



WiFi Enhancer EE Broadband

ADD ON TERMS

Version 2

Date: 16 October 2023

1. WiFi Enhancer “**the WiFi Enhancer Add-on**” powered by NETDUMA allows you to prioritise online traffic in your home. There are two modes, Work Mode and Game Mode which you can select to optimise your experience. A ping optimiser identifies and applies best settings to user’s household, ensuring the home broad band always get optimal ping. A Geo-filter allows you to set preferences for the best gaming server locations.
2. The **Wifi Enhancer Add-On** is available as a monthly chargeable add-on to new and existing consumer customers on an eligible EE broadband plan. The WiFi Enhancer Add-On will be available to use once your broadband is activated or once you have purchased the add-on whichever is earliest.
3. This agreement will start when we have accepted your order.
4. Wifi Enhancer will not work if you are connected to the 4G Mobile Network using Hybrid Connect.
5. Not all games or apps are supported by NETDUMA, for current listings see: [Geo-filter Game Compatibility List : NETDUMA](#) and [Work-From-Home Applications Supported by DumaOS : NETDUMA](#)
6. When you boost Work or Game mode supported games and apps are prioritised.
7. The WiFi Enhancer Add-On is made available on a 30-day rolling contract. We’ll apply the charge for your **Wifi Enhancer Add-On** to your Account each month until you ask us to remove it. You can cancel the **Wifi Enhancer Add-On** at any time, but it may take up to 48 hours to be removed from your account. As soon as the **Wifi Enhancer Add-On** is removed from your account, your access to the **Wifi Enhancer Add-On** will cease. If you add or remove the **Wifi Enhancer Add-On** part way through a billing period, the charge will be pro-rated.
8. The **Wifi Enhancer Add-On** is provided to you as an Additional Service. As an **Additional Service** it does not form part of your Price Plan with us. We’ll refer to it as Wifi Enhancer in MyEE, on your bill, online and when you call or text customer services.
9. Before requesting this Additional Service, you must acknowledge and understand that any change to the cost of, or content included do not entitle you to cancel your Agreement with us for broadband services.
10. We may suspend access to or terminate your contract for the Additional Services if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit ee.co.uk/terms to read the latest version of our terms and conditions).
11. Although we attempt to provide you with the best possible service, we cannot guarantee that the service will never be faulty. However, we will correct all reported faults as soon as we reasonable can.
12. If there is a fault with the service, you should contact us. Details of how to contact us can be found at <https://ee.co.uk/help/contact-ee>.
13. You agree to pay the charges for the service that appears on your bill. The charges are payable monthly in advance.
14. We’ll process information in accordance with EE’s privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.
15. We may occasionally upgrade and/or make improvements to your service. If we do this we will give you prior notice of the change and provide you with instructions that you need to follow when a change has taken place.
16. The **Wifi Enhancer Add-On** is for personal and non-commercial use only.