | UK data | Roaming data | Out of bundle whilst in UK |
|---------------------------------------------|-----------|----------------|---------|-------------------|------------------------------------|
| Email & Internet UK & Europe | 12 month+ | £22.00 | 500MB | 20MB Europe data | standard out of bundle rates apply |
| iPhone Europe | 12 month+ | £25.00 | n/a | 50MB Europe data | standard out of bundle rates apply |
| Business Everywhere Europe | 30 days | £90.00 | n/a | 200MB Europe data | standard out of bundle rates apply |

World Packages – All zones

| | Tenure | Monthly charge | UK data | Roaming data | Out of bundle whilst in UK | Out of bundle whilst roaming |
|--------------------------------------------|-----------|----------------|---------|------------------|------------------------------------|------------------------------|
| Email & Internet World | 30 days | £50.00 | n/a | 20MB World data. | standard out of bundle rates apply | |
| Email & Internet UK & World | 12 month+ | £30.00 | 500MB | 20MB World data | standard out of bundle rates apply | |
| BlackBerry® World | 12 month+ | £20.00 | n/a | 20MB World data | standard out of bundle rates apply | |



| | | | | | |
|----------------------------------|-----------|---------|-----|------------------|------------------------------------|
| iPhone World | 12 month+ | £40.00 | n/a | 50MB World data | standard out of bundle rates apply |
| iPhone World | 30 days | £75.00 | n/a | 50MB World data | standard out of bundle rates apply |
| Business Everywhere World | 30 days | £135.00 | n/a | 200MB World data | standard out of bundle rates apply |

All out of bundle usage will be charged at standard rates.

| | |
|----------------------------------|-------------------------------------------------------------------------------------------------------------------------------|
| What's Included | GPRS, EDGE, 3G and 3G+ data services (subject to availability) using the User's Device, up to the monthly data limit ordered. |
| Minimum Connection Period | Bundles on a rolling 30 day contract: 30 days Bundles on a 12 month contract: 12 months |

Extra terms and conditions for Travel Data Bundles

If your Service Plan is inclusive of data charges then the allowance under the Travel Data Bundle will be used first. Service applies at individual subscription level not account level and if applied to a leader or sharer, only that individuals' usage will receive the discount. Cannot be shared. Only one Travel Bundle may be active per Connection at any one time. Text and Wi-Fi usage is not included. Once you opt in, the bundle begins automatically, as soon as you start using data in Zones 1 and 2.

Europe Packages

Only applies whilst Roaming in Zones 1 and 2. Please see www.ee.co.uk/businessroaming for zone information. World packages.

May be used whilst Roaming in any country of the world in which a network supporting internet browsing is available to EE customers.

BlackBerry® and iPhone

BlackBerry® Europe and BlackBerry® World bundles are only available if you are on a BlackBerry® Internet Service or BlackBerry® Enterprise Server service plan. iPhone Europe and iPhone World bundles are only available if you are on an iPhone service plan. Unless specified otherwise, only one Travel Bundle may be active per Connection at any one time.

International Travel Pass

| Daily Bundle (per day) in Roaming Zones 1-5 | Charge (per User per day excl VAT) |
|------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| 101-250MB of data | £10 |
| 251-500MB of data | £24 |
| 501-1000MB of data | £50 |
| 1001 MB and over of data | £50 (fair use policy then standard rates apply) |
| <u>Extras:</u> Roaming in Zones 6 & 7 will be charged as follows for Users with an International Travel Pass: | Making a call: 95p per minute Receiving a call: 45p per minute Sending an SMS: 15p per SMS Data usage: 300p per MB |

Extra Terms Applying to International Travel Pass

Eligibility: Only available to new Customers. Must be added at point of contract with EE. Not compatible with any other roaming bundle, promotion, offer or bespoke roaming pricing. Must be applied to every User on an account except where a roaming tariff with a recurring monthly fee has been included in the Customer's contract. In this case the tariff with the recurring monthly fee will be applied to the User instead of an International Travel Pass.

Charging: Charges only apply on days that the User uses voice or data whilst roaming. No charge applies when the User does not roam or if the User does not



use voice or data when roaming. No credit or refund will be given for any unused data in a Daily Bundle.

Any data usage over and above the data allowance in the applicable Daily Bundle will result in the User being automatically provisioned with a larger Daily Bundle. For example, 101MB of data used in Zones 1-5 will result in a daily charge of £10. 275 MB of data used in Zones 1-5 will be charged at £24.

Any group leader or sharer may take a Daily Bundle, however only that individual's usage will decrement their individual Daily Bundle. Group customers (including without limitation Talkshare and Your Group customers) may not share a Daily Bundle amongst the various Users.

Usage: A day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time in the location in which the User first roams on that day. Each session of data roaming is rounded up to the nearest kilobyte. Unused data will not roll over into the next day.

Users can use their Daily Bundle for GPRS, 3G, HSDPA and browsing the internet (subject to availability) using their device or EE data card. Does not include event charges such as charges for the download of ringtones or games, or for the use of any services for which additional charges apply.

Cancellation: International Travel Passes can be removed at any time by providing at least 24 hours' notice. Standard roaming charges for any subsequent data and voice roaming will then apply.

EU Limits: All Users taking an International Travel Pass will be opted out of the EU roaming regulations with regard to voice and data. Should the Customer wish to be opted back in to the regulations, they should contact EE customer services.

Fair Use policies

Voice: If your contract with EE includes an International Travel Pass for voice usage then this fair use policy applies. Calls are designed for normal person to person use only. Calls of a duration of 90 minutes or more may be charged at EE's standard out-of-bundle rates. Redial to avoid standard charging. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you call more than 300 different numbers in a month. Usage is only for calls to other mobiles and

landlines. Premium rate and 0800/070 and equivalent services excluded. We're free to decide that other types of use may also be breaking this term. We monitor use in accordance with our General Terms and Conditions and the terms in this Price Guide. 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

Data: Usage over 1,000MB in a day will initially not be charged any more than £50. However, if a User uses more than 1,000 MB per day on average over more than 5 days in any calendar month, EE reserves the right to ask the User to moderate their usage. If in any subsequent month the User uses more than 1,000 MB per day on average on more than 5 days in that month, EE reserves the right to charge the customer for any additional usage above the 1,000 MB at standard rates

In-Building Coverage Solutions

Signal Booster

3G Repeater will pick up any existing signal from the 3G network (even if it's very weak) and transmit that signal to a second box in the middle of your building providing enhanced coverage over a 20 metre range for up to 10 calls. Simple self-install by just plugging into a power source.

Business Software

Small Business Bundle Offer

This software was available on selected tariffs until 1st October 2014.

When you purchase one of our 24 month 4GEE or 4GEE Extra plans (excluding SIM Only plans) you will also be eligible for 12 months free McAfee security for up to 5 devices. After the free period, you will receive 50% off your next year's subscription. Customers on one of our 4GEE Sharer plans, in addition to the McAfee offer, will also be eligible for:

- a 6 month trial of Box cloud collaboration services with 100GB file sharing storage and licences for up to 10 users. After the trial period, the service will cost £2.92 per user per month; and
- A 45 day free trial of web and video conferencing with GoToMeeting from Citrix. At the end of the trial period you will receive 20% off your monthly subscription.



Use of the above offers is subject to acceptance of the End User Licence Agreement of the relevant provider and, after the free trial period, payment of the relevant subscription fees. If you cancel your mobile agreement with EE or move to a service plan that does not include the same benefit you may lose your discount and have to pay full price for the relevant service.

EE does not guarantee the performance or availability of any of these services and may withdraw this offer at any time.

BlackBerry® for Business (BES 10)

BlackBerry® Enterprise Service 10 Data Bundles

| BlackBerry / Universal Device Service Standard | | | |
|------------------------------------------------|-------------------------------------------------|--------|------------|
| UK Data Allowance | 1GB | 4GB | 8GB |
| Price (3G Data) | £13 | £16 | £21 |
| Price (4G Data) | £16 (2GB) | £19.50 | £24 (16GB) |
| Out of Bundle UK Data | 2.5p/MB | | |
| Included Roaming Data | N/A | | |
| UK Out-of-Bundle Spend Cap | £50 / month | | |
| Inclusive Extras | License Key, Server Software, Technical Support | | |
| Optional Regulated Enabler* | £5 / month | | |

| BlackBerry / Universal Device Service Standard Complete | | | |
|---------------------------------------------------------|---------------------------------------------------|-----|------|
| UK Data Allowance | 2GB | 4GB | 16GB |
| Price (4G Data) | £31 | £34 | £39 |
| Out of Bundle UK Data | 2.5p/MB | | |
| UK Out of Bundle Spend Cap | £50 / month | | |
| Inclusive Roaming Data | 75MB Worldwide | | |
| Out of Bundle Roaming Data | 8.6p (Zones 1 & 2), 20p (USA), £1 (Rest Of World) | | |
| Inclusive Extras | License Key, Server Software, Technical Support | | |

*The Regulated Enabler is not available when using these tariffs with non-BlackBerry Devices.

Additional Terms applying to BlackBerry® 10 Data Bundles

Minimum Connection Period 12 months or as per the Customer's Agreement with EE. Bundles are only compatible with Devices running BlackBerry 10.0 or newer and cannot be shared across different Devices. Customer's out of bundle spend will be capped at the specified limit for each billing cycle. Where spend caps are reached or exceeded on a regular basis, EE reserves the right to charge the Customer for additional usage at the applicable out-of-bundle rates. At the moment we will do this if you hit or exceed a spend cap 5 times in any 6 month period.

Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on its phone for peer to peer file sharing but access speeds will be slower than usual as EE monitor its Network to protect it for all customers. Please see the network management policies on our website for more information.

The BlackBerry® for Business Terms and Conditions set out below apply.

Fixed Line Services for Corporate Landline Tariff

These terms and conditions apply to customers who purchased the Landline Tariff before 8 September 2015.

Landline ("Landline") the Solution Terms

1. Interpretation

This Solution is provided in accordance with the Customer's Agreement with EE. The Landline Solution Description applies to this Solution and is available from EE on request. The parties shall agree a Statement of Requirements prior to provision of the Solution by EE. These documents form part of these Landline Solution Terms.

2. Landline – the Solution

2.1. A Minimum Connection Period applies to this Solution as set out in the



Commercial Terms or applicable Contract Change Note.

2.2. EE shall take all reasonable steps to make the Solution available to the Customer in the United Kingdom at all times until terminated in accordance with the Agreement. EE cannot guarantee to provide the Solution for all telephone numbers, including, for reasons associated with wholesale supplier processes, technical limitations in fixed networks or physical/geographical limitations. The Customer acknowledges that orders for Lines may not be completed. Where a Line cannot be Connected, EE will still process all Lines ordered by the Customer that can be Connected. References to "Lines" in these Landline Solution Terms are to each installation or supported active telephone number for which a Customer wishes EE to provide the Solution, and references to "Connected" shall be construed as references to Lines being connected to the Solution; "Disconnected" shall have a corresponding meaning. A reference to "Channel" means a facility to conduct inbound or outbound, two-way voice or data communication. A Line may have more than one Channel.

2.3. In exceptional cases, technical limitations within the wholesale supplier's network may not become apparent until after the Solution has been installed and used. In such circumstances, or where the wholesale supplier changes its operations, certain services may need to be revised or withdrawn and EE will provide as much notice as possible to the Customer and will rebate any relevant Charges paid in advance by the Customer for any withdrawn Service.

2.4. Requests for new Lines must be fully detailed in a Statement of Requirements and are subject to acceptance by EE and by the relevant wholesale supplier. New orders may be subject to an engineering visit or site survey.

2.5. Any requests for Line features or changes to service accepted by EE will be completed as quickly as possible, but EE's ability to do so may be affected by circumstances outside EE's control and there may be a delay in processing, for which EE accepts no liability.

2.6 The Customer gives EE authority to act as its agent in choosing the

wholesale supplier for the service for the Customer from time to time. If EE changes the wholesale supplier it will notify the Customer. By requesting service on a Line, the Customer consents to EE obtaining details of the equivalent service (and its features) from the Customer's previous service provider.

2.7 The Customer acknowledges and accepts that:

- a. the wholesale supplier may contact Users directly where necessary for the provision of the Solution and for operational or emergency reasons or in relation to nuisance calls;
- b. EE may disclose Customer information to the wholesale supplier for the purpose of providing information about the setup of network services at the Customer's premises and the wholesale supplier may share this information with a third party service provider; and
- c. The wholesale supplier may suspend access to any phone number advertised on the wholesale provider's phone box without its consent.

3. Charges

3.1 *Subscription Charge*: Each Line transferred to the Solution will be subject to a monthly Subscription Charge as set out in the Customer's Agreement or in the Price Guide. The Charge per Line is determined by the number of Lines transferred in the Customer's order. Any additional Lines transferred to the Solution in the future will be subject to the terms and conditions then in force and the number of Lines on the account will not be aggregated for the purposes of calculating the monthly Subscription Charge.

3.2 *Charging of Active Channels for ISDN line types*: For ISDN2, all Active Channels are charged as if separate Lines. For all other ISDN Lines, all Active Channels are also charged as if separate Lines, but are subject to the surcharge set out in the Price Guide at the time of ordering. All Active Channels on a Line must be transferred. Additional set up charges may apply if the number of Active Channels is changed. "Active Channels" means in relation to a Line, each channel on the Line (and in the case of ISDN30, which is activated for use).



- 3.3 Due to limitations in fixed line networks, Charges incurred in one month may not appear on the Customer's bill for that month and will be carried forward and billed in a later bill. EE may (but is not obliged to) limit the Charges the Customer may incur using the Solution. The Customer remains liable for Charges on its account even where they exceed any such limit.
- 3.4 The Customer will be responsible for discharging all charges levied by its current provider.
- 3.5 Where EE agrees to provide new Lines, Installation Charges will be payable for their installation and set-up. Charges may apply for calling and network features. Occasionally, the wholesale supplier may notify that 'exceptional charges' may apply due to the circumstances of the installation, and the Customer shall be liable to pay for those charges if it asks EE to proceed with the relevant order. All such charges will depend upon the prices charged by the wholesale supplier at the time that the order is placed. If the Customer fails to meet an agreed installation date and/or cannot agree a new installation date within 30 days of the previously agreed date, EE reserves the right to cancel the order and charge an administration fee.
- 3.6 In addition EE reserves the right to charge an administration fee:
- a. If a Line cannot be Connected because the Customer provides incorrect information or fails to discharge its obligations under the Agreement;
 - b. If the Customer requires a site visit to investigate a fault but the fault is not attributable to the EE Network or wholesale supplier's network.
- 3.7 Additional terms and conditions applicable to Customers who have taken the Enterprise Tariff:
- a. *Minimum Spend:* The Customer acknowledges that the offer for the Landline Solution set out in the Initial Order or applicable Contract Change Note is made on the basis that the Customer has agreed to receive each Line for its Minimum Connection Period and achieve the Minimum Spend for the Minimum Connection Period. If the

Customer takes the Solution for longer than the Minimum Connection Period it must achieve the Minimum Spend for so long as the Solution remains in place and the Customer wishes to take the Enterprise Tariff. If the Customer fails to achieve the Minimum Spend, the Customer shall pay EE any outstanding Minimum Spend upon expiry of the Minimum Connection Period or termination of this Solution, or a pro-rated sum on earlier request by EE where a review of the expenditure by EE has revealed a shortfall. No expenditure from Services, mobile use or Solutions will be taken into account in the calculation other than those payable under this Solution.

- b. *Migration* Upon expiry of the Minimum Connection Period, the Customer may migrate from the Enterprise Tariff by providing a written request to EE, and the Customer will then be migrated to EE's then standard published Charges for the Landline Solution as set out in the then current Price Guide. The Customer will still be liable to pay for any shortfall in the Minimum Spend as set out above for the period up until migration.

4 Customer Obligations

- 4.1 The Customer cannot use any form of indirect access enabling outgoing calls to be routed via networks not operated by EE or the wholesale supplier on any Lines to which the Solution is being provided and must disable all other indirect access codes operating on such Lines at its own cost.
- 4.2 The Customer warrants to EE that it shall:
- a. provide a suitable and safe working environment for EE and its agents, suppliers and Sub-contractors while at the Customer's premises;
 - b. ensure that any equipment and/or software previously installed for the purpose of routing calls to a third party service provider will be disabled to allow calls to route across the Network;
 - c. not knowingly use or allow the Services to be used in breach of a third party NDA or obligation; and
 - d. take all reasonable steps (including testing with the latest commercially available virus detection software) to ensure that any Software supplied



or used in connection with this Solution is not affected with viruses, logic bombs, worms or other malware.

4.3 The Customer shall indemnify EE for any claim, loss or expense suffered by EE arising out of any act or omission of the Customer under or in connection with this Landline Solution. The limitations and exclusions of liability contained in clause 22.2 of the General Terms and Conditions for Business Customers do not apply to this indemnity.

5. Term and Termination

5.1 The following Termination Charges shall be payable by the Customer for early termination of this Solution for each Line: Subscription Charge per month x number of months remaining in the Minimum Connection Period for that Line. Where the Customer has ISDN, each Active Channel will be separately subject to the Termination Charges. Where the Customer ceases to use a Line completely (i.e. it is Disconnected and not transferred to another service provider), then the Termination Charges shall be capped at £20 for each Active Channel.

5.2 Upon Disconnection of any Line from the Solution, the Customer acknowledges that future service to the Disconnected Line may not be possible unless the Customer has made alternative arrangements with another telephony service provider.

6. Other

6.1 EE will not be held liable for any Customer losses as a result of restrictions placed on the Customer's account for security reasons. The Customer must ensure that Customer Equipment used with the Solution is protected by suitable security and anti-virus measures.

6.2 Technical Support is provided with this Solution as described in the Solution Description.

Fibre Broadband and Broadband for business

| | Monthly Subscription Charges | Minimum Connection Period | EE wireless router |
|-------------------------------------|------------------------------|---------------------------|--------------------|
| Unlimited BB EE On-Net (up to 14Mb) | £12.00 | 24 months | Inclusive |
| Unlimited BB EE Off-Net (up to 7Mb) | £20.00 | | |
| Fibre Broadband up to 38Mb/second | £25.00 | | |
| Fibre Broadband up to 76Mb/second | £30.00 | | |

EE will give the Customer an indication of the actual speed its Broadband Line can support at the point of sale.

These tariffs and the Additional Charges below do not apply to businesses with less than 50 employees

The Customer's relation to the EE Broadband Network is determined by the postcode of the relevant premises.

Additional Charges:

| | |
|-----------------------------------------------------------------------------------------------------|---------|
| Managed service install of EE supplied wireless router | £69.99 |
| Fibre Broadband Connection | £100.00 |
| Fibre Broadband Connection following relocation of a User (where EE agrees to provide this service) | £100.00 |
| Administration Fee (payable for relocation requests) | £75.00 |

Solution Terms for Fibre Broadband and Broadband

1. Interpretation

The Broadband and/or Fibre Broadband Solution (as set out in the Customer's Commercial Terms or relevant Contract Change Note) is provided in accordance with the Customer's Agreement with EE. The term "Solution" is used in these Solution Terms to refer to Broadband and/or Fibre Broadband as appropriate. There is no Solution Description applicable to this Solution. The parties shall



agree the Broadband/Fibre Broadband Statement of Requirements prior to the provision of the Solution by EE. The Statement of Requirements forms part of these Solution Terms.

2. Definitions

"Broadband Line" means the BT (Openreach) direct exchange telephone landline(s) for which the Customer wishes EE to provide the Solution. Broadband Lines can be purchased from EE in accordance with the Landline Solution Terms.

References to "Connected" shall be construed as references to Broadband Lines being connected to the Solution; "Connection", "Disconnection" and "Disconnected" shall have a corresponding meaning.

3. Broadband and/or Fibre Broadband - the Solution

3.1. Services & Equipment

- a. The Customer must have and maintain for the term of this Solution a Broadband Line/s and where necessary have compatible equipment installed at the relevant premises. If the Customer does not comply with this requirement, EE may terminate the Customer's order or terminate this Solution without liability. The Solution cannot be provided for certain Broadband Lines such as Broadband Lines which are part of NTL, Telewest or Kingston Communication number ranges. Broadband Lines can be checked for compatibility by calling 0800 0790 147. Dynamic IP addressing is provided; no static IP addressing can be allocated.
- b. New Broadband Lines must be ordered in accordance with the Landline Solution Terms (referred to above) and are subject to acceptance by EE and by the relevant wholesale supplier. New orders of Broadband Lines or Broadband Connections may be subject to an engineering visit or site survey.
- c. The Customer is responsible for ensuring that it has the necessary equipment to use the Broadband Line and for the installation of such

equipment. EE will supply wireless router Equipment with installation where the Customer selects this Solution option. EE reserves the right to supply Equipment that may have been refurbished. Where EE is installing equipment, each User must arrange a mutually convenient installation date with EE's installers by calling 0870 9500 967. EE's standard installation services comprise: setting up and configuration of the wireless router equipment onto the Broadband Line and enabling (where the User's equipment supports wireless connectivity) the wireless security access control (using an available wireless encryption key); connecting up to two devices to the internet via the equipment with either the Ethernet cable supplied and/or wirelessly if the User's equipment is wirelessly enabled; and demonstrating internet connectivity to the User on the Broadband Line.

- d. Where applicable EE will supply and provide Connection of Fibre Broadband Equipment. Connection of Fibre Broadband or migration from another provider of fibre broadband (where possible to do so) will always require an onsite engineer appointment. The Customer must give EE at least 72 hours' notice if an engineering appointment cannot be kept. If the Customer fails to meet an agreed appointment date and/or cannot agree a new date within 30 days of the previously agreed date, EE reserves the right to cancel the order and charge £100.

3.2. Connection

- a. Connection of a Broadband Line to the Solution is conditional upon EE:
 - i. confirming that the Broadband Line is in an area which can receive the Solution;
 - ii. performing a satisfactory telephone line test; and
 - iii. successfully activating the Solution on the Broadband Line.
- b. EE will not be liable for any delay in providing the Solution or Connection of any particular Broadband Line. EE cannot guarantee to provide the



Solution for all telephone numbers, including for reasons associated with processes of the Customer's wholesale supplier of the lines, technical limitations in fixed networks and physical/geographical limitations. The Customer acknowledges that orders for Broadband Lines or a Connection to a Broadband Line may not be completed. If a Broadband Line cannot be Connected, EE will still process those Broadband Lines that can be Connected. In exceptional circumstances, technical limitations may not become apparent until after a Broadband Line has been Connected and used. In such circumstances, EE may need to withdraw or revise certain services. EE will provide as much notice as possible to the Customer and will rebate any relevant Charges paid in advance by the Customer for any such withdrawn service.

3.3 Migration of broadband Connection(s) from current provider

- a. Any charges payable by the Customer or User to its current broadband provider if it migrates to EE remain the Customer's or User's liability.
- b. To migrate a Broadband Line from a previous provider, the Customer must provide a Migration Authorisation Code (MAC) to EE and the connection on the Broadband Line must be in the Customer's name. If it is not, then by placing an order with EE the Customer confirms that the User:
 - i. consents to the transfer of broadband services on that Broadband Line from the current provider to EE;
 - ii. consents to the new supply being under a contract between EE and the Customer, and not directly with the User, and that if the User leaves the Customer's employment, the Connection/s on the relevant Broadband Line/s may be withdrawn;
 - iii. consents to the transfer even though it may result in disconnection charges being payable by the User to a previous provider; and

- iv. acknowledges that title in any equipment used in connection with the existing Broadband Line will pass to the Customer and not the User.

EE may require the Customer to provide written evidence of the above consents.

3.4 Warranties

a. Wireless Router Warranty

EE will repair or replace (at its discretion) any wireless router Equipment supplied by EE that is found to be defective due to faulty materials or workmanship within 12 months from delivery, save that this warranty shall not apply to:

- i. accidental or malicious damage, theft or other loss or damage to the wireless router Equipment;
- ii. any defect arising from the Customer's or a User's incorrect installation or use of the wireless router Equipment;
- iii. normal wear and tear; or
- iv. the level of performance of the wireless element of the Equipment, which may be affected by conditions outside EE's control, including without limitation the position of the Equipment's installation at the User's premises, the distance between the Equipment and the wireless adaptor and any interference with radio signals that may arise at the premises.

Any replacements by EE under this warranty will be made with refurbished products of a similar specification at EE's discretion and subject to the original Equipment being returned to EE (at EE's cost). A new unit must be purchased by the Customer at List Price for defects not covered by this warranty. The Customer is responsible for the installation of any Equipment repaired or replaced under this warranty.



b. Installation Warranty

EE warrants that installation Services will be free from defects in workmanship for 7 days from completion of the installation. If the installation Services are found to have defects in workmanship in this period, EE will correct the defect within a reasonable time. This warranty is not applicable to damage or problems caused by:

- i. incorrect service, installation, use, modifications or repair by the Customer, a User or any party not authorised by EE;
- ii. any person (except EE and its installers) or an external force;
- iii. any defective Customer Equipment or any other equipment (other than the Equipment);
- iv. any software or other product not supplied by EE or its installers; or
- v. works and adjustments carried out on the Broadband Line by the wholesale supplier during the installation warranty period.

3.5 Other

- a. *Speeds*: Fastest download speeds of the Solution are up to 76Mb/second for Fibre Broadband and up to 14Mb/second for Broadband. Speeds vary depending on the pricing option chosen, the EE broadband Network area, the Broadband Line quality and distance from the exchange.
- b. *Additional features*: EE may bundle the Solution with additional facilities, such as a web-email account and website building tools. Such facilities are provided to the Customer on an "as is" basis and can be withdrawn by EE at any time.

4. Charges

4.1 Subscription Charges:

- a. *Options without Wi-Fi router installation*: The monthly Subscription Charges start to apply 4 Working Days after Connection to allow for installation by the Customer. After that period, the Subscription Charges will be payable notwithstanding any failure by the Customer to arrange installation.
- b. *Other options*: Subscription Charges are payable from the date the Broadband Line is Connected.

4.2 Occasionally the wholesale supplier may notify that 'exceptional charges' may apply due to the circumstances of a broadband installation, and the Customer shall be liable to pay for those charges if it asks EE to proceed with the relevant order. All such charges will depend on the prices charged by the wholesale supplier at the time that the order is placed.

4.3 If the Customer fails to meet an agreed installation date and/or (where required) cannot agree a new installation date within 30 days of the previously agreed date, EE reserves the right to cancel the order and charge an administration fee of £75 in the case of Broadband and to charge the Customer the full Fibre Broadband Connection Charge in the case of Fibre Broadband.

4.4 EE also reserves the right to charge an administration fee of £75:

- a. if a Broadband Line cannot be Connected because the Customer provides incorrect information or fails to discharge its obligations under the Agreement; or
- b. if the Customer requires a site visit to investigate a fault but the fault is not traced to the Installed Equipment; or is not attributable to the EE Service or the EE Network or wholesale supplier's network.

5. Customer Obligations



5.1 The Customer may request relocation of the Solution (or part of it) from one premises to another where a User relocates. Such relocation is only permitted in relation to the same User and EE may charge an administration fee for the relocation. If the Solution cannot be provided at the new premises, EE will Disconnect the Connection on the Broadband Line/s and Termination Charges will not apply to that Disconnection/s.

5.2 EE may contact Users directly in connection with the Solution.

6. Term and Termination

6.1 If a relevant landline telephone account on the Broadband Line is terminated by the Customer or a User changes the services on a Broadband Line so that the Solution is unable to operate normally, EE may Disconnect the Solution from the relevant Broadband Line and the Customer will be liable for Termination Charges.

6.2 The following Termination Charges shall be payable for early termination or Disconnection of this Solution from a relevant Broadband Line:
Subscription Charge per month x number of months remaining in the Minimum Connection Period for the Connection of the Solution to the relevant Broadband Line.

6.3 Upon Disconnection of any Broadband Line from the Solution, the Customer acknowledges that future service to the Disconnected line may not be possible unless it has engaged an alternative service provider.

7. Technical Support

In this clause 7, “Standard Support” means the Standard Support Service for Large Business Customers the terms and conditions for which are set out in the EE Large Business Price Guide available on request from EE or at www.ee.co.uk/business/terms. If the Customer meets the eligibility criteria set out in the Standard Support Solution Terms, Standard Support applies to this Solution as relevant in addition to or as amended by the terms set out below.

The Customer can obtain support from EE for this Solution by calling 0800 0790 147 during support hours. EE does not support any equipment not provided by EE. Fault diagnosis and the extent of support possible may be dependent upon the type of equipment used. The Customer may be asked to provide technical and account contact details. These contacts may be contacted out of hours, including weekends, to deal with any account or security issues that may arise.

8. Solution restrictions and limitation of liability

8.1 Liability

Without prejudice to any other provisions in the Agreement relating to limitations of liability, EE will not be liable (including liability for negligence) for faults in or failures of the network or equipment of other providers of telecommunications services.

The Customer shall indemnify EE for any claims, losses, expenses or damages suffered by reason of any act or omission of the Customer under or in connection with this Solution or the Agreement. The limitations and exclusions of liability contained in clause 22.2 of the General Terms and Conditions for Business Customers do not apply to this indemnity.

8.2 Security

EE will not be liable for any Customer losses as a result of restrictions placed on the Customer's account for security reasons. The Customer must ensure that all Customer Equipment used with the Solution is protected by suitable security and anti-virus measures.

8.3 Limitations

In exceptional circumstances, certain services may be incompatible with or will not be available with the Solution. The Customer should contact EE to discuss any concerns. EE accepts no liability for these limitations.



Fixed Line Services for Small Business

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.

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/business/terms>. 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.

Business Broadband and Landline

Our small business fixed line services were available for purchase between July 2015 and April 2016 and are subject to our EE Business Broadband and Landline Terms for Small Business, available at www.ee.co.uk/business/terms.

Landline

Two types of landline service are available, Basic Landline that supports connections to a standard line box or a Premium Landline that can be connected to an optional network termination point and comes with Smart Divert and Presentation number call line features. All line types and Landline plans come with the Landline Service (next working day) care level as standard; A Minimum Term of 24 months applies to all landline Phone Services. All prices displayed include a converged discount of £2.50 per month for being an EE mobile and fixed line customer. You will cease to be eligible for the £2.50 per month discount if either your mobile or fixed contract terminates.

Landline Tariff



Standard Charges for Non-Bundle Calls:

| Call type | Price per minute | Minimum call charge |
|--------------------------------------|------------------|---------------------|
| UK Landlines (01, 02 and 03 numbers) | 3.00p | 5.00p |
| UK Mobiles | 8.00p | 1.00p |
| 0870 | 1.45p | N/A |
| 0845 | 3.90p | N/A |

Please note: the recent changes to the way we charge for 084, 087, 09 and 118 numbers (as stated at www.ee.co.uk/ukcalling) do not apply to calls to these numbers made from our Landline Services.

| Basic Landline | | | |
|---------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|----------------|
| Plan | Inclusive Calls | Call Network Features | Monthly Charge |
| Basic Line Rental | N/A | N/A | £12.50 |
| Basic Line Rental with landline calls | Unlimited UK local and national calls* | Call Waiting | £19.00 |
| Basic Line Rental with landline and mobile calls | Unlimited UK local and national calls* and 1000 mins to mobiles** | Call Waiting | £22.50 |
| Basic Line Rental with landline and international calls | Unlimited UK local and national calls* and 1000 mins to 30 international destinations*** | Call Waiting | £22.50 |
| Basic Line Rental with all calls | Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations*** | Call Waiting, Three-way Calling, Call Divert & Ringback | £26.00 |

| Premium Landline | | | |
|-----------------------------------------|----------------------------------------|-----------------------|----------------|
| Plan | Inclusive Calls | Call Network Features | Monthly Charge |
| Premium Line Rental | N/A | N/A | £20.00 |
| Premium Line Rental with landline calls | Unlimited UK local and national calls* | Call Waiting | £25.00 |

| | | | |
|-----------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------|--------|
| Premium Line Rental with landline and mobile calls | Unlimited UK local and national calls* and 1000 mins to UK mobiles** | Call Waiting | £30.00 |
| Premium Line Rental with landline and international calls | Unlimited UK local and national calls* and 1000 mins to 30 international destinations*** | Call Waiting | £30.00 |
| Premium Line Rental with all calls | Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations*** | Call Waiting, Three-way Calling, Call Divert & Ringback | £35.00 |

*National calls include

Unlimited landline calls to UK local and national numbers beginning with 01, 02, 03, 0845 & 0870

**Mobile calls include

1000 landline minutes to UK mobiles beginning with 07, excluding MVNO numbers and 070

***International Destinations include

Australia, Austria, Belgium, China, Canada (incl mobiles), Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Poland, Portugal, Singapore, Slovakia, Slovenia, Spain, Sweden, USA (incl mobiles).

Non-inclusive international calls will be charged at the prices set out in the Non-standard Price Guide for EE Small Business (see www.ee.co.uk/business/terms).

Broadband

ADSL and Fibre broadband speeds are available. A Minimum Term of 24 months applies to all Broadband Services. All Line types and Broadband plans come with the Broadband Service (48 hours) care level as standard. All prices displayed include a converged discount of £2.50 for being an EE mobile and fixed line customer. You will cease to be eligible for the £2.50 per month discount if either your mobile or fixed contract terminates. All plans come with a router to support the broadband type chosen (router remains owned by EE). If you purchase



Broadband only services from us (without Landline), you will need to purchase a landline from another provider and to pay related line rental.

| Broadband | | | | |
|-------------------------------|-------------------------|-----------------------|------------|----------------|
| Plan | Download Speed+ (Up to) | Upload Speed+ (Up to) | Data Usage | Monthly Charge |
| Business Broadband (Market B) | 17Mbps | 448 kbit/s | Unlimited | £13.00 |
| Business Fibre 38Mb/sec | 38Mbps | 10 Mbps | Unlimited | £25.00 |
| Business Fibre 76Mb/sec | 76Mbps | 20 Mbps | Unlimited | £30.00 |
| Business Broadband (Market A) | 17Mbps | 448 kbit/s | Unlimited | £35.00 |

+Download speeds vary depending on the pricing option chosen, the EE broadband Network area, the Line quality and distance from the exchange.

Connection to our ADSL and Fibre Broadband plans is subject to availability at the address (es) you wish to have connected. 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 customer 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.

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.

Broadband & Landline

All Broadband & Landline plans are available with either a 12 or 24 month Minimum Term. Plans with a 12 month Minimum Term are subject to an additional £3 charge per month on top of the Monthly Charge. For Customers within Market A the Monthly Charge will be an additional £20 on top of the Monthly Charge quoted below to enable EE to provide the services to rural locations. All Line types and Broadband & Landline plans come with the Landline Service (next working day) care level as standard. All prices displayed include a Line Rental Charge (of £12.50 per month) and a converged discount of £5 for being an EE mobile and fixed line customer. You will cease to be eligible for the £5 per month discount if either your mobile or fixed contract terminates. All plans come with a router to support the broadband type chosen (router remains owned by EE).

| Broadband & Landline | | | | |
|---------------------------------------------------|-------------------------|----------------------------------------------------------------------|-----------------------|----------------|
| Plan | Download Speed+ (Up to) | Inclusive Calls | Call Network Features | Monthly Charge |
| Business Broadband and line rental | 17Mbps | N/A | N/A | £25.00 |
| Business Fibre 38Mb/sec and line rental | 38Mbps | N/A | N/A | £37.00 |
| Business Fibre 76Mb/sec and line rental | 76Mbps | N/A | N/A | £42.00 |
| Business Broadband with landline calls | 17Mbps | Unlimited UK local and national calls* | Call Waiting | £30.00 |
| Business Fibre 38Mb/sec with landline calls | 38Mbps | Unlimited UK local and national calls* | Call Waiting | £42.00 |
| Business Fibre 76Mb/sec with landline calls | 76Mbps | Unlimited UK local and national calls* | Call Waiting | £47.00 |
| Business Broadband with landline and mobile calls | 17Mbps | Unlimited UK local and national calls* and 1000 mins to UK mobiles** | Call Waiting | £35.00 |
| Business Fibre 38Mb/sec with landline and mobile | 38Mbps | Unlimited UK local and national calls* and 1000 mins to | Call Waiting | £47.00 |



| calls | | UK mobiles** | | |
|-----------------------------------------------------------------------|--------|------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|--------|
| Business Fibre 76Mb/sec with landline and mobile calls | 76Mbps | Unlimited UK local and national calls* and 1000 mins to UK mobiles** | Call Waiting | £52.00 |
| Business Broadband with landline and international calls | 17Mbps | Unlimited UK local and national calls* and 1000 mins to 30 international destinations*** | Call Waiting | £35.00 |
| Business Fibre 38Mb/sec with landline and international calls | 38Mbps | Unlimited UK local and national calls* and 1000 mins to 30 international destinations*** | Call Waiting | £47.00 |
| Business Fibre 76Mb/sec with landline and international calls | 76Mbps | Unlimited UK local and national calls* and 1000 mins to 30 international destinations*** | Call Waiting | £52.00 |
| Business Broadband with landline, mobile and international calls | 17Mbps | Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations*** | Call Waiting, Three-way Calling, Call Divert & Ring back | £40.00 |
| Business Fibre 38Mb/sec with landline, mobile and international calls | 38Mbps | Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations*** | Call Waiting, Three-way Calling, Call Divert & Ringback | £52.00 |

+ Download speeds vary depending on the pricing option chosen, the EE broadband Network area, the Line quality and distance from the exchange.

***National calls include**

Unlimited landline calls to UK local and national numbers beginning with 01, 02, 03, 0845 & 0870

****Mobile calls include**

1000 landline minutes to UK mobiles beginning with 07, excluding MVNO and 070

*****International Destinations include**

Australia, Austria, Belgium, China, Canada (incl mobiles), Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Poland, Portugal, Singapore, Slovakia, Slovenia, Spain, Sweden, USA (incl mobiles).

Call rates per minute are charged at the same rates as set out for Landline tariff above.

One-off Connection Charges

| Service | Charge |
|---------------------------------------|--------|
| New Line Charge (installation) | £90 |
| Fibre Connection | £50 |
| Fibre Transfer from existing provider | £20 |

Call Line Features Charges

Call line features are not subject to a Minimum Term and can be changed on monthly basis. The cost of the feature will be added to your monthly bill.

| Call Line Feature | Monthly Charge |
|------------------------------------------------------------------|----------------|
| Call bolt-on bundle (Three way calling, Call Waiting & Ringback) | £2.50 |
| 1571/Voicemail | £1.50 |
| Call sign | £1.50 |
| Ring back | £1.50 |
| Reminder call | £1.50 |
| Call waiting | £1.50 |
| Call divert | £1.50 |
| Choose to refuse | £1.50 |
| Call display | £1.50 |
| Three-way calling | £1.50 |

Call Bolt-on Charges

Call bolt-ons are not subject to a Minimum Term and can be changed on monthly basis. The cost will be added to your monthly bill. Call bolt-ons can only be applied



to plans that have the equivalent call package option. The monthly charge for and the minutes available under Call Bolt-ons added mid-month will both be pro-rated. If you don't use all your minutes in the applicable month, they will not roll onto the next month.

| Bolt-on | Monthly Charge |
|----------------------------------------------|----------------|
| 2000 mins to UK Mobiles | £7.50 |
| 5000 mins to UK Mobiles | £12.50 |
| 1500 mins to 40 international destinations* | £7.50 |
| 2000 mins to 50 international destinations** | £12.50 |

*40 International Destinations include the following additional countries

Japan, Romania, Malaysia, Switzerland, Canary Islands, Croatia, Madeira, Hong Kong, Norway, India

**50 International Destinations include the following additional countries

Andorra, Monaco, Vatican City, Gibraltar, Iceland, The Azores, San Marino, Bulgaria, Israel, Turks and Caicos.

Broadband Features Charges

Broadband features are not subject to a Minimum Term and can be changed on monthly basis. The cost of the feature will be added to your monthly bill.

| Fixed Service | Monthly Charge |
|--------------------------------|----------------|
| Elevated Throughput* | £6.00 |
| Static IP block – 4 (one-off) | £5.00 |
| Static IP block – 8 (one-off) | £10.00 |
| Static IP block – 16 (one-off) | £15.00 |

* Elevated Throughput speeds

| Product Variant | Throughput SLA (minimum throughput 90% of busiest 3 hours) |
|----------------------|------------------------------------------------------------|
| WBC ADSL Standard | 8 Mbit/s |
| WBC ADSL Elevated | 12 Mbit/s |
| WBC FTTC 40 Standard | 20 Mbit/s |
| WBC FTTC 40 Elevated | 30 Mbit/s |
| WBC FTTC 80 Standard | 40 Mbit/s |

| | |
|----------------------|-----------|
| WBC FTTC 80 Elevated | 60 Mbit/s |
|----------------------|-----------|

Replacement Router Charges

| Fixed Service | Charge |
|---------------|--------|
| Bright box | £30.00 |
| Bright box 2 | £35.00 |

Care Level Charges

Landline and broadband care levels upgrades are not subject to a Minimum Term and can be changed on monthly basis. Changes to care levels will be activated within 7 days of being requested.

| Care Level | Monthly Charge |
|------------------------------------|----------------|
| Landline service (8 hours anytime) | £6.00 |
| Broadband service (24 hours) | £10.00 |
| Broadband service (8 hours) | £12.00 |

The following target fix times apply to the care levels. The target fix times are calculated from the point the report of the fault is accepted by EE. Wi-Fi access is not covered by these care levels

| Care Level | Days of operation | Target fix times |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Landline Service (next working day) | Monday to Saturday, excluding public and bank holidays | 23:59 of next working day (e.g. report Tuesday, fix Wednesday) |
| Landline service (8 hours anytime) | Monday to Sunday | 8hrs from fault report time |
| Broadband Service (48 hours) | For the reporting of faults, this service operates 24/7. Engineering visits to a site (to your or end user premises, or BT exchange) operate between 08:00 and 18:00 Monday to Saturday, excluding regional public and bank holidays. | 23:59 of next working day +1 (working day) (e.g. report Tuesday, fix Thursday) Where an engineer visit is required, Sundays and regional public and bank holidays will not be included as part of any on-time repair measurement. |
| Broadband Service (24 hours) | For the reporting of faults, this service operates 24/7. | 23:59 of next working day (e.g. report Tuesday, fix |



| Care Level | Days of operation | Target fix times |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------|
| | Engineering visits to a site (to your or end user premises, or BT exchange) operate between 08:00 and 18:00 Monday to Sunday, including regional public and bank holidays. | Wednesday) |
| Broadband service (8 hours) | Monday to Sunday (Not available in the Highlands and Islands of Scotland) | 8hrs from fault report time |

If a fault is reported during a day when the care level is not in operation, then the target fix times will commence from 00:00 on the next Working Day.

Recording of time for the purposes of measuring fault fix timeframes will be paused in the following circumstances, and the target fix times set out above will be revised accordingly:

- (i) If you or the relevant end user do not provide access to the relevant premises at the agreed appointment time. The clock will be restarted at the next appointment time where access is provided to the premises;
- (ii) If you or the relevant end user are unavailable to respond to queries in relation to the fault. The clock will be restarted when the required response has been provided;
- (iii) if you or the relevant end user do not accept the first appointment offered to you, the clock will stop at the time of the first available appointment and will restart at the commencement of the alternative agreed appointment time;
- (iv) If there is an action caused by you or a third party (other than us or our wholesale suppliers) that directly causes us or our wholesale suppliers to be unable to comply with our obligations. The clock will be restarted when such action is rectified; and/or
- (v) in relation to the 24 hour care levels, if we or our wholesale suppliers are unable to gain access to the relevant premises to enable us to fix

the fault within 20 hours. The clock will be restarted once such access is provided.

Expedite Care Level Charges

Expedite products are one off charges that apply for resolving a specific fault only. Customers can make a one off purchase if they encounter a service impacting issue that requires immediate resolution which would not be supported by their existing care level terms. You will remain on your original care level product unless you change it by modifying your order or upgrade to another service.

| Product Name | Bill Display Name | Price |
|-------------------------------------|--------------------------------------|-------|
| Landline Expedite Care Level 1 To 2 | Expedite to landline support level 2 | £100 |
| Landline Expedite Care Level 1 To 3 | Expedite to landline support plus | £650 |
| Landline Expedite Care Level 1 To 4 | Expedite to landline support max | £850 |
| Landline Expedite Care Level 2 To 3 | Expedite to landline support plus | £600 |
| Landline Expedite Care Level 2 To 4 | Expedite to landline support max | £750 |
| Landline Expedite Care Level 3 To 4 | Expedite to landline support max | £200 |

Other Services

| Service | One off charge |
|------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|
| Late Payment Fee/Failed Payment | £2.00 |
| Flexible appointment charge, options: Monday to Friday = 7am to 8am Monday to Friday = 6pm to 9pm Saturday = 8am to 12.59am, or 1pm to 6pm. | £15.00 |
| Disconnection charge for cancelling the Service without moving to another provider | £30.00 |
| New number charge | £15.00 |
| Premises move | £75.00 |



| | |
|-----------------------------------------------|-----------------------|
| Nuisance call charge | £170.00 |
| Short duration line supplementary line | £200.00 |
| NSP survey charge | £400.00 |
| Superfast visit assurance | £200.00 |
| Broadband special faults investigation charge | £180.00 |
| Fast Track expedite broadband | £250.00 |
| Service | Monthly charge |
| Paper Bill | £2.00 |
| Credit card payment | £1.00 |
| Debit card payment | £1.00 |
| American Express card payment | £1.00 |

Small Business Fixed Line Promotional Plans

From time-to-time, we offer promotions on our existing plans. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability.

Half Price Business Landline Launch Offer

This launch offer was available until 31 January 2016.

Terms & Conditions: Subject to eligibility and availability. The following offer is available to existing or new pay monthly mobile customers. A 50% discount will be applied to the Monthly Charge of all Landline and call plans for the first 6 months of the 24 month Minimum Term. You will still have to pay for calls made outside of Your inclusive allowance. At the end of the 6 months, the discount will be removed and full Monthly Charge for the plan will apply for the remainder of the Agreement. Only one recurring offer is available per line.

Half Price Business Broadband Launch Offer

This launch offer was available until 31 January 2016.

Terms & Conditions: Subject to eligibility and availability. The following offer is available to existing or new pay monthly mobile customers who take a 24 month Minimum Term Broadband & Landline plan (excluding customers within Market A).

A 50% discount will be applied to the Monthly Charge for the first 12 months of the Minimum Term only. The discount will not apply to the Line Rental element of the Monthly Charge and You will still have to pay for calls made outside of Your inclusive allowance. At the end of the 12 months, the discount will be removed and full Monthly Charge for the plan will apply for the remainder of the Agreement. Only one recurring offer is available per line.

Half Price Business Broadband and Calls Launch Offer for Business Connect customers

This launch offer was available until 31 January 2016.

Terms & Conditions: Available only to new or existing pay monthly mobile customers with 5 or more connections on the EE Business Connect (excluding the £4/pm data SIM only plan) who take a 24 month Broadband & Landline plan. Excludes off-net plans for customers within Market A. A 50% discount will be applied to the monthly charge for the broadband and calls plan price (excluding line rental) for the 24 month minimum term. You will still have to pay for calls made outside of your inclusive allowance and line rental of £12.50 a month. After 24 months the discount will be automatically removed and the full monthly charge for the relevant plan will be payable. Only one recurring offer is available per line.



General Terms & Conditions

All the terms and conditions that apply to these service plans not set out below are still in the current version of the EE Price Guide for Large Business, the EE Price Guide for Small Business, or the Orange Price Guide for Small Business as appropriate. Take a look there to find them.

In-Plan

The description of certain legacy tariffs and bundles has recently changed from 'Orange' or 'Orange to Orange' to 'In-Plan'. For details, please see the Terms and Conditions sections of the EE Price Guide for Large Business or the Orange Price Guide for Small Business as appropriate.

Standard Support Service for Large Business

What's included

The support services detailed in 'EE's Standard Support Service for Large Business Customers' Solution Description published at www.ee.co.uk/business/terms

Who's eligible

Any Customer that fulfils all of the following criteria:

1. is contracted with EE under an Orange Business Services Customer Agreement (OBSCA) or an Orange Business Services Master Agreement (OBSMA) or an Orange Business Agreement (OBA) or a Business Agreement (BA) or an EE Business Agreement (EEBA); and
2. has 50 (fifty) or more employees at the commencement of its agreement with EE; and
3. orders more than 10 Devices and/or SIM Only Connections in the Initial Order; and
4. can provide the following:
 1. for Limited companies; the company registration number and

the VAT number;

2. for Charities; the charity number;
3. for all other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill.

Monthly Charge

An inclusive Service Plan for the term of the Customer's Agreement.

Extra terms and conditions

No Statement of Requirements applies to this Solution.

Tailored Service

What's included

The support services detailed in 'Tailored Service (including Standard Support Service Add-Ons)' Solution Description which is available on request from EE.

Who's eligible

Any Customer that meets the criteria to qualify for the Standard Support Service and who also has 200 (two hundred) or more Users at the commencement of their agreement with EE. Certain options have additional eligibility requirements.

Monthly Charge

Pricing available on request from EE

Extra terms and conditions

'Solution Service Plan Terms for Tailored Service Solution and Standard Support Add-Ons' shall apply.



Standard Support Add-Ons

What's included: The Standard Support Add-Ons options detailed in 'Tailored Service (including Standard Support Service Add-Ons)' which is available on request from EE. The Customer will have a number of options that it may elect to take.

Who's eligible: Any Customer that meets the criteria to qualify for the Standard Support Service. Certain options have additional eligibility requirements which are detailed in the Solution Service Plan Terms.

Monthly Charge: Pricing available on request from EE.

Extra terms and conditions: 'Solution Service Plan Terms for Tailored Service Solution and Standard Support Add-Ons' shall apply.

Content Add-Ons

All Add-Ons

On 24 Month Business Plans that include inclusive Add-ons, you will receive a text message inviting you to click on a link within 24 hours of joining. This link will take you through to a mobile page where you can select the inclusive add-on you want. You'll be re-directed to an app store to download your selected service or if the service is not an app, then you'll be linked directly through to the mobile service (data usage will decrement from your data allowance). After you've had the add-on for 30 days you can change it for one of the other add-ons on offer. You can do this all through the EE mobile homepage.

If you're not entitled to a free add-on, or want more than one, you can also buy access to them through the EE mobile homepage. You'll always be able to get to add-ons by using the EE Mobile destination links, or by going to <http://addons.ee.co.uk>. You can choose, change or cancel add-ons at any time. They will be activated after you buy them and the cost will then be added to your bill every month until you ask us to remove it. We can't provide a pro-rata refund when a multimedia product is cancelled or removed, but you will be able to continue to access the product until the end of the 30-day subscription period that you have paid for.

You'll need a compatible device and an internet connection (where applicable). Remember, you may need to browse the internet to download or use the add-ons,

so usage will decrement your data allowance. Use is also subject to coverage, our network management policies and the fair use policies for Wi-Fi set out in your Pay Monthly price plan terms and conditions. Third parties provide these multimedia products and we can't promise they will always be available or that they will work perfectly. Remember these third parties own the content of these products and we are not responsible for what you see. You may be asked to accept software updates at any time, and you must download these updates to keep getting the most up to-date functionality. Multimedia products are for UK use only. Any data use outside the UK will decrement any roaming data allowance you have.

Games You'll get 2 games each month to keep from the full Gameloft catalogue of games. You'll be notified when there are game updates available for download (data usage will decrement from your data allowance). Not available on any Apple® Devices.

Music (Deezer Mobile) You have access to 18 million music tracks to stream or listen to offline through the Deezer app on your phone (data usage will decrement your data allowance). Before you start you'll need to create a Deezer account. Just remember, you can't transfer or copy any tracks from your mobile to a different device or recording media and if you remove this service, any tracks stored to your mobile will be deleted. Deezer's music catalogue may be subject to change for reasons beyond its control and Deezer may use cookies to deliver their music streaming services to you. For more information on this and the other terms that apply, see www.deezer.com.

Mobile TV You can watch selected TV channels live on the go via your mobile phone. You cannot pause, stop, rewind or fast forward the TV, and content from the TV cannot be stored on any device. All usage will decrement the data allowance from your Pay Monthly plan. You must be covered by a current valid colour TV Licence in order to access all channels comprised within the Mobile TV add-on.



Clone Phone

Clone Phone was available from EE until 31 July 2014

Clone Phone Fully Loaded covers Mobile Phones, USB Modems and Dongles, and Tablets supplied by EE that are lost, stolen, damaged or suffer a mechanical or electrical breakdown. Insurance is provided for up to 60 months and your warranty is extended to 36 months on new Devices. See www.ee.co.uk/business/terms for full terms and conditions.

All insurance products are subject to a Minimum Term of 3 months.

| Product Range | | Clone Storage | Find My Phone Lock & Wipe | Insurance | Price per user per month | Excess Fees |
|----------------------------|--------|---------------|---------------------------|-----------|-----------------------------|-------------|
| Clone Phone Lite | | 500MB | x | x | Inclusive in eligible plans | N/A |
| Clone Phone Loaded | | 16GB | ✓ | x | £3.33 | N/A |
| Clone Phone Fully Loaded | Tier 1 | 16GB | ✓ | ✓ | £6.00 | £15.00 |
| | Tier 2 | 16GB | ✓ | ✓ | £8.00 | £25.00 |
| | Tier 3 | 16GB | ✓ | ✓ | £10.00 | £25.00 |
| | Tier 4 | 16GB | ✓ | ✓ | £14.00 | £50.00 |
| Additional storage bundles | | 10GB | | | £1.25 | |
| | | 20GB | | | £2.08 | |
| | | 50GB | | | £4.58 | |

| | | | | | | |
|------------------|-----|-----|---|--------|--------|--------|
| Tablet Insurance | N/A | N/A | ✓ | £15.00 | £15.00 | £50.00 |
|------------------|-----|-----|---|--------|--------|--------|

The Tier of Clone Phone Fully Loaded that your Device is eligible for is dependent on a number of factors including (but not limited to) replacement cost of the Device, and the number of claims received for the model.

Clone Phone App Service

If you're downloading or using the Clone Phone app, the following legal stuff will automatically apply to you.

If you're an EE, Orange or T-Mobile pay monthly customer and want to add one of our Clone Phone packages to your mobile phone account, sign up in store or online when you join us; or call 150 for free at any time from your Orange, T-Mobile or EE phone. If you're a consumer customer, you'll only be able to buy the Clone Phone Fully Loaded package directly from EE, Orange or T-Mobile; it won't be available from our indirect partners.

The cost will be added to your next bill and then every bill each month. Clone Phone Lite and Clone Phone Loaded will remain on your account and can be cancelled at any time by calling 150 but if you buy Clone Phone Fully Loaded you'll need to promise to buy the product for at least three months. Clone Phone Lite is included for EE customers on selected EE mobile plans. Remember, when you cancel any Clone Phone products you'll have seven days to download any content back on to a PC before we delete it from our online storage and you won't be able to download content onto your phone after that.

You'll need to download the Clone Phone app which is offered to consumers for their personal use in the UK and to Small Businesses for their personal and business use in the UK. You'll need a compatible Android or iPhone to download the app - see ee.co.uk to check if your phone is compatible. The app is free to download but data charges may apply when you visit the app store and download the app or if we send the app software updates.

Clone Phone products give you an allowance of online storage for the content on your phone. Remember, these services are for content that you have created or generated yourself and EE does not authorise you to upload any content that belongs to a third party. The content is yours and we will only process it for storage and retrieval purposes. You are not allowed to use the Clone Phone app for transmitting or receiving information or data which is illegal or which breaches confidentiality undertakings or is in breach of intellectual property rights. We reserve the right to remove or disable access to content that infringes third party rights and/or that is illegal from our online storage. We may access and/or disclose to third parties information about your account and/or information



transmitted to us via the Clone Phone app if legally required to do so or if necessary to enforce and/or investigate any non-compliance with these Clone Phone app terms or other terms and conditions which apply to the use of the Clone Phone products; or enforce our rights, or protect our property, or the safety of our employees or agents, our customers or the public. EE may, in its sole discretion, suspend and/or terminate Clone Phone accounts of users that are in breach of these Clone Phone app terms.

You'll need mobile internet coverage to clone your contacts and calendar data, and WiFi coverage to clone your music, video and pictures. Remember, you can clone content that is stored on your handset and/or a memory card (but not content solely saved on your SIM card). *If you're outside of the UK your content will still back up if you have data roaming enabled. This could result in higher-than-expected charges.* Follow the instructions in the app to clone the content on your phone and set up any automatic or manual back-up settings. You can upload any digital content from your contacts, calendar, photos, video and music folders except music files from iPhones or any content protected by third party digital rights management, for example, music files from iTunes, Spotify and Deezer and movie files from EE Film Store.

You are responsible for taking all appropriate measures to protect your own device and or other equipment, data and/or software from infection by any viruses or third party intrusion. You will need to set up an account to be able to log in to the Clone Phone app and you will need these log-in details to view the content from your other devices. You are entirely responsible for maintaining the confidentiality of this information (including your password) and for any activity that occurs under your account if you fail to keep this information secure and confidential. You agree to notify us immediately of any unauthorised use of your account or password, or any other breach of security. If you are not yourself a subscriber to Clone Phone products, you confirm that you are acting with the direct authority of the subscriber when processing any data or using the Clone Phone app.

Download content onto a replacement phone by texting "clone" to 778899. You will be asked to confirm your phone number and the password you gave us when you downloaded the app. If your package includes our Find-My-Phone service, you'll be able to locate your phone, lock it remotely, sound an alarm, wipe the

content and return it to its factory settings if you lose the phone by logging into Clone Phone here www.ee.co.uk/clonephologin and follow the instructions. If you have an iPhone you won't be able to use the lock, alarm or wipe services. Remember, you'll need to set up Find-My-Phone in the app before you can use it, so follow the instructions after you download the app. To use this feature, you will need to enable GPS on your phone. You can always decide to switch GPS off and stop using this feature.

If you take our Clone Phone Fully Loaded package, you'll need to have a phone and pay monthly mobile plan from EE, Orange or T-Mobile and these additional terms with our insurance provider, Allianz, will apply www.ee.co.uk/business/terms. Please take time to read the insurance and warranty terms. Remember, to get a replacement phone within 24 hours you'll need to call and your claim to be accepted before 7.30pm. 24 hour offer excludes customers living in Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Orkney Isles, Hebrides, Perthshire, Isles of Scilly, Shetland Isles and Isle of Wight.

If you need more online storage in addition to the allowance in your Clone Phone package, you'll need to buy a Clone Phone add-on – check out the terms in www.ee.co.uk/terms.

We may ask you to accept updates of the app and/or these terms at any time, and you must download these updates in order to continue receiving the most up-to-date functionality of the application. If you do not follow this reasonable advice, we are not responsible for any loss or damage that you suffer as a result of continuing to use the outdated version of the application.

We'll do our best to keep the app up to date and keep your content safe, but can't promise that it will always be available or that it will work perfectly. You acknowledge and agree that Internet transmissions are never completely secure. We shall use reasonable skill and care in providing the Clone Phone app but we do not guarantee that any content you store or access through the Clone Phone products will not be subject to accidental damage, corruption or loss. We shall not be liable to you or any business connected with you, either in contract, tort (including negligence) or otherwise for any losses which are related to you or your business and are not reasonably foreseeable by us, including, without limitation:

2. loss of data



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3. loss of profits; or
 4. loss of revenue or business interruption.
 1. If you use this App to provide content to, or access content provided by an app store or our content partners remember that they own that content and we are not responsible for what you see.
 2. You're not allowed to copy the app or to send it on to anyone else. You aren't allowed to modify the app, any part of the app, or our Everything Everywhere or EE trade marks in any way.

The Clone Phone app is provided by EE Limited, trading as EE.

Faulty Replacement Service for EE Small Business

(Version 1.1) – Available until 17th June 2015. These terms only apply to eligible Devices provided to customers under Agreements (as defined below) that pre-date 17 June 2015.

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.

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.



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.

4. 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 oxidation 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.



5. 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:

- 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 £16.67.

6. 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.

7. 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.*



8. 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.

9. 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.

10. 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.

Faulty Replacement Service for EE Large Business

(Version 1.0 30 October 2012)

11. What is it?

The Faulty Replacement Service for EE Large 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 the Customer 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.

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

The Customer cannot have the Service and Phone Care or Clone Phone Fully Loaded covering the same Device at the same time – during any period that



Phone Care or Clone Phone Fully Loaded is active on a Device, the Service will not apply.

12. Defects caused by faulty materials or workmanship

- If the Device is Faulty, EE will (at its option) repair or replace it at no charge provided that:
- The Device is not more than 36 months old from date of manufacture; and
- The 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
- The Customer complies with these terms and conditions and its EE Agreement; and
- the Device is registered and Connected to the EE network in the Customer's name under a current Agreement; and
- The Customer continues to meet the eligibility requirements of this Service.

13. Service Period

The Service starts when the Customer registers the Device on the Network. The Service continues for the Minimum Connection Period for the Device subject to a maximum of 24 months.

The Service will also end if:

- the Agreement under which the Device is Connected is terminated; or
- the Device is not registered on the Network; or
- the Customer is in breach of its Agreement or the Connected Device is suspended or terminated for any reason; or
- when the Device is more than 36 months old.

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

14. 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.
- The Device for loss, theft or damage. If the Customer needs this cover, please ask EE for details of other EE products that can provide this type of cover;

The Service is not available to Customers:

- on Consumer service plans
- on SIM only connections
- on PAYG
- on any Service Plan that expressly excludes the Service
- who no longer qualify under the terms

These terms and conditions do not cover network services. Network service is subject to the Customer's Agreement with EE.

15. Exclusions and Limitations

The 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 oxidation 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 the Device;
- **(manufacturer's instructions)** – disregard of the manufacturer's instructions for operation and care of the Device;
- **(EE Device - specific limitation)** – anything that EE has stated to the Customer as not being covered under the terms of the Service;
- **(content, software and data)** – any content, software and data on the Device may be lost as a result of repairs or replacement under the Service. The Customer must ensure that it has made backups of such content, software and data that it does not wish to lose. EE is not liable for any such losses.

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

The Customer's account with EE must be paid up to date in accordance with its Agreement. The 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 the Customer's account.

If the Customer or anyone acting on the Customer's 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 the Customer will forfeit all rights under the Service and all cover will cease.

16. Repairs & return of Device to EE

Where a replacement has been supplied the original Device is EE's property and must be returned to EE – if the Customer fails to do so then the Customer will be charged the list price for the replacement.

EE may at its discretion require the Customer to return the original Device for examination before a repair or replacement is authorised or issued.

The Customer may be charged the List Price for any Device which is damaged rather than Faulty.

If the Device is Faulty EE will, at its option, repair or replace the Device. Any repairs must be undertaken by or with consent of EE and/ or their agents.

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 the Device which is Faulty so if the handset were faulty the Customer would be provided with a replacement handset but would retain the original battery, charger and SIM Card.

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

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 the Customer is not available to accept a replacement Device at a pre agreed time and place. EE reserves the right to charge the Customer for aborted deliveries.

17. In Life Changes

If the Customer makes any Changes to their account which results in the Device becoming ineligible for the Service then the Service will cease from the point at which the Device became ineligible.

If the Customer changes the Device it is the Customer's responsibility to check that it can still be covered by Faulty Replacement Service.

18. Upgrading

If the Customer Upgrades the Device, the continued entitlement to Faulty Replacement Service will depend on whether that Device continues to meet the eligibility criteria detailed herein. The old Device will no longer be covered by the



Service from the point of Upgrade. *The Service only applies to the most recently Upgraded Device.*

19. Data Protection

Any personal information provided by the Customer 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 the Customer's information to countries which do not have data protection laws.

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

20. General

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

Assignment - The Customer 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.

21. Interpretation and Definitions

Where the context permits any defined term in this document shall have the same meaning as in the Customer's Agreement with EE. In this document:

Agreement means the Customer's Agreement with EE;

Customers are EE Large Business customers (that is customers who are contracted under a Business Agreement and who have more than 50 employees at the time of contract).

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 the 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.

Upgrade means replacing a Device in use with another Device (as defined).

Qualifying Non-Branded Device means a Device that does not carry the EE logo, but which has been supplied to the Customer by EE and EE has designated the handset model as being eligible for the Service.

BlackBerry® for Business Terms and Conditions

1. Interpretation

This Solution is provided in accordance with the Customer's Agreement with EE. The term "Solution" is used in these Solution Terms to refer to BIS, BES, BES Express, BDS, and UDS (as defined below) as appropriate. The parties must agree the BlackBerry® for business Statement of Requirements prior to provision of the Solution by EE. This document forms part of the BlackBerry® for business Solution Terms. There is no Solution Description applicable to this Solution but the Customer is responsible for ensuring the Customer Equipment for use in connection with this Solution meets the BlackBerry specifications referred to in the Statement of Requirements document.

2. Definitions

Application: means the software applications that the Customer is able to access via the mobile data server element of the applicable BES, BES Express, BDS, or UDS End User Licensed Software and those that a User may load directly onto a BlackBerry® Device.

BlackBerry® Products: means any BlackBerry Equipment supplied to the Customer by EE under the Agreement together with any related documentation.



BlackBerry®: means Research In Motion UK Limited with its registered office at 20 Bath Road, Slough, Berkshire SL1 3XE (company number 040224220) or any of its subsidiaries or affiliates (as relevant).

3. BlackBerry® for business– the Solution

3.1 Service:

- a. These terms and conditions apply to the following BlackBerry® Services:

| | |
|-------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| BlackBerry® Internet Service (BIS) | synchronises the Customer's web based email accounts with its BlackBerry® to give the Customer mobile push email and mobile internet without any need for its own email server |
| BlackBerry® Enterprise Server Express (BES Express) | gives secure access to the Customer's Microsoft Exchange® or Lotus Domino® server but has no software or licensing costs |
| BlackBerry® Enterprise Server (BES) | gives the Customer's employees secure mobile access to the Customer's company Microsoft Exchange®, Lotus Domino® or Groupwise® email server and company applications |
| BlackBerry® Device Service (BDS) / Universal Device Service (UDS) | Gives the Customer's BB10, Android, and iPhone Users secure mobile access to the Customer's mail server and company applications |

- b. BlackBerry®, BlackBerry®, Research In Motion® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under license from Research In Motion Limited.

3.2 End User Software Licence:

- a. The Customer agrees (and shall procure that its Users agree) to be bound by the BlackBerry® Solution License Agreement in the form specified at

<http://uk.blackberry.com/legal> as may be amended or updated from time to time.

- b. A Client Access Licence (CAL) for each User of BES, BDS, or UDS may need to be purchased from EE by the Customer in order to receive the Services from EE.
- c. Customer is responsible for the cost of any additional End User Licensed Software licence fees payable to BlackBerry in order to receive the relevant BlackBerry® Service from EE.

4. Customer Obligations

- 4.1 The items needed for the Customer to receive BES or BES Express, BDS, or UDS Services from EE are referred to in the Statement of Requirements. The Customer will be solely responsible for the provision, installation and maintenance of all those items and will bear all costs associated with them.
- 4.2 Except to the extent that EE or BlackBerry are expressly precluded from law from prohibiting these activities, the Customer shall not (and shall procure that its Users shall not) itself nor authorise any other person to, alter, modify, adapt, create derivative works, translate, deface, reverse engineer, disassemble, decompile or otherwise attempt to derive the source code of BlackBerry End User Licensed Software and/or associated CALs, in whole or in part, nor shall the Customer or its Users attempt to do any of the above.
- 4.3 Unless otherwise agreed by the parties in writing, the Customer shall be responsible, at its own cost, for:
- the installation and configuration of all Software;
 - providing any training to Users of BlackBerry® Devices (if required);
 - integrating its internet service provider or other email accounts with the BIS Solution; and
 - deactivating any lost, stolen or replaced BlackBerry Devices.

5. Export Control

- a. The BlackBerry® Solution License Agreement contains export restrictions imposed by the US government. The Customer agrees (and shall



procure that its Users agree) to comply with those restrictions in respect of the BlackBerry® Products.

- b. From time to time, EE (or BlackBerry) may make available information to the Customer or its Users regarding countries in which use of or to which import or export of the BlackBerry® Products may infringe local laws. All such information is provided for information only, does not constitute legal advice, and EE (and BlackBerry) accepts no liability for any inaccuracy, or act or omission of the Customer in reliance upon it. The Customer is advised to take independent legal advice before using or importing or exporting the BlackBerry® Products abroad. However, EE understands from BlackBerry that, unless directed otherwise by BlackBerry, use of the BlackBerry® Products in the European Union and Switzerland shall not require the Customer to obtain any additional permission beyond those already secured by BlackBerry.

6. Solution Restrictions

Unlimited* BlackBerry® APN data roaming is subject to a 75MB per User per month fair use policy over BlackBerry® APN (for OS7.x Devices and older). BB10 Devices require a compatible BB10 Data Bundle.

7. BlackBerry® Technical Support from EE

- 7.1 In this clause “Standard Support” means the Standard Support Service for Large Business Customers the terms and conditions for which are set out in this EE Large Business Price Guide. If the Customer meets the eligibility criteria set out in the Standard Support Solution Terms, Standard Support applies to this Solution.
- 7.2 The following provisions of this clause do not apply to BIS Services from EE.
- 7.3 EE will provide technical support to the Customer’s BlackBerry® server administrator where the Customer has either purchased a full BES, BDS, or UDS subscription or has purchased technical support products for all of its BES Express Connections. Where a customer is upgrading to BDS or UDS from BES or BES Express, EE will only provide technical support where CALs are upgraded through EE.

- 7.4 It is not possible to take technical support for a portion of the Customer’s BES Express Connections only. If the Customer has only purchased technical support on a portion of its BES Express Connections, EE reserves the right, with prior notification to the Customer, to add the technical support product to the remainder.
- 7.5 The Customer is responsible for providing a first level of support to Users through its own IT Helpdesk and shall ensure that its IT Helpdesk personnel are properly trained to enable the Customer to comply with its support obligations.
- 7.6 If the Customer’s IT Helpdesk is unable to resolve an issue it may escalate the issue to EE’s BlackBerry® Support Team. EE’s BlackBerry® Support Team will be available 24 hours a day, 7 days a week on 0800 079 0226 where calls are escalated in accordance with this clause 7.6 and clause 7.7 below. EE shall use its reasonable endeavours to resolve any issues properly escalated in a timely manner.
- 7.7 The Customer’s IT Helpdesk personnel are solely responsible for escalating issues to EE’s BlackBerry® Support Team. EE will not accept support requests from Users direct. The Customer must notify EE of the names of its IT Helpdesk personnel before calls are placed to EE’s BlackBerry® Support Team.
- 7.8 Where appropriate EE’s BlackBerry® Support Team will make any BES, or BES Express fixes and security patches released from time to time available to the Customer or advise the Customer where such updates may be downloaded from. Any upgrades which may become available from time to time will be brought to the Customer’s attention by EE’s BlackBerry® Support Team. EE reserves the right to charge the Customer for the provision of any upgrades to BES, BDS, or UDS. BES Express upgrades are available for download from <http://uk.blackberry.com/business/software-and-services/blackberry-enterprise-server-express/requirements-and-specifications.jsp>
- 7.9 If the Customer has an existing BES or BES Express, BDS, or UDS Server EE will only provide support if the Customer transfers all of its existing Users



to EE or, in the case of the Customer using dual suppliers, if it transfers at least 50 of its existing Users to EE.

7.10 EE shall have no responsibility for faults which in its reasonable opinion result (directly or indirectly) from:

- a. the Customer's use of its internal telecommunication equipment or to any equipment not provided by EE;
- b. improper or unauthorised use of the Service or interference with the Service by the Customer including from Customer Equipment;
- c. events outside of EE's direct control; and
- d. a breach by the Customer of its obligations under the Agreement;

EE may charge the Customer reasonable repair fees (including the cost of replacement equipment) to rectify any faults resulting from the above.

7.11 If the Customer accesses and utilises Applications via the Mobile Data Services component of the BES or BES Express, BDS, or UDS End User Licensed Software or by loading them directly onto a Device the Customer is solely responsible for any support arrangements in respect of those Applications. EE's BlackBerry® Support Team may require the Customer to remove any third party Application before attempting to diagnose a reported fault. EE's BlackBerry® Support Team will not be responsible for facilitating dialogue between the Customer and any Application developer.

7.12 Devices purchased from another network operator cannot be covered under the insurance propositions sold by EE or provided on behalf of EE, as described at www.ee.co.uk/business/terms. In the event of such faulty device the BlackBerry® Support Team can offer technical support to: (i) BES Express customers where Customer has purchased support from EE; and (ii) to BES, BDS, or UDS customers. However the Customer will need to purchase a new device from EE if repair is required or contact their previous network operator, from whom they bought the device.

