



Insurance & Protection Services

Consumer only, excluding small business

Version 1 July 2014 (amended)
Only for customers who joined before September 2015

Insurance & Protection Services

Choose from one of three Insurance & Protection products: Mobile Security Plus, Damage Cover or Full Cover. Each one is made up of a number of elements and terms for each element are set out below. In addition, Damage Cover and Full Cover also include insurance (provided by Allianz plc) full terms for which can be found here ee.co.uk/terms. Where there is any conflict between these terms and the terms of your insurance policy, the latter shall apply to the insurance element.

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

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

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

Fast Replacement for Warranty Faults (Damage Cover and Full Cover only)

As an Insurance & Protection customer you are entitled to use our Fast Replacement option should your registered device develop a fault during the first 24 months of its life. For a £50 Fast Replacement Fee we will arrange for a courier to visit you to exchange the faulty device for a fully refurbished replacement. This fee will be added to your next bill.

The fast replacement service does not remove or replace your statutory rights in any way nor is it insurance. Certain devices are not eligible for a fast replacement during the first 12 months and you will have to contact the manufacturer directly (e.g. Apple devices). You can though arrange a fast replacement for a fault that develops with an Apple device after 12 months and before 24 months.

Any device older than 24 months does not qualify for a fast replacement. If you add Damage Cover or Full Cover part way through your mobile phone or tablet plan, your device will only be eligible for a fast replacement for a period of time up until it is 24 months old (eg if you add this in month 10 of your plan, you could arrange a fast replacement for that device for the next 14 months only). If you have made a successful insurance claim under your Damage Cover or Full Cover insurance and received a replacement device, that new device will be eligible for a fast replacement for the remainder of the 24 month period (eg if your device is stolen in month 4, you will be eligible for a fast replacement of the replaced device for 20 months, taking you to 24 months in total).

Any replacement device will be of the same or similar specification to your faulty device, but it may be a different make or model or have an alternative

operating system. This decision will be made at our discretion but we will always discuss the alternative device with you. The replacement will be from refurbished stock that has been tested and is fully functional. The replacement device will come either with the remaining period of the manufacturer's warranty from the original, or with a 90 day warranty from EE, whichever is the longer.

The fast replacement service can only be used to arrange replacements where a fault develops with your device. By 'fault' we mean the failure of your device due to any permanent mechanical or electrical defect requiring replacement or repair before normal operation can be resumed. If the device is lost, stolen or damaged in any way you cannot have a replacement using the fast replacement service (but you may be able to make a claim under any insurance policy you have).

To arrange a replacement you will need to call customer services. We will complete some diagnostics over the phone to confirm you do require a replacement. If your replacement request is accepted before 11am we will arrange for a courier to visit you that same day to replace the device. If your replacement request is accepted after 11am but before 7.30pm we will arrange for a courier to visit you on the next day. Certain high value devices will only be sent to the billing address. If we don't have your device in stock and can't agree a suitable replacement we won't be able to deliver the replacement within the timescales.

We are not able to make same day deliveries in: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Orkney Isles, Hebrides, Isles of Scilly, Shetland Isles, Aberdeenshire, Channel Islands, Isle of Man and Isle of Wight and some parts of Ayrshire, Paisley & Perthshire. We will not make a same day or next day delivery on UK bank holidays or in exceptional circumstances, for example: public events, festivals and weather events where road, rail and air transport is disrupted. Replacement devices will only be sent to an address within the United Kingdom.

You'll need to do the following before the courier arrives to replace the faulty device:

- Remove the SIM card
- Back up any content you want to transfer to your new device
- Delete all content from the faulty device
- Disable any location finder software on the device
- Remove any security features (e.g. PIN code, fingerprint access)

We may charge for the cost of the replacement device if you have not completed all of the actions listed above.

The courier will carry out doorstep checks on the faulty device to confirm it is the device we're expecting to receive. If the device does not pass those checks, if a scheduled replacement is not able to take place because you are not available to accept the replacement or because the faulty device is not ready to be handed over we will still charge the Fast Replacement Fee but the replacement will not take place. You may also be charged a failed delivery fee of £20.

The courier will take the faulty device away. If we have collected and replaced your device, then discover the old device was not faulty (eg if it has been damaged) we may charge you for the cost of the replacement device and may remove the Insurance & Protection product from you.

Exclusive Discounts on Early Upgrade (Full Cover only)

When you have had your Full Cover for a continuous period of 6 months or more, if you decide to upgrade early you can get 50% off your Early Upgrade Fee. This early upgrade deal is not available for customers with a tablet device and some plans may be excluded. Once you've used your early upgrade benefit you'll have to wait at least 6 months before being able to get another early upgrade benefit. Additional terms apply, see ee.co.uk/terms. We may change or withdraw this offer at any time without notice.

An early upgrade fee is payable when you upgrade before the end of your current pay monthly plan to a new 24 month plan with phone and is calculated based on the total monthly line rental due for the remainder of your minimum term. You must be more than six months into your plan with more than 45 days to go before the end of your minimum term. The Insurance & Protection product will give you a 50% discount on this fee only and can only be used when upgrading to an EE plan, not when upgrading to a plan on Orange or T-Mobile. The cost of any new plan or device you choose will not be discounted.

Lookout Premium (Mobile Security and Full Cover customers only)

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

Customer Services benefits (Mobile Security Plus, Damage Cover and Full Cover, excluding business customers)

All calls you make from the phone number that you've got Insurance & Protection for to EE Customer Services on 150 will be free of charge. These calls will also be placed in our priority answer queue to be answered sooner than for customers without Insurance & Protection. We cannot guarantee your call will be answered instantly, and you may have to wait at busy times. However, your call will be answered more quickly than if you hadn't taken one of these services.

You will also be able to call EE Customer Services at any time from 8am to 10pm weekdays and 8am to 8pm weekends, whereas the call centre normally closes at 8pm weekdays and 6pm at weekends.

If you call our Customer Services team from a phone number other than the one you've got Insurance & Protection service for you will not have access to these fast customer service features.