

# EE Small Business Monthly Tablet Plans

## Quick Guide

# Pay Monthly Plans

Available to new and upgrading customers from 24 February 2016. All prices exclude VAT of 20%

EE Business Tablet Plans				
UK Data Allowance	2GB	4GB	6GB	8GB
24 Month Contract Monthly Cost	£10	£15	£20	£25
36 Month Contract Monthly Cost	£7.50	£10	N/A	£15
Network Speed	4G	4G	4G	4G

EE Business Extra Tablet Plans					
UK Data Allowance	10GB	12GB	16GB	20GB	24GB
24 Month Contract Monthly Cost	£30	£35	£40	£45	N/A
36 Month Contract Monthly Cost	N/A	£20	£25	£30	£35
International Allowance	500MB EU Data <sup>^</sup>				
Network Speed**	Double Speed 4GEE (4G+ in parts of London)				

\*\* Select areas only. Check your coverage at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage) before purchasing EE Business Extra plan. 4G+ compatible device required to access 4G+ speeds where available in London. See FAQs on page 3 for download speeds.

<sup>^</sup>EU Data: Applicable to Zone 1 (EU Roaming Data) zone only. If you use 500MB of data in a month, you will be eligible to buy standard EU Roaming Data products.

## Price Plan Inclusions and Exclusions

Service Type	Included in Allowances?	
	Business Tablet and Business Extra Tablet Plans	Cost of Calls Made Outside of Allowances (exc. VAT) <sup>5</sup>
Calls to UK mobile numbers	X	35p per minute
Calls to UK landlines <sup>^</sup> (numbers starting with 01, 02, or 03 excluding Jersey, Guernsey and Isle of Man)	X	35p per minute
Calls to Freephone (080) & (116) <sup>1</sup>	✓	Free
Calls to 084 and 087 numbers (not including Freephone 080)	X	Access Charge of 37p per minute plus a Service Charge
Calls to 118 and 09 numbers <sup>4</sup>	X	Access Charge of 37p per minute plus a Service Charge
Calls to numbers starting in 0500	X	17p per minute
Calls to retrieve voicemail	X	Free within the UK Outside of UK – charged at standard roaming rates
Text messages to UK mobile numbers <sup>^</sup>	X	10p per message
UK Picture messages	X	25p per MMS
Calls to EE Customer Services	✓	Free
Call divert <sup>3</sup>	X	Standard Call Rates Apply
Calling abroad from the UK (IDD)	X	Standard Call Rates Apply
Calling back to the UK while abroad, receiving calls while abroad and calling other countries while roaming abroad (Roaming)	X	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 cost will go up by RPI in March in each year of your agreement. Other prices may increase as well. Information and pricing correct as at 24 February 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/business/terms](http://www.ee.co.uk/business/terms).**

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 tablet 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.
4. Please see [www.ee.co.uk/ukcalling](http://www.ee.co.uk/ukcalling) for a list of Service Charges.

# FAQs

## Is there a limitation to how I use these plans?

These plans are for normal person to person use from your tablet and not for any other uses (for example, but not limited to 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 disconnect your SIM card from our network.

## Can I use my data allowance for VOIP or Tethering?

Yes, you can use mobile internet on your tablet to make internet phone calls ('VoIP') or to use your tablet as a modem ('tethering'). You can use mobile internet on your tablet for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers.

## 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 monthly 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.

## If I call Customer Services on 150, am I charged?

**Within the UK & EU:** No – these calls are free of charge from an EE Mobile.

**Within ROW Countries:** Yes – these calls are charged at standard Roaming rates. To connect to UK Customer Services, you will need to call +4479 5396 6150.

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

Speed	"Up to" Speed
4G	30 Mbps
Double Speed 4GEE	60 Mbps
4G+	90 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 affecting your signal; and what the building is made from if you're using your tablet indoors. EE has 93% 4G population coverage. EE's current download speed for 4G is up to 30 Mbps (EE test data October 2015). 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. 4G+ is available in select areas in London only; based on EE test data August – September 2015, more than 10% of customers in coverage will receive download speeds of up to 90 Mbps. 4G+ compatible device and Business Extra Plan required to access 4G+ speeds where available. You should check your coverage (at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage)) before purchasing an EE Business Extra Plan. EE will continue rolling out double speed 4GEE and 4G+ to other locations in the future.

## 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 tablet, 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 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.

## What are the countries included in each roaming zone?

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

\*Currently Blocked countries as at 9th February 2016. 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:

**Step 1:** Ensure Data Roaming is activated on your tablet.

**Step 2:** Open your browser.

**Step 3** - You should be re-directed to [add-on.ee.co.uk](http://add-on.ee.co.uk) which will show a list of passes that are available for that country. If you are not re-directed, please type [add-on.ee.co.uk](http://add-on.ee.co.uk) into your browser.

**Step 4** – Choose an add on from the list and click the 'BUY' button.

**Step 5** - A confirmation page displays the details of the add-on that you've purchased with a prompt to bookmark the 'My Add-Ons' page so that you can check the status of your add-on

**Terms apply, see [ee.co.uk/business/terms](http://ee.co.uk/business/terms).**

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