



EE PRICE GUIDE FOR SMALL BUSINESS

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



This Price Guide and the terms in here will apply to you if you have signed up to any of the subscription options, or purchased any of the products set out below either from EE directly in one of our stores, online, through our telesales team; or through one of our indirect partners. Some subscription options and products may not be available through our Indirect Partners. The information in here was correct at the time of publication. We will keep it up to date and notify you of any changes where the terms of our agreement with you would require us to do so. Don't forget that if you do have any questions you can call us on 150 from an EE mobile or +44 (0)7953 966 150 from any other phone.

EE is a brand of EE Limited, with registered offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.

CONTENTS

| | | | |
|--|-----------|---|-----------|
| Small Business Subscription Options | 4 | <i>Business phone plan and Business sharer plan Subscriptions</i> | 18 |
| <i>Business phone plan</i> | 4 | <i>Business shared plans</i> | 20 |
| <i>Business SIM Only Plans</i> | 4 | <i>Mobile Broadband</i> | 23 |
| <i>Inclusive Benefits</i> | 5 | Business Software | 24 |
| <i>Business shared plan</i> | 6 | Fibre and DSL Broadband | 24 |
| <i>4GEE sharer plan</i> | 7 | In-Building Coverage Terms | 25 |
| <i>Single User Add-Ons for Business phone, Business shared, & sharer plans</i> | 8 | <i>Signal Booster</i> | 25 |
| <i>Euro Talk & Text Unlimited</i> | 8 | Terms Applying to All Subscription Options | 26 |
| <i>Out-of-Bundle Charges</i> | 8 | <i>Changes to Your Service Plan</i> | 26 |
| <i>Additional Charges</i> | 9 | <i>SIM Only Option</i> | 26 |
| <i>Clone Phone</i> | 9 | <i>UK Data Add-Ons</i> | 26 |
| <i>EE Pocket Landline</i> | 10 | <i>Using Your Device Abroad – Voice and Data Roaming</i> | 26 |
| <i>Mobile Broadband</i> | 11 | <i>International Data Roaming Add-Ons</i> | 26 |
| <i>Fibre / ADSL Broadband</i> | 12 | <i>Calling Abroad from the UK Bundles</i> | 27 |
| In-Building Coverage Solutions | 13 | <i>BT Wi-Fi Terms and Conditions</i> | 27 |
| <i>Signal Booster</i> | 13 | <i>Photo Messages</i> | 27 |
| <i>Signal Box</i> | 13 | <i>Content Add-Ons</i> | 27 |
| International Direct Dial Zones | 14 | <i>Clone Phone App Service</i> | 28 |
| Data Roaming Zones | 14 | <i>Faulty Replacement Service</i> | 31 |
| Voice & SMS Roaming Zones | 16 | <i>Group Calling</i> | 34 |
| Terms Applying to Business Plans & Bundles | 18 | <i>Charges</i> | 35 |
| | | <i>Network Terms</i> | 35 |
| | | List of Changes | 36 |

Small Business Subscription Options

Business phone plan

Charges are per Connection per month. See the Terms and Conditions section for more information. All handset plans have a 24 month Minimum Term. Plans from £30 and above can be used as Shared Plans

Business Handset Plans

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

| | £12.50 | £17 | £25 | £30 | £35 |
|----------------|--------|-------|------|-----------|-----------|
| Data | 250MB | 500MB | 1GB | 1GB | 3GB |
| Minutes | 250 | 500 | 1000 | Unlimited | Unlimited |
| Texts | 250 | 500 | 1000 | Unlimited | Unlimited |

Business Extra Handset Plans

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

| | £40 | £45 | £50 | £60 |
|----------------------------------|--|------|------|------|
| 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

Business SIM Only Plans

30 Day SIM Only

| | £5 | £10 | £15 | £20 |
|----------------|-------|-------|-------|-----------|
| Data | 100MB | 500MB | 750MB | 1GB |
| Minutes | 100 | 500 | 1000 | Unlimited |
| Texts | 100 | 500 | 1000 | Unlimited |

12 Month SIM Only

Plans £22.50 and above include access to Double Speed 4GEE where available with average download speeds of 24-30Mbps compared to 12-15Mbps for 4GEE (source: EE data 2013). Check ee.co.uk/coverage to see if you can benefit from Double Speed 4GEE.

| | £10 | £12.50 | £17.50 | £22.50 | £27.50 | £37.50 |
|----------------|------|--------|-----------|--------|--------|--------|
| Data | 0MB | 750MB | 1GB | 2GB | 6GB | 16GB |
| Minutes | 1000 | 1000 | Unlimited | | | |
| Texts | 1000 | 1000 | Unlimited | | | |

24 Month SIM Only

The 24 month SIM Only plans £22.50 and above include access to Double Speed 4GEE where available with average download speeds of 24-30Mbps compared to 12-15Mbps for 4GEE (source: EE data 2013). Check ee.co.uk/coverage to see if you can benefit from Double Speed 4GEE.

In addition, on Months 4, 12, and 20 will be free of charge on a 24 month SIM Only plans £22.50 and above. See the Terms and Conditions below for more details.

| | £5 | £22.50 | £40 |
|----------------|-------|-----------|------|
| Data | 100MB | 6GB | 36GB |
| Minutes | 100 | Unlimited | |
| Texts | 100 | Unlimited | |

Inclusive Benefits

| Included with all Single User Plans |
|--|
| WiFi on the Underground*, Tethering, |
| Itemised Online Billing |
| Faulty Replacement service for phones* |
| Inclusive Voicemail / Visual Voicemail (subject to OS compatibility) |
| UK Based Business Customer Service |
| 2 for 1 cinema tickets every Wednesday |
| Conference Calling |
| 12 month McAfee Device Security † |
| 100GB Box cloud storage for 6 months for up to 10 users† |
| 45 day trial of GoToMeeting† |

*Separate terms apply

†Included on Business Plans with handsets only. Box & GoToMeeting only included on Business Extra plans.



Business shared plan

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

How it Works

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

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

| 24 month shared device options | | |
|--------------------------------|--|--------------------|
| Category of Device | Benefits | Monthly Sharer Fee |
| Mobile WiFi / USB Dongle | Draws on lead data allowance, access to BT WiFi | £9.00 |
| Tablet* | Draws on lead data allowance, includes additional 500MB of data for your first month | £21.00 |
| Smartphone | Draws on lead data allowance plus unlimited minutes & texts, and access to EE Film | £14.00 |
| Smartphone* | Draws on lead data allowance plus unlimited minutes & texts, and access to EE Film. Lower upfront device cost. | £18.00 |
| Smartphone* | Draws on lead data allowance, unlimited minutes & texts, and access to EE Film plus lower upfront device cost than other price points. | £27.00 |

*Tablet & Smartphone options not available in indirect channels

| SIM Only shared options | | | |
|--|----------------|----------------|----------------|
| Category of SIM | 30 day plans | 12 month plans | 24 month plans |
| Data Only | £7 / month | N/A | £4 / month |
| Voice (includes unlimited minutes & texts, Clone Phone Lite & access to EE Film) | £14.00 / month | £10.00 / month | N/A |

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

4GEE sharer plan

All service plans in this section are subject to a 24 month minimum term. Charges are per Connection / month. See the Terms and Conditions section for more information.

Step 1 – Choose a sharer plan. All Users on an account must be on the same plan.

| | £15 | £30 |
|--------------------|---|---|
| Inclusive Benefits | Double Speed 4GEE | Double Speed 4GEE |
| | Unlimited Colleague Calls | Unlimited UK calls and texts |
| | Unlimited calls to UK Landlines starting 01/02/03 | 180 Individual IDD Minutes to Europe, USA and Canada* |
| | | 1GB Individual Data |

*IDD Zones 1, 2, and 3

Step 2 – Add shared data, and shared Voice minutes / texts

| Shared Data | Monthly subscription fee |
|-------------|--------------------------|
| 4GB | £32 |
| 8 GB | £64 |
| 16 GB | £128 |
| 24 GB | £192 |
| 32 GB | £256 |
| 48GB | £384 |
| 64GB | £512 |

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

| Shared Voice minutes / texts | Monthly subscription fee |
|------------------------------|--------------------------|
| 500 / 500 | £10 |
| 1000 / 1000 | £20 |
| 1500 / 1500 | £30 |
| 2000 / 2000 | £40 |
| 3000 / 3000 | £60 |
| 5000 / 5000 | £100 |
| 7000 / 7000 | £140 |
| 10,000 / 10,000 | £200 |

| 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 |
| 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

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

| Bundles | Monthly subscription fee |
|---|--------------------------|
| 500MB Data [†] | £5.00 |
| 2GB Data [†] | £12.50 |
| 4GB Data [†] | £16.50 |
| 200 Minutes to UK Mobiles from within the UK | £3.33 |
| Unlimited SMS to UK Mobile Numbers from within the UK | £4.17 |
| 500 Minutes to UK Landlines starting 01, 02, or 03 | £5.00 |
| 50 Photo Messages | £5.00 |
| 100 photo messages | £8.33 |
| 100 UK to EU Minutes | £5.00 |
| 50 UK to Anywhere Minutes | £5.00 |
| 100 EU Roaming Minutes | £8.33 |
| 60 Global Roaming Minutes | £8.33 |
| 50 UK minutes to UK 08 Numbers | £3.33 |
| 100 UK minutes to UK 08 Numbers | £5.00 |
| 200 UK minutes to UK 08 Numbers | £7.50 |

All data add-ons are valid for 30 days from the date of purchase (unless otherwise stated), or until the purchased allowance is used up (whichever is sooner). Voice bundle 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.

| Data Roaming Add-On | Expiry | Zone 1* | Zone 2A | Zone 2B | Zone 2C | Zone 2D |
|---------------------|-----------|---------|---------|---------|---------|---------|
| 100MB | 24 hours | £2.50 | £10.00 | N/A | N/A | N/A |
| 100MB | 30 days | £15.00 | £27.00 | £75.00 | £140.00 | N/A |
| 200MB | 30 days | £29.17 | £50.00 | £140.00 | N/A | N/A |
| 2GB | 12 months | £75.00 | N/A | N/A | N/A | N/A |

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

Euro Talk & Text Unlimited

| Activity | Charge |
|---|---|
| Unlimited roaming minutes and texts within Europe (roaming zones 1 & 2) | £1.67 / day (exclusive of VAT where applicable) |

You can register for this bundle by texting EUDAY to 441 and remove it by texting EUSTOP to 441. You will be charged the full add-on price as soon as you send a text, make a call, receive a call or retrieve a voicemail, but you will only be charged on the days you use voice or texts while roaming in Europe. Once active, each bundle is valid midnight – midnight UK time on the day it is activated. Calls to countries outside of Zones 1 & 2, calls to premium rate numbers, and IDD calls are not included. Add-on is not compatible with our 4GEE sharer plans. Add-on is eligible with our Business Extra plans, however the Business Extra inclusions will be used first.

Out-of-Bundle Charges

| Activity | Charge |
|---|---------------|
| Calls to UK regional landlines | 35p / minute |
| Calls to UK mobiles | 35p / minute |
| Text Messages | 10p / message |
| Photo Messages | 25p / message |
| UK Data (applies to shared data bundles only) | 2.5p MB |
| Data Roaming in Zone 1 | 38.2p / MB± |
| Data Roaming Zone 2 | £7.50 / MB± |

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

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

Additional Charges

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

Clone Phone

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 | × | × | Inclusive in eligible plans | N/A |
| Clone Phone Loaded | | 16GB | ✓ | × | £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.

EE Pocket Landline

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

| product | description | monthly charge |
|---|---|-------------------------|
| Pocket Landline One-to -One | Allows one UK Pocket Landline number to be routed to your existing EE business UK mobile - great if you're a sole trader. | £10 |
| Pocket Landline Many to One | Choose more than one UK Pocket Landline number, all routed to a single EE business UK mobile - perfect for promoting separate aspects of your business or widening your geographical customer base. | £10 per landline number |
| Pocket Landline One to Many (up to five mobiles) | Ideal for larger businesses who want to manage inbound calls across a team - one UK Pocket Landline can be routed to up to 10 EE business UK mobiles. | £15 |
| Pocket Landline One to Many (up to 10 mobiles) | | £25 |
| Pocket Office | 5GB Mobile Broadband Bundle and Pocket Landline One to One | £25 |

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

| | |
|------------------------|--|
| What's Included | Provision of one or more fixed landline numbers and intelligent routing of inbound calls terminating on an EE mobile. Routing and availability of the landline number(s) can be managed via a web accessible on-line portal. |
| Minimum Term | 12 months from the point of Connection, or 24 months for Pocket Office |

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

Porting-In

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

EE is not liable for any losses, damages, costs or expenses arising from or in any way connected with the termination of such services.

Porting-Out

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

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

Portal

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

Pocket Office

Mobile Broadband Terms and conditions apply. Only available with a new 24 month Mobile Broadband contract.

Mobile Broadband

All Mobile Broadband plans include access to BT WiFi, WiFi on the Tube & EE Film. Note: If MBB SIM is used in a handset, voice out of bundle charges will apply.

4GEE Mobile Broadband Plans

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

| | 1GB | 3GB |
|-------------------------------|--------|--------|
| 30 Day | N/A | £13.33 |
| 24 Month Mobile WiFi / Dongle | £10.83 | £13.33 |
| 24 Month with Tablet | N/A | £21.66 |

4GEE Extra Mobile Broadband Plans

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

| | 5GB | 8GB | 20GB | 50GB |
|-------------------------------------|--------|--------|--------|--------|
| 30 Day | £17.49 | £21.66 | | N/A |
| 24 Month with Mobile WiFi or Dongle | £17.49 | £21.66 | £30.00 | £41.67 |
| 24 Month with Tablet | £25.83 | £29.99 | | N/A |

30 day bundles are SIM Only and do not include any Device.

Additional UK data add-ons can be purchased at £5.00 for 500MB, £12.50 for 2GB, or £16.50 for 4GB. Data add-ons can either be bought on a one off basis, or recurring.

All data roaming add-ons are valid for 30 days from the date of purchase, or until the purchased allowance is used up (whichever is sooner).

| Data Roaming Add-Ons | Zone 1 | Zone 2A | Zone 2B | Zone 2C | Zone 2D |
|----------------------|--------|---------|---------|---------|---------|
| 10MB | £2.08 | £5.00 | £10.00 | £20.00 | £50.00 |
| 50MB | £8.33 | £15.00 | £40.00 | £80.00 | £195.00 |
| 100MB | £15.00 | £27.00 | £75.00 | £140.00 | N/A |
| 200MB | £29.17 | £50.00 | £140.00 | N/A | N/A |
| 500MB | £58.33 | £100.00 | £280.00 | N/A | N/A |

Office 4GEE

A Minimum Term of 24 months applies to all Office 4GEE Connections. You must live in a qualifying post-code area to be able to purchase Office 4GEE. Qualifying areas currently include postcodes in Newcastle, Manchester, Hull, and Cumbria.

| Upfront Cost | Inclusive Data | Monthly Charge |
|--------------|----------------|---|
| £24.99 | 20GB / month | Enquire in-store or by phone to find out how much Office 4GEE costs in your area. |

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

| Office 4GEE Data Passes | |
|-------------------------|--------|
| Allowance | Charge |
| 2GB | £6.25 |
| 4GB | £8.33 |
| 10GB | £12.50 |

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 | £12* |

| Fibre Broadband | | | |
|-----------------|----------------|---------------------------------------|---------------|
| Speed | Inclusive Data | Inclusive Calls | Monthly Value |
| Up to 38Mbps | Unlimited | UK Weekend landline calls | £15* |
| Up to 38Mbps | Unlimited | Anytime UK landline & UK Mobile calls | £22* |
| Up to 76Mbps | Unlimited | UK Weekend landline calls | £25* |
| Up to 76Mbps | Unlimited | Anytime UK landline & UK Mobile calls | £29* |

*Plus £14.75 / 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.

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.

£374.16 one off purchase cost.

Signal Box

Signal Box is a simple self-installed unit that is capable of carrying 4 simultaneous calls, and can provide 3G voice and data coverage up to 15 metres. Broadband connection and spare Ethernet port on your router required.

£89 one off purchase cost

International Direct Dial Zones

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

| Zone 2 | | | |
|----------|---------|-------------|--------|
| Guernsey | Ireland | Isle of Man | Jersey |

| Zone 3 | | |
|--------|-----|-------------------|
| Canada | USA | US Virgin Islands |

| Zone 4 | |
|-----------|-------------|
| Australia | New Zealand |

| Zone 5 |
|---------------|
| Rest of World |

Data Roaming Zones

| Zone 1 (Europe) | | | | | | | |
|-----------------|---------------|-------------|------------|---------------|-------------|----------------|----------------|
| Austria | Azores | Belgium | Bulgaria | Croatia | Cyprus | Czech Republic | Canary Islands |
| Denmark | Estonia | Finland | France | French Guyana | Germany | Gibraltar | Greece |
| Guadeloupe | Guernsey | Hungary | Iceland | Ireland | Isle of Man | Italy | Jersey |
| Latvia | Liechtenstein | Lithuania | Luxembourg | Madeira | Malta | Martinique | Monaco |
| Netherlands | Norway | Poland | Portugal | Reunion | Romania | San Marino | Slovakia |
| Slovenia | Spain | Switzerland | Vatican | | | | |

| Zone 2A | | | | | | |
|-----------|------------|--------|----------|---------|--------|--------------------------|
| Armenia | Australia | China | Columbia | Ecuador | India | Israel |
| Macedonia | Martinique | Mexico | Peru | Russia | Turkey | United States of America |

| Zone 2B | | | | | | | |
|---------------------|------------|-----------|--------------|-------------|-------------|--------------------|--------------|
| Antigua and Barbuda | Bahamas | Barbados | Botswana | Canada | Ivory Coast | Dominican Republic | Egypt |
| Indonesia | Jamaica | Malaysia | Montserrat | Morocco | New Zealand | Nigeria | Saudi Arabia |
| Senegal | Seychelles | Singapore | South Africa | South Korea | Sri Lanka | Serbia | Tanzania |
| Uganda | Ukraine | Zambia | | | | | |

| Zone 2C | | | | | | | |
|----------|------------------------|----------------------|------------|------------|---------------|-----------|-------------------|
| Anguilla | Bermuda | Brunei | Darussalam | Cape Verde | Cayman Island | Chile | Congo |
| Dominica | El Salvador | Gabon | Grenada | Guyana | Honduras | Hong Kong | Kenya |
| Lesotho | Namibia | Nicaragua | Pakistan | St Lucia | Taiwan | Thailand | Trinidad & Tobago |
| Tunisia | Turks & Caicos Islands | United Arab Emirates | Venezuela | | | | |

| Zone 2D | | | | | | | |
|---------------|------------|------------|------------------------|---------|------------|------------|-------------|
| Afghanistan | Albania | Algeria | Andorra | Angola | Argentina | Azerbaijan | Bahrain |
| Bangladesh | Belarus | Bolivia | Bosnia and Herzegovina | Brazil | Cambodia | Cameroon | Cuba |
| Faroe Islands | Fiji | Gambia | Georgia | Ghana | Greenland | Iraq | Japan |
| Jordan | Kazakhstan | Kuwait | Lao | Lebanon | Macau | Madagascar | Maldives |
| Mauritius | Mongolia | Mozambique | Nepal | Oman | Panama | Paraguay | Philippines |
| Qatar | Rwanda | Sudan | Tajikistan | Uruguay | Uzbekistan | Vietnam | Zimbabwe |

Voice & SMS Roaming Zones

Zone 1 – Republic of Ireland & Isle of Man

Zone 1A – Jersey & Guernsey

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

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

Zone 3 – Andorra, Faroe Islands & Switzerland

Zone 4 – USA & Canada

Zone 5 – Australia & New Zealand

| Zone 6 | | | | | | | |
|-------------|------------|----------|----------------|--------------------------|------------------------|-----------|--------------|
| Afghanistan | Albania | Algeria | Angola | Anguilla | Antigua & Barbuda | Argentina | Armenia |
| Aruba | Azerbaijan | Bahrain | Bangladesh | Barbados | Belarus | Belize | Benin |
| Bermuda | Bhutan | Bolivia | Botswana | Brazil | British Virgin Islands | Brunei | Burkina Faso |
| Burundi | Cambodia | Cameroon | Cayman Islands | Central African Republic | Chile | China | Colombia |

| | | | | | | | |
|-------------------------|-------------------|----------------------|-----------|-----------------------------|-------------------|------------------------------|------------------------|
| Congo (Dem Republic of) | Cook Islands | Costa Rica | Dominica | Dominican Republic | Dutch Antilles | Ecuador | Egypt |
| El Salvador | Equatorial Guinea | Ethiopia | Fiji | French West Indies | Gabon | Gambia | Georgia |
| Ghana | Greenland | Grenada | Guam | Guatemala | Guinea | Guyana | Honduras |
| Hong Kong | India | Indonesia | Iran | Iraq | Israel | Ivory Coast | Jamaica |
| Japan | Jordan | Kazakhstan | Kenya | Kosovo | Kyrgyzstan | Lebanon | Lesotho |
| Liberia | Libya | Macau | Macedonia | Madagascar | Malawi | Malaysia | Mali |
| Mauritania | Mauritius | Mexico | Moldova | Montenegro | Montserrat | Morocco | Mozambique |
| Namibia | Nepal | Nicaragua | Niger | Nigeria | Oman | Pakistan | Palestinian Authority |
| Panama | Papua New Guinea | Paraguay | Peru | Philippines | Puerto Rico | Qatar | Russia |
| Rwanda | Saudi Arabia | Senegal | Serbia | Seychelles | Sierra Leone | Singapore | South Africa |
| South Korea | Sri Lanka | St Kitts & Nevis | St Lucia | St Vincent & the Grenadines | Sudan | Suriname | Swaziland |
| Syria | Taiwan | Tanzania | Thailand | Togo | Trinidad & Tobago | Turkey (Inc Northern Cyprus) | Turks & Caicos Islands |
| Uganda | Ukraine | United Arab Emirates | Uruguay | US Virgin Islands | Venezuela | Vietnam | Yemen |
| Zambia | Zimbabwe | | | | | | |

Zone 7 – Maritime (excluding satellite phones)

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

Zone 9 – Aeronautical

Terms Applying to Business Plans & Bundles

Business phone plan and Business sharer plan Subscriptions

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

Voice and Text in the UK

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

If you are on a Sharer plan you can have up to 100 Connections on your account, subject to paying the relevant monthly fee. If you Upgrade one or more Connections on your account the Upgraded Connections will start a new Minimum Term. Calls between sharers and to geographic landline numbers within the UK will not decrement your monthly allowance of minutes.

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

If you are on our Business phone plan and have a limited bundle of voice minutes and texts, you can opt to receive usage alerts by calling customer

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

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

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

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

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

These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember,

we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM card from our network.

Free months

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

Mobile Data in the UK

You can check the mobile internet coverage in your area at www.ee.co.uk/coverage

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

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

You may only select one shared data bundle at a time on the 4GEE sharer plan.

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



customers. Please see the network management policies on our website for more information.

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

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

General

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

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

Single User Bundles may be added to individual Connections on either the Business phone plan or the 4GEE sharer plan, and, unless otherwise specified, will get used ahead of any other shared bundled allowance on sharer plans. They may be added and removed as often as you require but you will always be charged for a full month each time you add a bundle. If you add a bundle part way through a month, you will be charged the full month. Terms for single user bundles are below.

Business shared plans

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

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

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

The Shared Business Plans applies to standard data usage within the UK only, and the terms set out under the Business phone plan above apply. Anyone from the Group will be prompted to purchase a data roaming add-on when roaming outside the UK. Roaming data is shared amongst the Group when all members of the Group are in the same EE roaming zone. If

any member of the Group is in different roaming zones (or in the UK) then data purchased in a particular EE roaming zone can only be shared by members in that same roaming zone.

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

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

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

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

Changes to Lead Sharer and Additional Sharer

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

(i) Assign a new Leader to the Group either by connecting a new member or changing the status of one of the Sharers to Leader. This will be subject to credit checks and an additional price plan charge. We will let you do this at

our absolute discretion and you will need to do this before moving the existing Leader onto another Business plan or terminating the plan; or

(ii) Terminate your Business Shared plans (and if you're within your minimum term pay early termination charges or early upgrade fees for each plan within the Group – see our price guides for how early termination charges are calculated); or

(iii) Change the ownership of your Business Shared plans so that another person takes responsibility (including payment of all charges) for the Group, subject to credit checks on the new account holder.

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

A minimum commitment period will apply to each connection in accordance with your selected Business Shared Plans price plan unless you select a 30 day SIM only option. Early termination charges will apply if you terminate any of the Business Shared Plans connections before the end of their respective minimum terms. Remember if you add an additional member to

the Group after commencement of the original Leader plan, not all the minimum terms will end at the same time.

Returns

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

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

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



Mobile Broadband

You'll have to promise to stay with us for the length of your service plan (either 30 days, 18 months or 24 months) and pass our standard credit check. All services are for use in the UK only, unless specified otherwise.

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

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

Each mobile broadband option gives you a data allowance to use each month. We'll let you know by text when your data is running low (80% of your allowance used up) and when it has run out. You can use your mobile broadband to make internet phone calls ('VoIP'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information.

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

Included in your plan is access to our preferred Wi-Fi partner's network; presently this is the BT Wi-Fi network. The BT Wi-Fi terms, including those about acceptable use, will also apply to you. You can see these further on in this Price Guide.

Office 4GEE

A 24 month Minimum Term applies to all Office 4GEE Connections. You must live in a qualifying post-code to be able to purchase Office 4GEE, and service is subject to coverage. You can use your connection to make VoIP phone calls and for peer to peer file sharing on the EE network. If you do use your connection for peer to peer file sharing, your speed will be slower than usual. Please see our network management policies for details.

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

If you want to use your Office 4GEE router abroad, you will need to have the Connection set up for roaming before you leave the UK. You will have to buy a roaming data pass to access the internet while you're abroad. The country you're in may not have a compatible 4G network so you will have to use 3G (or whatever compatible local network technology is available). You will also be subject to the traffic management policies of the operator you are using.

Business Software

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) 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
- (b) 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.

Fibre and DSL Broadband

Connection to our ADSL and Fibre Broadband plans is subject to: (i) availability at the address(es) you wish to have Connected; and (ii) to Our 'Home Network Terms' available at <http://www.ee.co.uk/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.

In-Building Coverage Terms

Signal Booster

Separate terms apply for Signal Booster. These can be found at:
www.ee.co.uk/business/terms



Terms Applying to All Subscription Options

Changes to Your Service Plan

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

SIM Only Option

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

UK Data Add-Ons

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

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

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

Using Your Device Abroad – Voice and Data Roaming

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

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

International Data Roaming Add-Ons

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

To use internet on your phone in any of our Data Roaming countries listed above you'll need to buy one of our data roaming add-ons, unless you have contacted us before you go overseas to opt out, and in which case you will pay our standard out of bundle rates. You can buy the add-on when prompted when you land in any of the countries.

The cost of the add-on will be added to your monthly bill. You can use the data in any of the listed countries for the relevant zone for the period of time that the add-on is valid. Remember, if you go outside any of the listed countries you won't be able to use the data and you will be prompted to buy a different data bundle relevant to that country.

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

You can opt out of the Data Roaming add-ons by calling +44 7953 966 250. Without one of our Data Roaming add-ons, data will be charged in accordance with our Non-Standard Price Guide for EE Small Business. Please see ee.co.uk/business/terms

Calling Abroad from the UK Bundles

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

BT Wi-Fi Terms and Conditions

If you have selected a 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.

Photo Messages

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

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 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/clonephonedlogin 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:

- loss of data
- loss of profits; or

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

Faulty Replacement Service

(Version 1.1)

1. What is it?

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

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

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

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

You 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.

2. Defects caused by faulty materials or workmanship

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

- Your Device is not more than 36 months old from date of manufacture; and
- Your Device has been used in accordance with the manufacturer’s operating instructions and any operating instructions issued by EE; and

- All repairs have been/are arranged by EE; and
- You comply with these terms and conditions and the terms of Your Agreement; and
- the Device is registered and connected to the Network in Your name under a current Agreement; and
- You continue to meet the eligibility requirements of this Service.

3. Service period

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

The Service will also end if:

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

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

4. What is not covered by this service?

The Service does not cover:

- Device accessories which are not integral to or connected to the Device such as wrist straps, carry cases or styluses which may be covered by the manufacturer’s warranty, if any;
- Batteries which are more than 6 months old;

- Your Apple product for the period it is covered by the manufacturer's warranty.
- Your Device for **loss, theft or damage**. If You need this cover, please ask EE –other EE products that can provide this type of cover.

The Service is not available if You are:

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

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

5. EXCLUSIONS and LIMITATIONS

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

- **(wear and tear)** – normal wear and tear rusting or oxidisation or other deterioration due to normal use or exposure or atmospheric or climatic conditions;
- **(manufacturer's guarantee or warranty)** – something specifically excluded under the terms of the manufacturer's guarantee or warranty for the Device or is the subject of a manufacturer's recall of faulty products;
- **(network service)** – breakdown or interruption of the network service;
- **(unauthorised maintenance or faulty workmanship)** – damage during any testing, repairing, adjusting, servicing or

maintenance operation or caused by improper or unauthorised repair, maintenance or modification;

- **(cosmetic damage)** – damage which does not impair the normal functions of Your Device;
- **(computer virus)** – damage caused to Your Device or Your content, software and data on Your Device by a computer virus.
- **(manufacturer's instructions)** – disregard of the manufacturer's instructions for operation and care of Your Device;
- **(EE Device - specific limitation)** – anything that EE has stated to You as not being covered under the terms of the Service;
- **(content, software and data)** – Your content, software and data on Your Device may be lost as a result of repairs or replacement under the Service. You must ensure that You have backups. EE is not liable for any such losses.

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

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

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

6. Repairs & return of Device to EE

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

-
- 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 £13.27.

7. In Life Changes

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

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

8. Upgrading

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

9. Data protection

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

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

10. General

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

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

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

11. Interpretation and definitions

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

Agreement means the EE Pay Monthly Terms for Small Business

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

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

Faulty means:

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

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

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

Group Calling

Group Call is included as standard on both Business phone plans and 4GEE sharer plans, and will be charged as a call to an EE mobile number.

Charges

All Charges in this Price Guide are exclusive of VAT.

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

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

Network Terms

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

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

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



List of Changes

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