EE Small Business 4GEE WiFi (Mobile Broadband) Plans

Quick Guide

4GEE WiFi (Mobile Broadband) Tariffs

Available to new and upgrading customers from 30th March 2016. Prices correct as at 28th September 2016. All prices exclude VAT of 20%

"Regular" 4GEE WiFi (Mobile Broadband) Tariffs:

SIM only plans do not include any device to access the EE mobile broadband services. For device plans, the upfront device cost varies depending on the device and the plan monthly charge.

REGULAR 4GEE WiFI (Mobile Broadband) SIM ONLY Minimum Term 24 or 36 months	
Monthly charge	£5.00
UK Data	500MB
UK Minutes	0 Mins - Voice usage is blocked
UK Texts	0 Texts – Text usage is blocked
Network Speed	4G

REGULAR 4GEE WiFI (Mobile Broadband) For Mobile Broadband Devices Minimum Term 24 months					
Monthly charge	£10.00	£15.00	£102.38	£122.84	£143.33
UK Data	2GB	8GB	80GB	100GB	120GB
UK Minutes	0 Mins				
UK Texts	100 Texts		0 Texts		
Network Speed	4G				

REGULAR 4GEE WiFI (Mobile Broadband) For Mobile Broadband devices or SIM ONLY Minimum Term 12m	
Monthly charge	£16.00
UK Data	8GB
UK Minutes	0 Mins
UK Texts	100 Texts
Network Speed	4G

"Extra" 4GEE WiFi (Mobile Broadband) Tariffs

Extra 4GEE WiFI (Mobile Broadband) Mobile Broadband Devices 24 month Minimum Term	
Monthly charge	£20
UK Data	18GB
Network Speed*	4GEE Double Speed
EU Data^	500MB
UK Texts	100

Extra 4GEE WiFI (Mobile Broadband) SIM Only 1 month Minimum Term	
Monthly charge	**£22**
UK Data	18GB
Network Speed*	4GEE Double Speed
UK Texts	100

* Select areas only. Check your coverage at www.ee.co.uk/coverage before purchasing EE Business Extra plan. See FAQs on page 3 for download speeds.

^EU Data: Applicable to our Europe 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.

Price Plan Inclusions and Exclusions

Note: If a Mobile Broadband SIM is used in a handset, voice and text out of bundle charges will apply. This is with the exception of the [100MB, 300MB and 500MB] tariffs detailed above, which have voice and text services blocked.

	Included in Allowances?	
Service Type	**Business 4GEE Wi Fi Plans**	**Cost of Calls Made Outside of Allowances (exc. VAT)[5] Please also check tables above as some exclusions apply.**
Calls to UK mobile numbers	✘	**35p per minute**
Calls to UK landlines[6] (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	✘	**35p per minute**
Calls to Freephone (080) & (116)[1]	✔	**Free**
Calls to 084 and 087 numbers (not including Freephone 080)	✘	**Access Charge of 37p per minute plus a Service Charge**
Calls to 118 and 09 numbers[4]	✘	**Access Charge of 37p per minute plus a Service Charge**
Calls to numbers starting in 0500	✘	**Free**
Calls to retrieve voicemail	✘	**Free within the UK** Outside of UK – charged at standard roaming rates
Text messages to UK mobile numbers if not included in allowance[2]	Varies by plan, please check tables above	**10p per message**
UK Picture messages	✘	**30p per MMS**
Calls to EE Customer Services (UK & EU)	✔	**Free**
Call divert[3]	✘	**Standard Call Rates Apply**
Calling abroad from the UK (IDD)	✘	**Standard Call Rates Apply**
Calling back to the UK while abroad, receiving calls while abroad and calling other countries while roaming abroad (Roaming)	✘	**Standard Call Rates Apply**

A one minute minimum call charge applies. Thereafter, calls are charged on a per minute basis. All plans available subject to credit check and business registration. **The monthly price shown will be increased every year in your March bill by an amount equal to the increase in the Retail Price Index in January published in February of that year.** Other prices may increase as well. Information and pricing correct as at 30 March 2016. You own device 6 months from plan start date. Other terms apply. **For terms and conditions applicable to our Small Business plans and full details of prices see the EE Pay Monthly Terms for Small Business and the EE Price Guide for Small Business at www.ee.co.uk/businessterms.**

1. Calls to some charity helplines (e.g. Childline) are free to call and will not be deducted from your allowance. For a full list please visit the 'help' section of our website, ee.co.uk

2. Applies to messages sent from your device or via the EE website, ee.co.uk
3. Call divert is included in your allowance where the diverted to number would have ordinarily been included in your allowance.

Please see www.ee.co.uk/ukcalling for a list of Service Charges.

FAQ's

What do I need to access EE mobile broadband services?
You will need a compatible laptop/tablet, an enabled device like a USB modem (which you may need to buy) and 3G or 4G coverage to use the internet. You can only use internet on our 4G network if you're within a 4G enabled area, in range of a 4G base station and have a compatible 4G dongle or mobile Wi-Fi device from us. Your dongle or mobile Wi-Fi device may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at: www.ee.co.uk/coverage. If you have purchased a SIM only plan, your monthly payment is for an allowance of UK mobile broadband data accessed using your own dongle, mobile Wi-Fi device or tablet to connect to the internet.

Is there a limitation to how I use these plans?
Your monthly payment is for an allowance of UK mobile broadband data accessed using a dongle, mobile Wi-Fi device, a tablet or a 4GEE Camera (depending on the service pan you have chosen) to connect your phone, laptop, tablet or 4GEE Camera to the internet. These plans are not for any other uses (for example, but not limited to use in a mobile phone, SIM boxes, taxi meters, etc). If we find that the plans are being misused or being used for fraud, we'll contact you and ask you to stop and if you don't then we may disconnec t your SIM card from our network.

Can I use my data allowance for VOIP or Tethering?
Yes, you can use mobile internet on your phone to make internet phone calls ('VoiP') or to use your phone as a modem ('tethering'). You can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor ou r network to protect it for all customers.

What happens if I run out of my monthly data allowance?
We will send you a warning message once you've hit 80% and 100% of your monthly data allowance. Once you run out of your mont hly data allowance, we won't charge you anymore, but you won't be able to use mobile internet. To continue to use mobile internet after you've used up your current month's data allowance, you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date.

What is the difference in speeds between 4G and Double Speed 4GEE?

Speed	"Up to" Speed
4G	30 Mbps
Double Speed 4GEE	60 Mbps

The speed in which you'll be able to access the network will depend on the speed available in your area and will depend on a range of factors affecting speed and coverage such as your location and the number of users; whether any trees or buildings are aff ecting your signal; and what the building is made from if you're using your phone indoors. EE has 97% 4G population coverage. EE's current download speed for 4G is up to 30 Mbps (EE test data October 2015). You could experience downloads speeds of over 30 Mbps if your plan has access to Double speed 4GEE. Double speed 4GEE is available in select areas only. Based on 2015 test data, up to speeds doubled from 30 Mbps to 60 Mbps and 4G network capacity doubled from 2 x 10 MHz to 2 x 20 MHz. Speeds referred to are download speeds. You should check your coverage (at www.ee.co.uk/coverage) before purchasing an EE Business Extra Plan. EE will continue rolling out double speed 4GEE to other locations in the future.

If you're using a mobile Wi-Fi device and have additional Wi-Fi enabled devices (such as a mobile phone, laptop or tablet) registered to the mobile Wi-Fi device to use your mobile broadband signal, remember that the more devices you have connected to your mobile Wi-Fi device at the same time, the slower your internet connection will be on each connected device.

How do I activate data roaming with a plan with 500MB EU Data Built in?
When you land abroad in an EU country, you simply need to switch on your device, ensure Data Roaming is activated and your allowance should automatically update. When all of the allowance has been used or the time has expired, you will receive a text message to your nominated handset from 7626 with information about other available roaming data add-ons. You will need to purchase another roaming data add-on in order to continue using mobile data abroad. If you have not nominated a handset, then the device attempting to connect to the internet via your 4GEE device will receive a list of available add-ons and these can be purchased via that device.

What are the countries included in each roaming zone?

Zone	Countries (As at 28th September 2016)
Zone Europe	Austria, Belgium, Bulgaria, Chanel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion, Romania, Slovakia, Slovenia, Spain, Sweden, Switzerland
Zone A	Armenia, Australia, Canada, China, Hong Kong, Israel, Japan, Malaysia, Mexico, Moldova, New Zealand, Peru, Singapore, Turkey, United States of America
Zone B	Argentina, Bermuda, Brazil, Columbia, Caribbean, Ecuador, India, Indonesia, Isle of Man, Republic of Mongolia, Montserrat, Nicaragua, Philippines, Qatar, Russia, Saudi Arabia, Serbia, South Africa, Taiwan, Thailand, Ukraine, United Arab Emirates, Uruguay, Venezuela.

Zone C	Albania, Botswana, Cameroon, Dominican Republic, Egypt, Gabon, Ghana, Guinea, Ivory Coast, Kuwait, Macedonia, Madagascar, Mali, Montenegro, Nigeria, Panama, Senegal, Seychelles, South Korea, Sri Lanka, Sudan, Tanzania, Tunisia, Vietnam, Zambia
Zone D	Afghanistan, Algeria, Andorra, Angola*, Azerbaijan*, Bahrain, Bangladesh, Belarus, Belize, Benin, Bhutan, Bolivia*, Bosnia and Herzegovina, Brunei Darussalam (currently blocked), Burkina Faso, Burundi, Cambodia, Cape Verde, Centrafrique, Chad, Chile, Congo*, Cook Islands, Costa Rica, Cuba *, Djibouti, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji*, French Polynesia, Gambia, Georgia, Greenland* Guam, Guatemala, Guyana, Honduras, Iran, Iraq, Jordan, Kazakhstan, Kenya, Kyrgyzstan, Laos*, Lebanon*, Lesotho, Liberia, Libya, Macau, Malawi, Maldives, Mauritius, Morocco, Mozambique*, Namibia, Nepal, Netherland Antilles, Niger, Oman, Pakistan, Palestine, Papua New Guinea, Paraguay, Rwanda* Sierra Leone, Suriname, Swaziland, Syria, Tajikistan, Uganda, Uzbekistan, Yemen (currently blocked), Zimbabwe
Zone E	Air and Maritime

* Blocked countries as at 22nd June 2015. This is due to high charges in these countries.

How do I activate data roaming?
To activate data roaming with EE, you need to be physically in the country in which you wish to activate the data roaming pass for. This is to ensure you have the right options available to you, and you know exactly the options available prior to purchase.
To ensure you can use data whilst roaming, please follow the following steps:

For Europe, Zone A & B:

PLEASE NOTE: This following steps are for purchase and activation for Europe, Zones A & B only. Elsewhere you must purchase by text message (details below)

With the device you are using to connect to the 4GEE wi fi device – open your browser and navigate to the add-on.ee.co.uk page and choose an add on from the list and click the **'BUY'** button

To purchase via Text Message (Only available in zones C, D and E):

With the device you are using to connect to the 4GEE wi fi device – open your browser and navigate to the add-on.ee.co.uk page. You will receive a text message to your nominated device that provides a list of add on. Simply choose one of these add ons to activate data roaming.

Zone	Data	Price (inc VAT where applicable)	Validity	Keyword
Zone C	5MB	£5	24 Hours	C1
	20MB	£18	24 Hours	C2
	20MB	£20	7 Days	C3
	50MB	£45	7 Days	C4
Zone D	4MB	£5	24 Hours	D1
	10MB	£12	24 Hours	D2
	20MB	£25	7 Days	D3
	50MB	£60	7 Days	D4
Zone E	5MB	£30	24 Hours	E1
	10MB	£55	24 Hours	E2

When all of the add-on allowance has been used or the time has expired, you will receive another text message from 7626 with information about available roaming data add-ons. You will need to purchase another roaming data add-on in order to continue using mobile data abroad.

Terms apply, see ee.co.uk/businessterms.

To find out more information regarding EE – visit: www.ee.co.uk/our-company/about-ee