



EEID updated terms and conditions 15 November 2017

1. The My Account online service (**My Account**) is provided to you by EE Limited (**EE, 'us', 'we'**).
2. When you first use this service, you will be accepting the legal terms set out below, in addition to the pay monthly or pay as you go terms governing your agreement with EE, Orange or T-Mobile or the terms governing your home broadband agreement with EE.
3. You may incur data usage charges for using some parts of My Account using your EE, Orange or T-Mobile mobile device. If you are a pay monthly customer, your data usage will be taken out of the monthly data allowance for your plan. If you are a pay as you go customer who has bought a tariff with a data allowance, then your data usage will be taken out of that data allowance. If you have already used your monthly / tariff data allowance, or are on a standard pay as you go customer, usage will be charged at standard rates for your plan. Please see Price Guides at ee.co.uk for more information.
4. If you wish to use any part of My Account you must first register with My Account. You must provide us with accurate and complete registration information. You will need to provide a current and valid email address and set up a password in order to register. A **password** is a confidential word or number or combination used as a code to confirm your identity when accessing My EE. This must be between 8 and 15 characters, contain at least 1 number and may not contain any symbols or spaces.
5. You will be able to access both your mobile device account and your home broadband account using My Account. However, your mobile device and home broadband agreements are separate agreements.
6. We will make every effort to ensure that access to My Account will be possible between **Monday - Friday 8am - 10pm, Saturday & Sunday 8am - 8pm**. However, availability of My Account cannot be guaranteed.
7. EE may change these terms and conditions at any time without prior notice. EE will endeavour to bring such changes to your attention when you next use My Account.
8. EE may at any time, and without notice, withdraw My Account in part or in its entirety, or restrict or prevent you from accessing My Account if EE has reasonable grounds for doing so.
9. If you have bought your mobile device and plan from an existing EE, Orange or T-Mobile customer, you must notify us. In order to be able to set up your My Account, you must then comply with our change of ownership process by contacting Customer Services and following their directions. If you sell your device and plan to a third party, you must also inform us.
10. EE endeavours to maintain a high level of internet security. To maintain a high level of security EE recommends that:
 - if you have set up your registration for My Account in an EE store, you change your password the first time that you log in independently;
 - you ensure that both your email address and password are kept secure at all times;
 - in choosing a password you take care to ensure that it is one that is not likely to be anticipated by anyone attempting to access My Account pretending to be you;
 - you do not disclose your email address or password to anyone other than an EE employee, and do not otherwise allow anybody to access your My Account;
 - you do not record your password in any form that identifies it as being a password to access My Account;
 - you contact EE immediately upon discovering or suspecting that your password is being used by or is known by any third party other than an EE employee;
 - you do not allow any other person to access your account via My Account;
 - you take care to ensure that nobody can see, copy or access information, or obtain your email address and/or password when you are using your My Account;
 - you do not, whilst accessing My Account, leave your computer or any similar device used for accessing My Account unattended; and
 - prior to accessing the service from any computer connected to a local area network or LAN you take steps to ensure that no other party will be able to see, copy or access information and/or obtain your Username and/or Password.

11. You agree to change your password immediately if EE requests that you do so.
12. You agree to take all reasonable steps to ensure that the computer or any similar device that you are accessing My Account from is free from computer viruses. You also agree to take reasonable measures to ensure that the computer or other device you are using is itself adequately protected against the receipt of computer viruses.
13. By using My Account, you accept EE's website terms of use which can be found here: <http://ee.co.uk/help/accounts-billing-and-topping-up/terms-and-conditions/ee-terms-and-conditions/website-terms-use/website-terms-of-use>.

Account information and bills

14. For mobile device accounts, My Account will only display information in relation to calls or texts that you have been charged for. For example, calls to 999 are not charged for and will therefore not appear.
15. For home broadband accounts, My Account will display information in relation to calls which are not charged for. For example calls to Freephone numbers will be shown.
16. EE may operate prize draws, competitions or other promotions within My Account from time to time. Additional terms and conditions may apply to these and you should view those terms and conditions before participating.

Purchasing products or services in My Account

17. You may purchase certain products or services for your mobile device account whilst you are logged onto My Account. Some of these products or services will be charged directly to your account (if you are a pay monthly customer) or will be deducted from your Pay As You Go credit. You will not be able to buy products or services for your home broadband account in My Account.
18. If you are transferred to the EE web shop (at www.ee.co.uk), the terms and conditions for that website will then apply.
19. All goods and services displayed in My Account are subject to availability. Where certain goods or services are no longer available, or where certain prices have changed, EE will endeavour to update the relevant information contained in My Account as soon as practicable. However, no price, or other information displayed in My Account will bind EE until EE has accepted your order. The price you will be charged for any goods or services will be the price in force when your order is accepted by EE.
20. The information displayed on this website represents an opportunity for you to assess the goods and services of EE. No offer for the sale of these goods or services is being made to you by EE via the content you have accessed through this website.
21. Any order you send to EE for the purchase of specific goods and/or services constitutes an offer for the goods and/or services selected. EE is not obliged to accept your order. EE will notify you on acceptance of your order.

Computer Misuse Disclaimer

22. Information and data held by EE in relation to its customers' accounts held on My Account and other systems of EE remain the private property of EE. Access to data held on My Account is available only to customers who are authorised to access such information. Unauthorised entry will contravene the provisions of the Computer Misuse Act 1990 and may incur liability for damages and criminal liability. You should only proceed further in circumstances where you are an authorised user.

Your Information

23. By using My Account, you confirm that you are happy for EE to process your data in accordance with its
its Privacy Policy which can be found at: <http://ee.co.uk/privacy-policy>.