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## EE Price Guide for Small Business

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

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## Small Business Subscription Options

Please note that starting from July 1 2015, you will not be charged for calls to numbers beginning 0800, 0808 or 116. For calls to numbers beginning 084, 087, 09 and 118, please see our current pricing information available [here](#), which, due to Ofcom's reforms, may differ from that in your original price plan. For calls to these numbers you will be charged EE's access charge of 37 pence per minute excluding VAT and the applicable service charge, [click here](#). The changes for 084, 087, 09 and 118 numbers do not apply to calls to these numbers made from our Small Business Landline services.

Charges are per Connection per month. See the Terms and Conditions section for more information. Plans with Unlimited UK minutes and UK Texts included within them can be used as Shared Plans unless otherwise specified.

## Business Value plans

Our Business Value plans will give you access to our 4GEE Network, with average download speeds of up to 30Mbps (EE test data Oct 2015). These plans are only available with selected devices.

Business Value Plan Options			
	£27	£22	£27
Data	4GB	2GB	4GB
UK Minutes	Unlimited		
UK Texts	Unlimited		
Minimum Term	12 Months	24 Months	

## Business Handset plans

Our Business plans will give you access to our 4GEE Network, with average download speeds of up to 30Mbps (EE test data 2015).

24 month Minimum Term					
	£12.50	£17	£22	£27	£32
UK Data	250MB	500MB	750MB	1GB	2GB
UK Minutes	250	500	750	1000	Unlimited
UK Texts	250	500	750	1000	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 up to 60Mbps (test data 2015). In selected areas of London you can also access 4G+ with download speeds of up to 90Mbps if you have a 4G+ compatible device. Check coverage here [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage) before purchasing.

12 month Minimum Term			
	£48	£53	£58
UK & Europe <sup>1</sup> Data	4GB	8GB	16GB (up to 15GB for Europe)
UK & Europe <sup>1</sup> Minutes	Unlimited		
UK & Europe <sup>1</sup> Texts	Unlimited		
International Direct Dial Texts	180 Minutes and 180 Texts for international calls & texts from the UK to Europe <sup>2</sup>		
BT Sport App Access	Included <sup>3</sup>		

24 month Minimum Term					
	£38	£43	£48	£53	£58
UK & Europe <sup>1</sup> Data	4GB	8GB	16GB (up to 15GB for Europe)	25GB (up to 15GB for Europe))	30GB (up to 15GB for Europe)
UK & Europe <sup>1</sup> Minutes	Unlimited				
UK & Europe <sup>1</sup> Texts	Unlimited				
International Direct Dial Minutes & Texts	180 Minutes and 180 Texts for international calls & texts from the UK to, or roaming calls & texts while in Europe <sup>2</sup>				
BT Sport App Access	Included				

<sup>1</sup> Inclusive Europe data, minutes & texts can be used when **roaming** (calling/texting/receiving calls while travelling abroad) in the following countries:

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City

<sup>2</sup> **IDD** (calling/texting abroad from the UK) - **Includes all of the countries above, excluding Estonia, Latvia, Liechtenstein, Lithuania and Monaco.**

**BT Sport App:** Access is included for the duration of your 12 or 24 month contract. To use the App you'll need a compatible mobile phone containing an EE SIM card. The App is for personal, non-commercial use only. You must download and use the App on a device that uses the latest IOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content"). Before using the App, you must ensure that you or your household has a TV licence. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the

App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

Before downloading the App you must visit [www.bt.com/eesport](http://www.bt.com/eesport) to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit [www.bt.com/privacy](http://www.bt.com/privacy) for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here [www.ee.co.uk/privacy-policy](http://www.ee.co.uk/privacy-policy).

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service 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](http://ee.co.uk/terms) to read the latest version of our terms and conditions). Other terms apply, see [ee.co.uk/btsportaddonterms](http://ee.co.uk/btsportaddonterms).

## Business Extra+ Handset plans

24 month Minimum Term		
	£65	£100
UK Data	25GB	50GB
UK Minutes	Unlimited	
UK Texts	Unlimited	
UK Picture Messages	Unlimited	
International Direct Dial (IDD) & Roaming Minutes	Unlimited Minutes for international calls from the UK to, or roaming calls while in Europe & USA	Unlimited Minutes for international calls from the UK to, or roaming calls while in Europe & USA <b>plus</b> 300 Minutes for international calls from the UK to, or roaming calls while in our Business Zone destinations
International Direct Dial (IDD) & Roaming Texts*	Unlimited Texts to use for sending texts from the UK to, or while roaming in Europe & USA	Unlimited Texts to use for sending texts from the UK to, or while roaming in Europe & USA <b>plus</b> 300 Texts to use for sending texts from the UK to, or while roaming in our Business Zone destinations
Calls to numbers beginning with 084 and 087.	N/A	200
EU Roaming Data^	Euro Data Pass	

\*IDD (calling/texting abroad from the UK) & Roaming (Calling/texting/receiving calls while travelling abroad): **Europe** (Andorra, Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City), **USA**, US Virgin Islands.  
**Roaming only:** Lithuania, Latvia.

**Business Zone Destinations:** Australia, Canada, China, India, Israel, New Zealand, Pakistan.

^EU Roaming data provided is the same as the [EU Data Pass](#), however will be provided free of charge. Once you've used your inclusive allowance of roaming data, you'll have to buy an EU Data Pass additional add-on to continue using the internet abroad. If you go outside of the countries in the EE Europe Roaming Zone, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

## Business Promotional Plans

From time-to-time, we offer promotions on our existing tariffs. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability. These offers are only available to new customers and existing EE customers that Upgrade to this plan during the promotional period set out below. Upgrades are at our sole discretion and we do not have to provide you with an Upgrade. The offer is NOT available to any existing customers whose agreements are within their Minimum Term. Existing customers cannot change their price plan on to this promotional plan unless we agree to upgrade that customer. These offers are not available with any other discount or promotion (including Friends & Family) and cannot be used as a Shared Plan. They are also not available with any device pre-order.

From 11<sup>th</sup> November 2016 to 15<sup>th</sup> December 2016, the following promotional plan is available:

The 24 Month [£53 Business Extra Handset Plan](#) (25GB Data) is available for £40 per month. Please refer to the 24 Month £53 Business Extra Handset Plan (25GB Data) for full details of this plan and allowances.

## Business SIM Only Plans

SIM Only plans marked with 4GEE Double Speed include access to Double Speed 4GEE where available with average download speeds of up to 60Mbps compared to up to 30Mbps for 4GEE (EE test data 2015).

In selected areas of London you can also access 4G+ with download speeds of up to 90Mbps if you have a 4G+ compatible device. Check coverage here [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage) before purchasing to see if you can benefit from Double Speed 4GEE or 4G+.

30 day Minimum Term					
	£15	£17.50	£22.50		
UK Data	500MB	2GB	8GB		
UK Minutes	Unlimited				
UK Texts	Unlimited				
Network Speed	4GEE	4GEE Double Speed			
12 month Minimum Term					
	£8	£12.50	£15	£20	£35
UK Data	250MB	500MB	2GB	8GB	25GB
UK Minutes	500	Unlimited			
UK Texts	500	Unlimited			
Network Speed	4GEE	4GEE Double Speed			
24 month Minimum Term					
	£5.05	£15	£20		
UK Data	100MB	2GB	8GB		
UK Minutes	100	Unlimited			
UK Texts	100	Unlimited			
Network Speed	4GEE	4GEE Double Speed			

## Business SIM Only Promotional Plans

From time-to-time, we offer promotional tariffs. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability. These offers are only available to new customers and existing EE customers that Upgrade to this plan during the promotional period. The offer is NOT available to any existing customers whose agreements are within their Minimum Term. Existing customers cannot change their price plan on to this promotional plan unless we agree to resign that customer.

These offers are not available with any other discount or promotion (including Friends & Family) and cannot be used as a Shared Plan.

They are also not available in conjunction with another offer or promotion.

From 28<sup>th</sup> October 2016 until 16<sup>th</sup> December 2016, the following promotional plans are available:

12 month Minimum Term	
	£15 Promotional Plan
UK Data	8GB
UK Minutes	Unlimited
UK Texts	Unlimited
Network Speed	4GEE Double Speed



## Single User Plan 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
Conference Calling

\*Separate terms apply

(Tablets, Mobile WiFi, a Dongle or a 4GEE Camera), or a voice / data SIM only Connection.

24 month shared device options	
Device Category	Monthly Sharer Fee
<b>Smartphone*</b> Draws on lead data allowance plus unlimited UK minutes & UK texts	£15.00
	£20.00
	£25.00
	£32.50
<b>Tablet*</b> Draws on lead data allowance	£15.00
	£20.00
	£25.00
<b>Mobile WiFi / USB Dongle</b> Draws on lead data allowance	£30.00
	£8.00

## Business Shared Plans

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 £32 per month).

**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

\*Tablet & Smartphone options not available in all stores or channels

For prices for **4GEE Camera** plan options, please see the 4GEE Camera Data Plans section of the Price Guide.

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

### 12 month SIM Only shared options

SIM Category	Monthly Sharer Fee
<b>Voice</b> Draws on lead data allowance plus includes unlimited minutes & texts	£10.00
<b>Data Only</b> Draws on lead data allowance	£5.00

## Business Connect

At least one Connection on this plan must be on a 12, 24 or 36 month minimum term. Each Connection on your account will be subject to its own minimum term. Line Rental Charges are per Connection / month. Shared allowances are charged per account. See the Terms and Conditions section for more information. Each Business Connect account with more than 5 Business Connect plans includes 5 MobileIron Cloud licences at no extra cost (see Mobile Device Management in this Price Guide for more detail). Additional licences are available on a chargeable basis.

### Step 1 – Choose a plan for each User or device

New phone Monthly Charge – 24 Month Minimum Term					
	Handset Plans				
Monthly Fee	£10	£20	£32	£38	£45
<b>UK Data</b>	0GB (Add data in step 2)		2GB	5GB	10GB
<b>UK Minutes</b>	Unlimited Colleague** & Landline calls (Add more minutes in steps 3)		Unlimited		
<b>UK Texts</b>	Add texts in step 3		Unlimited		
<b>International Direct Dial Minutes &amp; texts</b>	-		180 international minutes and texts from UK to Europe± and the USA	180 minutes and texts to use from the UK to Europe# & USA, or while roaming in Europe± & USA	
<b>Roaming minutes &amp; texts Europe &amp; USA</b>	-		-		

New phone (other Minimum Term periods) or phone SIM Monthly Charges					
	SIM only		Handset Plan		
Monthly Fee	£10	£22	£47		
UK Data	2GB		2GB		
UK Minutes	Unlimited		Unlimited		
UK Texts	Unlimited		Unlimited		
International Direct Dial Minutes & Texts	No inclusive allowance* Go to steps 2 & 3 180 Minutes for international calls to Europe± and the USA				
Tenure	1 Month	24 Months	12 Months		
New Tablet, Mobile WiFi, or Data SIM					
	Tablet, Mobile Wi-Fi			Data SIM only	
Monthly Fee	£11	£15**	£25**	£4	£8
UK Data	4GB	4GB	8GB	No inclusive allowance* Go to steps 2	
Minimum Term	36 Months	24 Months			1 Month

If data SIM is used in a device that sends texts and can make calls, the minutes and texts will be charged at EE's standard rates.

\*Out of bundle charges will apply if no allowance is added at step 2.

\*\*Colleague calls includes all lines on the same billing account

± Countries included for IDD (calling/texting abroad from the UK) Andorra, Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Madeira, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin and Saint Barthelemy and USA.

# Additional countries included for Roaming and IDD Calling/texting/receiving calls whilst travelling abroad): Lithuania, Latvia, Vatican City and US Virgin Islands

\*\*Also available for 4GEE Camera Business Connect Data Plan

## Step 2 – Add shared data

Data		1GB	2GB	5GB	10GB	20GB	50GB	100GB	250GB
For use in the UK	24 months	£8	£12	£20	£30	£60	£125	£200	£500

Data		1GB	3GB	5GB	10GB
For use in the UK	1 month	£8.50	£16	£24	£34

Once this allowance is used up you will be charged 1.6p/MB in the UK

## Step 3 – Add shared minutes and texts

Minutes and Texts		250	500	1000	1500	2000	3000	5000	7000	10000
For use in UK and from UK to Europe & USA	24 months	£10	£20	£40	£60	£80	£120	£200	£280	£400
For use in UK and from UK to Europe, USA PLUS Business Zone†	30 days	£15	£30	£60	£90	£120	£180	£300	£420	£600

Shared minutes and texts can be used for calls to UK mobiles, landlines starting 01/02/03., Note that some MVNO numbers are not included in this allowance and will be charged at our Out-of-Bundle rate.

## Step 4 – Add shared roaming minutes and texts

Roaming Minutes		100	250	500	1000	2000
Roaming Texts		20	50	100	200	400
Europe & USA	30 days	£14	£35	£70	£140	£280
Europe, USA, plus Business Zones <sup>†</sup>		£49	£122	£245	£490	£980

Countries included within shared IDD or Roaming and IDD add-ons (calling/texting abroad from the UK or calling/texting/receiving calls while travelling abroad): Andorra, Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Madeira, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin and Saint Barthelemy and USA.

<sup>†</sup>Business zone countries include Australia, Canada, China, India, Israel, New Zealand, Pakistan, and Turkey.

## Single User Add-Ons for Business, Business Connect, & Shared Plans

(Excluding International & Roaming)

Add-Ons	Monthly subscription fee
500MB Data <sup>†</sup>	£5.00
1GB Data <sup>†</sup>	£8.00
2GB Data <sup>†</sup>	£12.50
4GB Data <sup>†</sup>	£16.50
4GEE Double Speed Enabler <sup>#</sup>	£2.00
Unlimited Minutes to UK Mobiles from within the UK	£10.00
Unlimited SMS to UK Mobiles from within the UK	£4.17
Unlimited UK Photo Messages	£4.00
200 UK minutes to UK 084 & 087 Numbers	£5.00

<sup>†</sup>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). When you run out of Data allowance, data add-ons can also be bought via your device. You will be charged the full charge that you select and you have the data to use until your next bill cycle.

All Single-User voice and message bundles that are subject to a capped allowance and are added part way through a month will provide the full monthly allowance at a pro-rated charge from the point of addition to your account until the end of that month. The allowances then recur on a 30-day basis (unless otherwise stated) until removed from your account. Business Connect 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.

<sup>#</sup> 4GEE Double Speed Enabler is only available to price plans that do not already include 4GEE Double Speed as standard. Where we've rolled it out, the enabler gives you access to Double Speed 4GEE Network and, with average download speeds of up to 60Mbps (test data 2015). Check [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage) to check your location to see if you can benefit from Double Speed 4GEE prior to purchasing.

## Out-of-Bundle Charges

Activity	Charge
Calls to UK regional landlines	35p / minute
Calls to UK mobiles	35p / minute
Calls to 0800, 0808 and 116 numbers	Free
Calls to 084, 087, 118 and 09 numbers	37p / minute + Service Charge <sup>^</sup>
Text Messages	10p / message
Photo Messages	30p / message
UK Data (applies to Business Connect - only)	1.6p MB
Data Roaming in Zone 1	3.63p / MB <sup>±</sup>
Data Roaming Zone 2	£7.50 / MB <sup>±</sup>

<sup>±</sup> Only payable if you opt out of the International data roaming add-ons

<sup>^</sup> Details on Service Charges can be found at <http://www.ee.co.uk/ukcalling>.

**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](http://www.ee.co.uk/business/terms)**

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## Additional Charges

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



## Insurance and Protection

To be eligible to purchase Insurance and Protection from EE, you must have bought your device through one of EE's direct sales channels and be on a compatible service plan.

Choose from two Insurance & Protection products: Damage Cover for Business or Full Cover for Business. Both products include insurance (provided by Allianz plc). See the full terms at [ee.co.uk/business/terms](http://ee.co.uk/business/terms) under 'Insurance and Warranty' for further information.

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

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

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

Damage Cover for Business From £4 / month	Full Cover for Business From £8 / month
24 hour replacement for claims <sup>‡</sup>	<ul style="list-style-type: none"><li>- 24 hour replacement for loss, theft, damage claims<sup>‡</sup></li><li>- Lookout Premium EE edition for Android Customers.<sup>†</sup></li></ul>

<sup>†</sup>Subject to Lookout End User Licence Agreement

<sup>‡</sup> We are not able to make same day deliveries in: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Orkney Isles, Hebrides, Isles of Scilly, Shetland Isles, Aberdeenshire, Channel Islands, Isle of Man and Isle of Wight and some parts of Ayrshire, Paisley & Perthshire.

We will not make a same day or next day delivery on UK bank holidays or in exceptional circumstances

### Phone Replacement

As a Full Cover or Damage Cover customer you are also entitled to a phone replacement option, should your registered device develop a fault during the first 24 months of its life. See [Phone Replacement](#) in the Terms section of this Price Guide for the terms and conditions of this service.

### Multi-device insurance discount

When you take out more than one Full Cover or Damage Cover product you will get a discount on each product you take out. Each policy must be in your name or in the name of your business, for devices on your EE account. The discount will not apply if the insurance policy is for someone else. The discount is only available for Full Cover or Damage Cover. Other insurance policies or products that you have with EE such as Clone Phone, Orange Care or on other accounts you may hold with T-Mobile and Orange are not eligible.

The discount you get will depend on the number of Insurance & Protection products you take out. Your discount can go up and down depending on the number of products on your account each month:

- 2-9 products: 10% discount on each
- 10-19 products: 15% discount on each
- 20+ products: 20% discount on each

For all customers the discount does not apply to your excess fee or any other fees related to insurance. You do not need to take all Insurance & Protection products out at the same time to get the discount. The discount will be calculated monthly based on the number of eligible products on your account by 10pm on the day your bill is run and then applied to that service plan bill.

### Lookout Premium (Full Cover for Business only)

Available for Android and iOS users only. Download the Premium Lookout Mobile Security - EE – edition app and follow the steps to activate. Lookout terms and conditions apply, see [lookout.com](http://lookout.com) for details.

Damage / Loss / Theft Excess Fee				
Excess Band	Zero	A	B	C
Charge to Customer	£0	£40	£70	£100

EE will accept a maximum of two claims in any 12 month period for lost / stolen devices starting from the date of the first claim. There is no limit on the number of damage claims.

## Mobile Device Management

Mobile Device Management from EE will help you to secure your fleet of business devices. There is a minimum initial order of 5 licences and a Minimum Term of 12 months applies to each licence ordered, from the date of activation. Full terms are in the Terms and Conditions section of this Price Guide.

Your Service Plan	What You Get
Business Phone Plan	£3 per month per licence
Business Connect	First 5 licences included with your service plan. Additional licences are £3 per month per licence.

A Minimum Connection Period of 12 months (or greater if specified in the your Agreement with EE) applies to all Mobile Device Management licences. If you activate more licences than you have told us about, we may bill you several months in arrears for those licences. Compatible Device required. Accessing the hosted mobile device management platform (the “MDM Platform”) requires an internet connection, which it is your responsibility to provide. You are granted a licence to access the MDM

Platform is under a separate agreement with MobileIron. Use of the MDM Platform is subject to your acceptance of MobileIron’s end user licence agreement at point of registration for the MDM Platform. Use is also subject to the MobileIron Privacy Policy, available at <https://anyware.com/privacy.html>, or such other URL as may MobileIron may advise from time to time. Your sole rights and remedies with relation to the MDM Platform are as set out in your agreement with MobileIron. If you do not accept the terms of MobileIron’s end user licence agreement, you should not use the MDM Platform. You agree to indemnify EE, and keep EE indemnified for any costs or losses incurred or suffered by EE (including any legal costs) arising from any failure on your part to comply with the terms of MobileIron’s end user licence agreement.

EE may withdraw or substitute the MDM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

## EE Pocket Landline

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

Product	Description	Monthly Charge
<b>Pocket Landline One-to-One</b>	Allows one UK Pocket Landline number to be routed to your existing EE business UK mobile - great if you’re a sole trader.	£10
<b>Pocket Landline Many to One</b>	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
<b>Pocket Landline One to Many (up to five mobiles)</b>	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
<b>Pocket Landline One to Many (up to 10 mobiles)</b>		£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.

Customers receive the first 3 months free of charge.

<b>What's Included</b>	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.
<b>Minimum Term</b>	12 months from the point of Connection

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.





## 4GEE WiFi (Mobile Broadband) & Tablet plans

All 4GEE WiFi (Mobile Broadband) and Tablet plans include access to our 4GEE Network, with average download speeds of up to 30Mbps (EE test data Oct 2015). They also include WiFi on the London Underground where available. Note: If MBB SIM is used in a handset, voice and text out of bundle charges will apply. This is with the exception of the 100MB, 300MB and 500MB tariffs detailed below, which have voice and text services blocked.

SIM Only plans do not include any device to access the Services. Please see below for additional terms applicable to SIM Only options.

**If your plan does not appear below, you may be on a personal plan; details and the applicable terms and conditions can be found under [4GEE WiFi Terms](http://www.ee.co.uk/terms) on our website at [www.ee.co.uk/terms](http://www.ee.co.uk/terms).**

### 4GEE WiFi and Tablet Plans

All 4GEE Tablet and Mobile Broadband Plans are subject to a Minimum Term of 1, 12, 24 or 36 months. Upfront Device cost varies depending on your monthly charge.

### Regular 4GEE WiFi (Mobile Broadband) Tariffs

4GEE WiFi (Mobile Broadband) SIM ONLY Minimum Term 24m or 36m		
Monthly charge	£2.50	£3.50
UK Data	100MB	300MB
UK Minutes	0 Mins - Voice usage is blocked	
UK Texts	0 Texts – Text usage is Blocked	
Network Speed	4G	

4GEE WiFi (Mobile Broadband) SIM ONLY Minimum Term 24m or 36m	
Monthly charge	£5.00
UK Data	100MB
UK Minutes	0 Mins - Voice usage is blocked
UK Texts	0 Texts – Text usage is blocked
Network Speed	4G

4GEE WiFi (Mobile Broadband) For Mobile Broadband Devices Minimum Term 24m					
Monthly charge	£10.00	£15.00	£102.38	£122.84	£143.33
UK Data	2GB	8GB	80GB	100GB	120GB
UK Minutes	0 Mins				
UK Texts	100 Texts		0 Texts		
Network Speed	4G				

4GEE WiFi (Mobile Broadband) For Mobile Broadband devices or SIM ONLY Minimum Term 12m	
Monthly charge	£16.00
UK Data	8GB
UK Minutes	0 Mins
UK Texts	100 Texts
Network Speed	4G

4GEE WiFi (Mobile Broadband) Mobile Broadband Devices or SIM ONLY Minimum Term 1 month		
Monthly charge	£11.00	£17.00
UK Data	2GB	8GB
UK Minutes	0 Mins	
UK Texts	100 Texts	
Network Speed	4G	

### Regular Tablet Tariffs

TABLET Device 12 month Minimum Term	
Monthly charge	£20.25
UK Data	4GB
Network Speed	4G

TABLET Device 24 month Minimum Term					
Monthly charge	£10	£10	£15*	£20	£25
UK Data	1GB	2GB	4GB	6GB	8GB
Network Speed	4G				

36 month Minimum Term (Tablets)			
Monthly charge	£7.50	£10	£15
UK Data	2GB	4GB	8GB
Network Speed	4G		

24 month Minimum Term (Tablets)					
Monthly charge	£10	£10	£15*	£20	£25
UK Data	1GB	2GB	4GB	6GB	8GB
Network Speed	4G				

Our 4GEE WiFi (Mobile Broadband) and Tablet 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 up to 60Mbps (test data 2015).

Check coverage here [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage) before purchasing.

\*Also available for 4GEE Camera Business Data plans

### “Extra” 4GEE WiFi (Mobile Broadband) Tariffs

4GEE WiFi (Mobile Broadband) Mobile Broadband Devices 24 month Minimum Term	
Monthly charge	£20
UK Data	18GB
Network Speed	4GEE Double Speed
EJ Data^	500MB
UK Texts	100

4GEE WiFi (Mobile Broadband) SIM Only 24 month Minimum Term	
Monthly charge	£22
UK Data	18GB
Network Speed	4GEE Double Speed
UK Texts	100

### “Extra” Tablet Tariffs

24 month Minimum Term (Tablets)				
Monthly charge	£30	£35	£40	£45
UK Data	10GB	12GB	16GB	20GB
Network Speed	4GEE Double Speed			
EU Data <sup>^</sup>	500MB			
36 month Minimum Term (Tablets)				
Monthly charge	£20	£25	£30	£35
UK Data	12GB	16GB	20GB	24GB
Network Speed	4GEE Double Speed			
EU Data <sup>^</sup>	500MB			

<sup>^</sup>EU Roaming data is applicable to [Zone 1 \(EU Roaming Data\)](#) zone only. Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the EE Europe Roaming Zone, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

Additional UK data add-ons can be purchased either on a one off basis, or recurring.

### 4GEE Data Roaming Plan

Our 4GEE Data Roaming Plan gives you access to our 4GEE Network in the UK and, where we've rolled it out in the UK, you will also benefit from Double Speed 4GEE with average download speeds of up to 60Mbps (test data 2015). Check coverage here [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage) before purchasing to see if you can benefit from double Speed 4GEE.

This plan includes data usage in the UK and abroad in Zone A\* countries. It includes 8GB of monthly recurring UK data and 1GB of annual recurring Zone A data for use in a MBB device or a Tablet.

4GEE Data Roaming Plan (Tablets or Mobile Broadband) - 24 month	
Monthly Charge	£35
UK Allowance	8GB
UK Network Speed	4GEE Double Speed
Inclusive Zone A Data* (Annual)	1GB

\*Zone A Countries: Armenia, Australia, Canada, China, Israel, Mexico, New Zealand, Peru, Russia, Singapore, Turkey, Ukraine, United States of America Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the Roaming Zone 2A, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

4G data services while roaming are subject to availability in the relevant location.

Additional Data Roaming Add-Ons can be purchased either on a one off basis, or recurring (see above). All handset data roaming add-ons are compatible with all 4GEE Mobile Broadband and Tablet Plans.

## .Add-ons for Roaming & International Direct Dial (IDD)

Below are our roaming and IDD add-ons, rates and Zones. Inclusive calls are to standard mobile and landline numbers within relevant countries and do not include calls to premium rate, non-geographic or other non-standard numbers which are charged at standard roaming rates. Terms apply to International Add-ons as set out in the Terms Applying to All Subscription Options section of this Price Guide. Roaming bundle rates only apply when you use your device outside of the United Kingdom.

Add-ons (All 30 days unless otherwise specified)	Monthly fee
100 UK to EU Minutes (IDD/Calling abroad from UK)	£5.00
50 UK to Anywhere Minutes (IDD/Calling abroad from UK)	£5.00
200EU Roaming Minutes (Roaming / travelling abroad)	£8.33
60 Global Roaming Minutes (Roaming / travelling abroad)	£8.33
180 Minutes & 180 Texts to/from Europe* & USA (Calling abroad from UK and/or Roaming / travelling abroad)	£10.00
180 Minutes & 180 Texts to/from Europe* & USA (Calling abroad from UK and/or Roaming / travelling abroad) 12 Month Contract†	£7.50
300 Mins and 300 texts to/from Europe, USA and Business Zone countries ** (Calling abroad from UK and/or travelling abroad)	£40.00
1200 Mins and 1200 texts to/from Europe, USA and Business Zone countries** (Calling abroad from UK and/or / travelling abroad)	£80.00
50 International Texts (Sending text from UK abroad)	£5.00
100 International Texts (Sending text from UK abroad)	£7.50
200 International Texts (Sending text from UK abroad)	£10.00

\***IDD** (calling/texting abroad from the UK) & **Roaming** (Calling/texting/receiving calls while travelling abroad): **Europe** (Andorra, Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City), **USA**, US Virgin Islands. **Roaming only:** Lithuania, Latvia.

\*\***Countries included for IDD** (calling abroad from the UK) & **Roaming** (Calls while travelling abroad): 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 Zone countries include Australia, Canada, China, India, Israel, New Zealand, Pakistan, and Turkey.

† Early Termination fees apply

**Euro Pass:** £3.33 per day for 500MB of data and Unlimited Minutes and Texts while you're abroad in our Europe Zone

**Euro Data Pass (available until 23 November):** £2.50 per day for 500MB of data while you're abroad in our Europe Zone.

**Travel Data Pass (available from 23 November):** 500MB of data per day while you're abroad for a fixed price of :

- £3 a day in our Europe Zone
- £4 a day in the USA and Canada
- £5 a day in 9 other countries: Turkey, Australia, UAE, India, Thailand, Mexico, South Africa, China, New Zealand

(See terms in section below : Terms Applying to All Subscription Options for pass terms)

Roaming Data Add ons up to 23 <sup>rd</sup> November							
Data Add-On	Expiry	Zone 1 (EU)*	Zone A	Zone B	Zone C	Zone D	Zone E
4MB	24 hours					£5 <sup>†</sup>	
5MB					£5 <sup>†</sup>		£30
10MB				£5 <sup>†</sup>		£12 <sup>†</sup>	£55
20MB					£18 <sup>†</sup>		
25MB				£10 <sup>†</sup>			
40MB				£4			
75MB			£2.50				
100MB				£7			
150MB			£4.17				
20MB	7 days				£20 <sup>†</sup>	£25 <sup>†</sup>	
40MB				£20			
50MB					£45 <sup>†</sup>	£60 <sup>†</sup>	
100MB				£40 <sup>†</sup>	£90		
250MB				£20			
300MB			£10				
600MB			£16.67				
750MB				£40			
500MB (per month)	12 month commitment**	£4.00 per month					
2GB (per month)		£7.50 per month					
2GB (Total allowance over 12m)	12 mths	£50	£100			-	

\*Note data roaming add-ons are ex VAT for Zone 1(Europe), when abroad on the portal the pricing is displayed as inc. VAT. Note these are the data add-on as on Mobile Broadband (4GEE Wifi & tablet) device

\*\* These add-ons have a 12 month minimum commitment period and as such early termination fees will apply if they are cancelled within the 12 months. After the 12 month period, the add-ons will continue to be applied on a monthly basis until cancelled.



## International Direct Dial Zones (Calling Abroad from the UK)

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				Zone 3			
Guernsey	Ireland	Isle of Man	Jersey	Canada	USA	US Virgin Islands	
Zone 4		Zone 5					
Australia	New Zealand	Rest of World					

## Roaming Zones (Travelling abroad)

### Euro Pass (£3.33) and Euro Data Pass (£2.50) - Our Europe Zone

Euro Pass and Euro Data Pass - Our Europe Zone							
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	Madera	Martinique	Malta	Monaco
Netherlands	Norway	Poland	Portugal	Reunion Islands	Romania	Saint Martin	Saint Barthelemy
San Marino	Slovakia	Slovenia	Spain	Sweden	Switzerland	Vatican City (Italy)	-

## Data Roaming Zones – Up to 23<sup>rd</sup> November

Europe Zone 1 and 2 (EU)							
Austria	Azores	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Canary Islands
Denmark	Estonia	Finland	France	French Guyana	Germany	Gibraltar	Greece
Guadeloupe	Guernsey	Hungary	Iceland	Ireland	Italy	Jersey	Latvia
Liechtenstein	Lithuania	Luxembourg	Madera	Martinique	Malta	Monaco	Netherlands
Norway	Poland	Portugal	Reunion Islands	Romania	Saint Martin	Saint Barthelemy	San Marino
Slovakia	Slovenia	Spain	Sweden	Switzerland	Vatican City (Italy)		
Zone A (Up to 23 <sup>rd</sup> November)							
Armenia	Australia	Canada	China	Israel	Mexico	New Zealand	Peru
Hong Kong	Singapore	Turkey	Japan	United States of America	Malaysia	Moldova	
Zone B (Up to 23 <sup>rd</sup> November)							
Argentina	Bermuda	Brazil	Caribbean	Columbia	Ecuador	India	Indonesia
Isle of Mann	Mongolia	Montserrat	Nicaragua	Philippines	Qatar	Saudi Arabia	Serbia
South Africa	Taiwan	Thailand	United Arab Emirates	Russia	Ukraine	Dominican Republic	
Zone C (Up to 23 <sup>rd</sup> November)							
Albania	Botswana	Egypt	Gabon	Guinea	Ivory Coast	Kuwait	Macedonia
Madagascar	Mali	Montenegro	Nigeria	Panama	Senegal	South Korea	Sri Lanka
Sudan	Tanzania	Tunisia	Zambia				
Zone D (Up to 23 <sup>rd</sup> November)							
Afghanistan	Algeria	Andorra*	Angola*	Azerbaijan*	Bahrain	Bangladesh	Belarus
Belize	Benin	Bhutan	Bolivia*	Bosnia & Herzegovina	Brunei Darussalam*	Burkina Faso	Burundi
Cambodia	Cape Verde	Centrafrique	Chad	Chile	Congo*	Cook Islands	Costa Rica
Cuba*	Djibouti	El Salvador	Equatorial Guinea	Ethiopia	Falkland Islands	Faroe Islands	Fiji*
French Polynesia	Gambia	Georgia	Greenland*	Guam	Guatemala	Guyana	Honduras
Iran	Iraq		Jordan	Kazakhstan	Kenya	Kyrgyzstan	Laos*

Lebanon*	Lesotho	Liberia	Libya	Macau	Malawi	Maldives	Mauritius
Morocco	Mozambique*	Namibia	Nepal	Netherlands Antilles	Niger	Oman	Pakistan
Palestine	Papua New Guinea	Paraguay	Rwanda*	Sierra Leone	Suriname	Swaziland	Syria
Tajikistan	Uganda	Uzbekistan	Yemen*	Zimbabwe	Uruguay	Venezuela	Cameroon
Ghana	Seychelles	Vietnam					

### Zone E (Up to 23<sup>rd</sup> November)

Air and Maritime

\* Country is temporarily blocked from data roaming (correct as at 29<sup>th</sup> July 2015)

### Data roaming country zones after 23<sup>rd</sup> November:

#### Following zones apply from 23<sup>rd</sup> November 2016

#### Europe Zone 1 and 2 (EU)

Austria	Azores	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Canary Islands
Denmark	Estonia	Finland	France	French Guyana	Germany	Gibraltar	Greece
Guadeloupe	Guernsey	Hungary	Iceland	Ireland	Italy	Jersey	Latvia
Liechtenstein	Lithuania	Luxembourg	Madeira	Martinique	Malta	Monaco	Netherlands
Norway	Poland	Portugal	Reunion Islands	Romania	Saint Martin	Saint Barthelemy	San Marino
Slovakia	Slovenia	Spain	Sweden	Switzerland	Vatican City (Italy)		

#### Zone A (AFTER 23<sup>rd</sup> November)



Andorra	Armenia	Australia	Canada	China	Hong Kong	India	Israel
Japan	Malaysia	Moldova*	Mexico	New Zealand	Peru	Qatar	Russia
South Africa	Singapore	Thailand	Turkey	United States of America			
<b>Zone B (AFTER 23rd November)</b>							
Albania	Algeria	Argentina	Bahrain	Bermuda	Brazil	Caribbean	Cambodia
Columbia	Dominican Republic	Ecuador	Indonesia	Isle of Mann	Kenya	Kuwait	Macedonia
Montserrat	Nicaragua	Nigeria	Oman	Philippines	Saudi Arabia	Serbia	South Korea
Sri Lanka	Taiwan	Ukraine	United Arab Emirates				
<b>Zone C (AFTER 23rd November)</b>							
Benin	Botswana	Egypt	Gabon	Guinea	Ivory Coast	Jordan	Madagascar
Mali	Montenegro	Mongolia	Morocco	Panama	Senegal	Sudan	Tanzania
Zambia							
<b>Zone D (AFTER 23rd November)</b>							
Afghanistan	Angola*	Bangladesh	Belize	Bhutan	Bolivia*	Bosnia & Herzegovina	Brunei Darussalam*

Burkina Faso	Burundi	Cape Verde	Cameroon	Centrafrique	Chad	Chile	Congo*
Costa Rica	Cook Islands	Cuba	Djibouti	El Salvador	Equatorial Guinea	Ethiopia*	Falkland Islands*
Faroe Islands	Fiji	French Polynesia	Gambia*	Georgia*	Ghana	Greenland*	Guam
Guatemala	Guyana	Honduras	Iran	Iraq	Kazakhstan*	Kyrgyzstan	Laos
Lebanon	Lesotho	Liberia	Libya	Macau	Malaw i	Mauritius*	Mozambique
Namibia	Nepal	Netherland Antillies	Niger	Pakistan	Palestine	Papua New Guinea	Paraguay
Sierra Leone	Suriname	Syria	Sw aziland	Tunisia	Vietnam	Tajikistan*	Uganda
Uzbekistan*	Uruguay	Venezuela	Yemen*	Zimbabw e			
Zone E (AFTER 23rd November)							
Air and Maritime	Azerbaijan*	Belarus	Maldives	Rw anda	Seychelles*		

\* Country is temporarily blocked from data roaming (correct as at 7<sup>th</sup> July 2016)

## Voice & SMS Roaming (Travelling Abroad) Zones

**Zone 1** – Republic of Ireland & Isle of Man

**Zone 1A** – Jersey & Guernsey

<b>Zone 2A</b>							
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	
<b>Zone 2B</b>							
Iceland	Canary Islands	French Guyana	Gibraltar	Guadeloupe	Liechtenstein	Martinique	Norway
Reunion	San Marino	Vatican City					

**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**

## BT Sport App Add-on

Unless your Price Plan offers inclusive access to the App, the BT Sport app is a chargeable 30 day rolling Add-on, that can be added, subject to status, to Small Business handset, SIM only or tablet plans and allows customers to download and use the BT Sport app for live streaming of football, rugby, motorsport, tennis and UFC on their mobile device with an EE SIM. Large business & 4GEE WiFi (including SIM only) customers are excluded from the offer. To use the app customers must have a smartphone or tablet containing an EE SIM. All devices must use Android 4.3, Windows 10 or iOS 8 operating systems. The Add-On costs £4.17 (ex VAT) a month. To use the app you'll need to create a BT ID, download the BT Sport app and ensure that you have a TV licence for the household registered to your EE account. BT Sport is for your personal, non-commercial use in the UK. Other terms apply, visit [ee.co.uk/btsportappterm](http://ee.co.uk/btsportappterm) for full information and add-on terms .



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## Apple Music Add-on

The Apple Music subscription provides you with access to digital music and other related content on the Apple Music App and allows you to stream Apple Music to a single device at a time. The individual Apple Music subscription Add-on is free for 6 months for customers joining or upgrading to a new EE Business handset or SIM only plan and adding the Add-On to their account for the first time. The Add-on must be added within 30 days of joining or upgrading. After 6 months membership automatically renews and you'll be charged £8.33 (ex VAT) a month unless you cancel. If the Add-on is removed from your account during the free period, you'll be unable to get the Add-on again free of charge. Requires handset using either iOS 8.4 or Android 4.3. Apple ID is required for full functionality. Data usage will decrement your data allowance. Apple Music is for your personal, non-commercial use in the UK only. This offer is non-transferrable and is not available with any other Apple Music subscription offer. Apple Music terms apply ([apple.com/uk/legal/internet-services/itunes/uk/terms.html](http://apple.com/uk/legal/internet-services/itunes/uk/terms.html)). Other terms apply, see [ee.co.uk/applemusicterms](http://ee.co.uk/applemusicterms)

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## Terms Applying to Business Plans & Bundles

### Business phone plan and Business Connect 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 Business Connect 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. One Connection on your Business Connect Plan must be set up on a 12 month or longer Minimum Term. Any 30 day bundles added part way through your billing cycle will be charged at a pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the bundle is added.

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 beginning 0800, 0808 and 116 are free. For calls to 084, 087, 09 and 118 numbers, these are not included in your allowance, and you will be charged EE's access charge of 37 pence per minute excluding VAT and the applicable service charge. For

more details see <http://www.ee.co.uk/ukcalling>. Calls to some MVNO number ranges and to numbers beginning 070 are also not included in your inclusive allowance.

Calls to 070 numbers cost up to £63/min. For further information see the Non-Standard Price Guide for EE Small Business at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms).

If you are on our Business phone plan (excluding Business Connect) 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. Business Connect customers are automatically opted into receiving usage alerts at 80% and 100% usage of your bundle. 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 with the exception of Roaming calls made from within the EU which will incur a 30 second minimum charge and will be charged on a per-second basis thereafter. When calling 084, 087, 09 or 118 numbers, the service charge will be charged on a per second basis and EE's access charge will be charged on a per-minute basis. 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.

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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](http://www.ee.co.uk/coverage)

4GEE data bundles include access to Our 4G, 3G and 2G mobile data networks, and to Wi-Fi services at London underground stations through Virgin Media (see [www.ee.co.uk/tubewifi](http://www.ee.co.uk/tubewifi) for more information). 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.

EE's current download speed for 4G is up to 30 Mbps (EE test data October 2015). Double speed 4GEE is available in select areas only (check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage)) – up to speeds doubled from 30Mbps to 60 Mbps based on test data 2015. 4G network capacity doubled from 2 x 10 MHz to 2 x 20 MHz. Speeds referred to are download speeds.

4G speeds are dependent on location and number of users. 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 Business Connect (sharer) plan you will use any individual data allowance ahead of any shared data allowance.

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 Business Connect (sharer) plan, and, unless otherwise specified, will get used ahead of any other shared bundled allowance on Business Connect (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 (even if you add a bundle part way through a month), unless you add a capped Single User voice or message bundle part way through a month. If you add a Single User voice or message bundle part way through a month and the relevant allowance under the bundle is subject to a cap, you will receive the full allowance for a pro-rated monthly charge from the point the bundle is added to your account until the end of that month. Allowances under Business Connect add-ons are pro-rated in the first month that you add them, with the full allowance being received in the first full month of usage.

## 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.

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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. 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](http://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.

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- 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.

## 4GEE Wi-Fi

You'll have to promise to stay with us for the length of your service plan (either 30 days, 12 months or 24 months) and pass our standard credit check.

Your monthly payment is for an allowance of UK mobile broadband data accessed using a dongle, mobile Wi-Fi device, a tablet or a 4GEE Camera (depending on the service plan you have chosen) to connect your phone, laptop, tablet or 4GEE Camera to the internet. If you have purchased a SIM only plan, your monthly payment is for an allowance of UK mobile broadband data accessed using your own dongle, mobile Wi-Fi device or iPad to connect to the internet.

If you join an EE Extra plan, you'll also get access to double speed 4GEE (where available) and a 100MB allowance of data that can be used when you're travelling in a EE Europe Roaming Zone country (described below). Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. In addition if you go outside of the countries in the EE Europe Roaming Zone, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

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/coverage](http://www.ee.co.uk/coverage).

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 any more 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. The cost of your data-add on will be added to your bill.

If you don't use mobile broadband in accordance with these terms and conditions or if you use your SIM card in another internet enabled device, for example a mobile phone, we reserve the right to withdraw your mobile broadband plan. We will also charge you for the additional services that you

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have used. For more information about these charges, please read the Non-Standard Price Guide for EE Small Business at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms).

If you join a plan with mobile WiFi device that is designed for in-car use you are responsible for using the device in such a way that complies with all relevant laws, including road safety law. We will not be responsible to you if you do not. Please see [www.ee.co.uk](http://www.ee.co.uk) or your in-box literature for more information about using your equipment safely.

Remember, your network terms will apply to your use of our services and these terms are additional terms applying to the Mobile Broadband (4GEE WiFi) plan only. Where there is any conflict between these terms and the network terms, these terms shall apply.

**EE Europe Roaming Zone** countries are: Austria, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland. This does not include Isle of Man and Guernsey.

#### **Additional terms and conditions applicable to 30 Days and 12 month SIM Only Plans for Mobile Broadband (4GEE WiFi)**

The following terms apply to 30 Days and 12 month SIM Only plans for Mobile Broadband (4GEE WiFi), in addition to the terms and conditions under the heading Mobile Broadband (4GEE WiFi) above. Where there is any conflict between these terms and the Mobile Broadband (4GEE WiFi) terms above, these terms shall apply.

If you join a plan with a monthly data allowance of 3GB or less, you can experience speeds of up to 30Mbps only. 4GEE WiFi Extra plans with a data allowance of 4GB or more could experience 4GEE speeds over 30Mbps, where double speed 4GEE is available, and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; how many other people are

using the 4G network, and what the building is made from if you're using your phone indoors. Check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage).

Additional terms and conditions applicable to 24 month Tablet Plans for Mobile Broadband (4GEE WiFi)

The following terms apply to 24 month Tablet Plans for Mobile Broadband (4GEE WiFi), in addition to the terms and conditions under the heading Mobile Broadband (4GEE WiFi) above. Where there is any conflict between these terms and the Mobile Broadband (4GEE WiFi) terms above, these terms shall apply.

If you join our plan with a monthly data allowance of 2GB, you can experience download speeds of up to 30Mbps only. If you join a plan with a data allowance of 10GB or more could experience 4GEE speeds over 30Mbps, where double speed 4GEE is available, and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; how many other people are using the 4G network, and what the building is made from if you're using your phone indoors. Check your coverage at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage).

## 4GEE Fixed Broadband

You'll have to promise to stay with us for the length of your service plan (either 12 months or 24 months) and pass our standard credit check. Your monthly payment is for an allowance of UK mobile broadband only. Please remember that you must also pay an Upfront Charge for the router that we provide to you. You must live in a qualifying post-code to be able to

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purchase 4GEE Fixed, and service is subject to coverage. Check your coverage at [www.ee.co.uk/coverage](http://www.ee.co.uk/coverage).

Your mobile broadband speeds will depend on a range of factors, including: local mobile network coverage, whether there are any trees or buildings affecting your signal and the materials your house has been built with. The location of your 4GEE router will also have an effect on your mobile broadband speeds; we recommend that you place your router on or near a window sill. When using the router, the more WiFi enabled devices that you have connected at the same time, the slower your mobile broadband speeds will be on each connected device.

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

If your monthly data allowance runs out, you can choose to buy one of our 4GEE data add-ons. If you try to use mobile broadband once your monthly data allowance has run out, we'll direct you to our data add-ons page. A data add-on gives you additional data to use for UK mobile broadband until your next bill date (at which point your monthly data allowance starts again). You'll be charged the full cost of the data add-on no matter when you buy it and when your bill date occurs. If you don't use all the data before your bill date, it won't roll over to the next month and you'll lose it. You won't be entitled to any pro-rated refund of unused data.

The speed of your data add-on will depend on which price plan you originally joined. For example, if you purchased a plan with a mobile

broadband allowance of 4GB or more, you will experience our double 4GEE speeds. If you purchased a plan with an inclusive allowance of less than 4GB, you'll experience our standard 4GEE speeds.

If you want to use your 4GEE Fixed router and 4GEE Fixed SIM Card abroad (including in Jersey, Guernsey and the Isle of Man), you will need to have the Connection set up for roaming before you leave the UK. Connection may be subject to passing an additional credit check or payable a refundable deposit. You will have to buy a roaming data pass to access the mobile broadband while you're abroad. If you go outside of the countries in the zone for which you have purchased the data you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone. 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.

You can opt out of the data roaming add-ons by calling +447973100150. Without one of our data add-ons, data will be charged in accordance with our Non-Standard Price Guide for EE Small Business. Please see [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms) for more information.

## In-Building Coverage Terms

### Signal Box

Separate terms apply to Signal Box and are supplied with the Signal Box. Use of the Signal Box constitutes an acceptance of these terms.

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## 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.



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## UK Data Add-Ons

### Applies to Business Phone and Shared plans, and Mobile Broadband plans

To choose one of the Data Add-Ons 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.

## IDD & Roaming allowances

If your Business Connect or Business Extra plan (or chargeable add-on) includes international and roaming minutes or texts allowance, this Price Guide will detail the countries included in this benefit for your plan and whether minutes and/or texts are included. Inclusive roaming benefits are available to UK based customers only. You can use these benefits for:

- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in the same country.
- Roaming: Making calls to mobiles and landlines in the UK from an included country.
- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in a different included country. For example, if France and Germany are included countries, calls to and from France to Germany would be included in your allowance.
- Roaming texts: Sending and receiving texts whilst in an included country to and from mobiles in the same or different included country.

- IDD: Making calls to mobiles and landlines from the UK to an included country. For example, if France is an included country calls to France from the UK are included.
- IDD texts: Sending texts to mobiles from the UK to an included country.

You cannot use the international/roaming allowance for:

- IDD: Texts or calls to any premium rate numbers whilst in the UK. Such calls/texts will be charged at the normal out of bundle rate, your normal plan rate.
- Roaming: Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- Roaming: Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) would not be included in your allowance
- Roaming: Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included even when you are in an included country.

The maximum call duration per call made using inclusive roaming allowances is 120 minutes, after which you must redial to continue the call,

Where your Business Extra plan includes a data allowance for use in Europe, you can use up to 15GB of the data allowance in the included roaming countries.

## Using Your Device Abroad – Voice and Data Roaming

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

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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: (a) you have contacted us before you go overseas to opt out, and in which case you will pay our standard out of bundle rates; or (b) you are in the EE Europe Roaming Zone (defined under the 4GEE Extra plan terms and conditions above) and have purchased a Mobile Broadband (4GEE WiFi) 4GEE Extra plan which includes a data allowance in that zone. 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 +447973100150. Unless you have: (a) a Data Roaming add-on; or (b) you are in the EE Europe Roaming Zone (defined under the 4GEE Extra plan terms and conditions above) and have purchased a Mobile Broadband (4GEE WiFi) 4GEE Extra plan which includes 100MB allowance of data in that zone, data will be charged in accordance with our Non-Standard Price Guide for EE Small Business. Please see [ee.co.uk/business/terms](http://ee.co.uk/business/terms)



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## Euro Pass Add On

**Euro Pass:** £3.33 per day for 500MB of Data and Unlimited Minutes and Texts while you're abroad in our Europe Zone (as defined on page 18).

**Eligibility:** Available to small business customers on selected EE pay monthly plans and customers on Business Connect (Sharer plans) as an individual daily allowance. Not available to customers on price plans that already include an element of monthly roaming minutes, texts or data, or on mobile broadband/Mobile Wi-Fi plans.

**What you get:** Unlimited minutes and texts to standard UK and our Europe Zone mobile and landline numbers only when you are travelling in our Europe Zone. Calls or texts to premium rate, non-geographic or other non-standard mobile or landline numbers, to countries outside of our Europe Zone or made whilst you are in the UK are not included and will be charged for separately. Picture messages are also not included.

You also get 500MB of data per day. If you've used up 500MB and still want more data, you can buy another pass.

**What it costs:** The Euro Pass daily charge of £3.33 (excl VAT) per user will automatically trigger each and every day that you're abroad in our Europe Zone when you make a call, receive a call, send a text or use mobile data. A day is from 00:00:01 until midnight UK time. Note that your phone will use data if you have apps on it which automatically update in the background and this will trigger the daily charge. You can turn data roaming off in your phone's settings if you don't want this to happen. Receiving a call when you are in our Europe Zone will also trigger the daily charge, even if you only receive a single call on a particular day but do not make any calls or send text message(s).

**How to get it:** Opt-in to Euro Pass by texting EUROPASS to 150 or by calling 150 on your phone. It may take up to 24 hours to add it to your

account and you will receive a text message to confirm it has been added. If you prefer to be charged our standard roaming rates, you can opt out of Euro Pass anytime by texting STOP EUROPASS to 150. It may take up to 24 hours for Euro Pass to be removed from your account.

**General:** If you're using the Euro Pass contrary to your terms of service or these terms, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for data at our sole discretion. We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this pass at any time. Euro Pass is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls. The maximum call duration per call with Euro Pass is 120 minutes after which time, you must redial to continue the call. The countries in our Europe Zone are subject to change from time to time and details are available at [ee.co.uk/roaming](http://ee.co.uk/roaming).

## Euro Data Pass Add on

**Euro Data Pass:** £2.50 per day for 500MB of data while you're abroad in our Europe Zone (as defined on page 18) . Available until 23 November 2016.

**Eligibility:** Available to Small Business customers on Business Extra plans that do not already include any monthly roaming data.

**What you get:** 500MB of data per day when roaming in our Europe Zone. If you've used up 500MB and still want more data, you can buy another pass.

**What it costs:** The Euro Data Pass daily charge of £2.50 (excl VAT) will automatically trigger each and every day that you're abroad in our Europe Zone when you use mobile data. A day is from 00:00:01 to midnight UK time. Note that your phone will use data if you have apps on it which

automatically update in the background and this will trigger the daily charge. You can turn data roaming off in your phone's settings if you don't want this to happen.

**How to get it:** Opt-in to Euro Data Pass by texting EURODATA to 150 or by calling 150 on your phone. It may take up to 24 hours to add it to your account and you will receive a text message to confirm it has been added.

If you prefer to be charged our standard roaming rates, you can opt out of Euro Data Pass anytime by texting STOP EURODATA to 150. It may take up to 24 hours for Euro Data Pass to be removed from your account.

**General:** If you're using the Euro Data Pass contrary to your terms of service or these terms, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for data at our sole discretion. We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this pass at any time. This pass is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls. The countries in our Europe Zone are subject to change from time to time and details are available at [ee.co.uk/roaming](http://ee.co.uk/roaming).

## Euro Talk & Text Unlimited Add on

**Eligibility:** Available to Small Business customers on Pay Monthly handset plans.

**What you get:** Unlimited minutes and texts to standard UK and our Europe Zone mobile and landline numbers only when you are travelling in our Europe Zone (see Roaming & International section of this Price Guide for details of our Zones). Calls or texts to premium rate, non-geographic or other non-standard mobile or landline numbers within our Europe Zone, or to countries outside of our Europe Zone or made whilst you are in the UK are not included and will be charged for separately. Picture messages are also not included.

**What it costs:** The Euro Talk and Text Unlimited add on charge of £1.67 (ex VAT) per user will automatically trigger each and every day that you're abroad in our Europe Zone when you make a call, receive a call, or send a text. A day is from 00:00:01 until midnight UK time. Receiving a call when you are in our Europe Zone will trigger the daily charge, even if you only receive a single call on a particular day but do not make any calls or send text message(s).

**How to get it:** Opt-in to Euro Talk and Text Unlimited by texting EUDAY to 441 or by calling 150 on your phone. It may take up to 24 hours to add it to your account and you will receive a text message to confirm it has been added. If you prefer to be charged our standard roaming rates, you can opt out of Euro talk and Text Unlimited anytime by texting EUSTOP to 441. It may take up to 24 hours for Euro Talk and Text Unlimited to be removed from your account.

**General:** If you're using the EuroTalk and Text Unlimited contrary to your terms of service or these terms, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for roaming at our sole discretion. We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this add-on at any time. Euro talk and text unlimited is for UK based customers. The countries in our Europe Zone are subject to change from time to time.

## Travel Data Pass Add on

Available from 23rd November 2016

500MB of full speed data per day while you're abroad for a fixed price of :

- £3 a day in our Europe Zone (see Roaming Zones above)
- £4 a day in the USA and Canada

- 
- £5 a day in 9 other countries: Turkey, Australia, UAE, India, Thailand, Mexico, South Africa, China, New Zealand

**Eligibility:** Available to Small Business customers on Pay Monthly handset plans, except customers on Business Extra plans launched on 28<sup>th</sup> September 2016 and Business Extra Plus plans launched on 24<sup>th</sup> February 2016. Travel Data Pass is not currently available to customers on mobile broadband/Mobile Wi-Fi plans.

**How to get it:** You opt-in to Travel Data Pass and then pay the daily fee (inclusive of VAT where applicable) each day you use mobile data when you're abroad in an included country, The included countries are subject to change from time to time and details are available at [ee.co.uk/roaming](http://ee.co.uk/roaming).

If you use up 500MB of data during a day and still want more data, you can buy another pass. You opt-in to Travel Data Pass by texting TRAVEL to 150 or by calling 150 on your phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm when it has been added.

By choosing Travel Data Pass, you are opting out of our standard EU roaming rates.

**Charges:** The Travel Data Pass daily charge will automatically trigger each and every day that you're abroad in an included country and use mobile data. Note that your phone will use data if you have apps on it that automatically update in the background and this will trigger the daily charge. You can turn data roaming off in your phone's settings if you don't want this to happen.

The daily charge and the 500MB allowance is applied for a UK day – midnight to midnight UK time. If you prefer to be charged our standard roaming rates, you can opt out of Travel Data Pass at any time by texting STOP TRAVEL to 150. It may take up to 24 hours for Travel Data Pass to be removed from your account and you may continue to be charged the daily fee until the day (from midnight to midnight UK time) that it is removed.

Travel Data Pass is for your personal, non-commercial use. If you're using it for commercial purposes, or contrary to your terms of service, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rates at our sole discretion.

We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this pass at any time. This pass is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls.

**General:** This add-on includes:

- 500MB data with access to 4G where it is available.
- VAT where applicable.

By selecting Travel Data Pass, you'll be automatically opted out of our regulated roaming rates (our standard rates) and Travel Data Pass will stay on your account until you choose to remove it. You can opt out of Travel Data Pass at any time. If you do, you'll be able to buy our standard roaming data add-ons or can choose to pay our standard roaming rates for data when you travel abroad

## World Select Talk & Text

**£5 (inc VAT) a day for Unlimited Minutes and Texts while you're abroad in our World Select countries.**

**Eligibility:** Available to Small Business customers on Pay Monthly handset plans.

**How it works**

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Opt-in to World Select Talk & Text and then pay £5 (inc VAT) each day you use your phone in any of our World Select countries. You get unlimited calls and texts to standard UK (and other World Select countries) mobile and landline numbers when you are travelling in our World Select Countries. The countries included in our World Select Talk & Text are subject to change from time to time and details are available at [ee.co.uk/roaming](http://ee.co.uk/roaming). A day is from 00:00:01 until 23:59:59 local time (local time zone to the country you are in).

To opt-in to World Select Talk & Text, text WORLD to 150 or call 150 from your EE phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm it has been added.

### Charges

The £5 (inc VAT) World Select Talk & Text daily charge will automatically trigger each and every day that you're abroad in our World Select countries when you make a call, receive a call or send a text from your phone. Receiving a call when you are in our World Select countries will also trigger the £5 (inc VAT) charge, even if you only receive a single call on a particular day but do not make any calls or send text message(s).

If you prefer to be charged our standard roaming rates, you can opt out of World Select Talk & Text anytime by texting STOP WORLD to 150. It may take up to 24 hours for it to be removed from your account.

If you're using World Select Talk & Text or contrary to your terms of service, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for minutes and texts at our sole discretion.

We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this pass at any time. World Talk & Text is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls. The maximum call duration per call with World Select Talk & Text is 120 minutes after which time, you must redial to continue the call.

### World Select Countries:

USA, Canada, Turkey, Australia, United Arab Emirates.

### World Select Talk & Text includes the following while in a World Select Country:

- Calls you make and texts you send to standard UK landline and mobile numbers.
- Calls you make and texts you send to standard landline and mobile numbers in World Select countries
- Receiving all calls or texts.

### World Select Talk & Text does not include:

- Calls or texts from the UK to any other country (e.g. calls you make to a Canadian mobile number when you're in the UK).
- Calls or texts to numbers other than standard landline or mobile numbers while in the World Select Country, for example to premium rate or non-geographic numbers. These may vary from time to time.
- Calls or texts to countries outside of our World Select Countries (e.g. calls you make when you're in USA to a French number).
- Picture Messages

### 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

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and may be charged at a higher rate of £3.50 per minute. IDD zones are subject to change from time to time.

## 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.

## WiFi Calling

With WiFi Calling, EE small business customers can make and receive calls and send and receive texts in the UK over WiFi. You'll need a compatible mobile phone and may need to update your software.

Once connected, you can call and text as normal when using WiFi Calling. All calls made or texts sent using WiFi Calling will be charged as per your EE plan.

Connect your compatible phone to a WiFi network (either public or private): once you've done this your phone will remember the WiFi network for next time. You should see a WiFi Calling icon on your phone when WiFi Calling is ready to use. WiFi Calling will then work when you are in range of and connected to a WiFi network. The way you connect and how you use WiFi Calling will depend on the phone you have. Some phones may only let you

use WiFi Calling if you have no signal at all on the EE mobile network. Please check the specifications of the device you are using.

Remember you are responsible for using any WiFi network in line with its terms and conditions and you may be charged for using it. WiFi calls use only small amounts of data, for example a 5 minute call will use about 1.7Mb. But you may want to check whether the phone is also connected to use data over the WiFi network and keep an eye on how much data you are using. EE does not accept any responsibility for the quality, security, availability or coverage of WiFi networks and any calls made or received over them.

You'll need to be connected to WiFi Calling to make or receive a call over WiFi. If you leave the WiFi network during a WiFi call the call will stop and you'll have to redial once you have coverage (either on the EE mobile network or back over WiFi). If you are making a call over the EE mobile network and lose coverage, you'd need to connect to WiFi Calling before redialling. Calls made using WiFi Calling last a maximum of 4 hours: after this time you'll need to redial.

Emergency Services: When using WiFi Calling you will be able to call the emergency services (on 999) but they will not be able to identify your location. You should therefore keep a fixed line phone to use for calls to emergency services and use WiFi Calling only as an absolute last resort.

## Business Service

**Business Service is EE's name for the support you get as an EE Small Business customer. It comes as a standard inclusive Additional Service and is available from 15<sup>th</sup> June 2015.**

**You'll get:**

**Customer Service Team**

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EE provides a UK based, dedicated business customer service. Details of this service including the contact details and availability can be found on [www.ee.co.uk](http://www.ee.co.uk).

### **Bill Analyser**

This is a secure on-line analysis tool that provides you with an overview of your business mobile account. It allows you to monitor costs, identify usage by individual employees, teams or departments (as you tailor it) and customise reports. It allows administrators to view company billing data while your users can have access to their own usage. It does require Internet Explorer 6 or above and a compatible browser. It is updated monthly a few days after your billing date.

You do need to sign up on-line and speak to a customer service representative to access this feature which is a simple process.

### **Recycle and Reward Program**

When you order new Equipment or Upgrade your existing Equipment in-store you can trade in your old device for money. Find the process and terms on our website.

### **Get the Edge Magazine**

You can subscribe to the Edge Magazine which is EE's on-line Small business magazine. It provides insights into our new products and services, how other businesses benefit from being an EE customer and highlights special offers.

### **Access to EE online community**

You'll be signposted to the EE online Small Business community web site (<http://community.ee.co.uk/>). Here you can exchange comments, ideas and product reviews with other small businesses. EE will also post on new products, ways of making the best of EE services, activities, events and links to useful content.

### **Business Referral**

If you recommend a new Business Lead and that business signs up with EE then we will apply a one-off credit of £50.00 (ex VAT) to your Account. The following terms apply to this offer:

1. The new Business Lead has to be a Small Business (has less than 50 employees at time of contract) that:
  - signs up with EE Ltd using the EE Pay Monthly Terms for Small Business within 6 months of your recommendation;
  - isn't an existing EE, T-Mobile or Orange Small Business customer;
  - EE isn't already engaged with in the sales process.
2. The credit will be applied to your Account once the new customer has been with EE for 2 weeks.
3. EE reserves the right to withdraw this offer at any time by updating this Price Guide. If you have a business referral in progress you'll still get the airtime credit if it leads to a successful new customer for EE.
4. EE is not obliged to follow up on your new Business leads and in such event we'll have no liability to you.

### **In Store Help**

Our set-up service takes care of configuring devices and checking everything works the way you want. It's free and available at any EE store



## Free Phone Replacement

EE offers a replacement service for faulty handsets. Terms apply including eligibility rules. Check these in the relevant section of this Price Guide.

## Business Plus

**Business Plus is an inclusive Additional Service available from 15<sup>th</sup> June 2015 to all EE's Small Business Customers who have an Account with more than 5 and up to and including 14 SIM Cards. You get all the benefits of Business Service plus the following:**

### Priority Routing

When your users call 150 using their EE business phone they will be automatically prioritised above Business Service customers' calls.

### Fast Phone Replacement

Gives you a faster replacement service for faulty handsets. Terms apply including eligibility rules. Check these in the relevant section of this Price Guide.

## Business First

**Business First is an inclusive Additional Service available from 15<sup>th</sup> June 2015 to all EE's Small Business Customers who have an Account with at least 15 SIM Cards. You get all the benefits of Business Plus and Business Service plus the following:**

**A Business Account Manager** who will support the account holder and one other nominated person in your business by:

- Contacting you in your first few days of joining EE to make you aware of the range of EE services available to you and how best to take advantage of them;

- Managing any technical or billing issues you may have including using the Bill Analyser tool. And If your Account manager can't resolve the problem then they'll escalate and track the problem within EE through to closure;
- Giving you information on new product launches, events and workshops that would be appropriate to your business.

### VIP Access to New Devices

With this feature you can nominate two people on your account (one of whom has to be the account holder) who can benefit from priority access to the latest handsets from EE. The Account manager will ensure you are advised as early as commercially possible of the launch of new products and given the opportunity to place a priority order of up to two of these new handsets. These priority orders will be shipped ahead of non-Business First orders but will be subject to product availability and processed in the order that they were received within the Business First customer group. Normal Upgrade terms apply. This benefit isn't transferable.

### On-Site Set Up

EE will, at the request of You or your nominated contact, support on-site meetings at your office or place of business to assist in the setup of new and/or Upgraded phones. The EE rep will help with the transfer of existing contact details, emails, applications, get the new Equipment working, download new EE apps that you are eligible for and address any technical questions you may have or pass any issues that cannot be resolved that day on to the Account manager.

You are limited to two half day on-site meetings per calendar year. Each on-site visit will usually consist of one EE representative.

## Free Next Day Delivery

Telesales and Online orders – You'll get free next day UK delivery as standard on all online orders if we get your order by 5pm. Includes multiple devices ordered at the same time to the same address.

Depending on stock levels, some things may take a little longer, but we'll let you know by email if this happens. DPD will send you a text the day before your EE order arrives to confirm delivery details.

## General Terms that apply to all Business Service/Business Plus/Business First Customers:

1. Any SIM Cards on 30 Day SIM Only, Consumer, Fixed and Fibre Broadband Plans do not count towards your qualifying SIM Cards for Business Service, Business Plus and Business First levels but do benefit from the level of support your business qualifies for.
2. As your business grows you will move up to the next level of support with EE.
3. If your number of SIM Cards drop below the qualifying number we'll normally let you stay at the higher tier of support but we do retain the right to move your level of support to the relevant lower tier.
4. If your account is overdue on payment then we reserve the right to suspend this Additional Service in whole or in part.

## Phone Replacement

(Version 1.2) (17 June 2015)

Fast Phone Replacement  
£20

These terms only apply to eligible Devices provided by EE to new customers or customers that have re-signed a new Agreement with EE after 17 June 2015. For new Devices provided to customers with Agreements that pre-date 17 June 2015 and which were eligible for the Faulty Replacement Service, the Faulty Replacement Service will apply (see the Legacy Price Guide for Business for applicable terms).

B2BLegal1201 EE Price Guide for Small Business EXT Document V5.6 11.11.16

### 1. What is it?

Phone Replacement for EE Small Business (the "Service") covers Devices that are Faulty as set out below.

This Service applies if You purchased an eligible Device (as set out below) directly from EE or, where you purchased the Device from one of EE's authorised resellers, if that Device was sourced from EE. You can find out if Your Device was sourced from EE by calling 150 from Your EE phone.

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.

There are two levels of the Service: **Free Phone Replacement**, which is a standard inclusive service provided with all Your eligible Devices at no additional charge; and **Fast Phone Replacement**, which can be bought from EE for a one-off charge of £20 at the time of replacement each time you use the service. The one-off charge will be included on Your next bill. Fast Phone Replacement will give you a quicker replacement as detailed below. Fast Phone Replacement is free of charge for customers who have Full Cover or Damage Cover insurance from EE, and to Business Plus and Business First customers .

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.

### 2. Defects caused by faulty materials or workmanship

If Your Device is Faulty (as defined below), EE will replace it at no extra charge provided that:



- 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 and continues for the Minimum Term of the Price Plan for Your Device, subject to a maximum of 24 months. If Your Device is an Apple iPhone or iPad, the Service only applies from months 13 to 24, subject to earlier termination of the Minimum Term of the Price Plan for Your Device.

The Service will also end if:

- the Agreement under which Your Device is connected to the EE Network 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.

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

### 4. What is not covered by this Service?

The Service does not cover:

- Devices that were either not sold or supplied to you directly by EE, or were not sourced from EE;

- Apple iPhones or iPads for the first 12 months. Faults during this period will be referred to Apple;
- dongles, mobile wi-fi devices, accessory or SIM enabled cameras, connected watches, or other devices that are not mobile phones or tablets;
- Device accessories which are not integral 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; or
- Your Device for **loss, theft or damage**. If You need this cover, please ask EE as other EE products can provide this type of cover.

The Service is not available if You are:

- not a business customer on the EE Pay Monthly Terms for Small Business with less than 50 employees at time of contract;
- on a SIM only connection;
- on PAYG; or
- 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 replaced where there is a fault or defect caused by or consisting of:

- **(wear and tear)** – normal wear and tear, rusting or oxidation or other deterioration due to normal use or exposure or atmospheric or climatic conditions;

- **(manufacturer’s guarantee or warranty exclusion)** – something specifically excluded under the terms of the manufacturer’s guarantee or warranty for the Device or that 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; or
- **(EE Device-specific limitation)** – anything that EE has stated to You as not being covered under the terms of the Service.

Your content, software and data on Your Device will be lost as a result of 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 for a replacement to be made. The 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 will terminate and You will forfeit all rights under the Service.

## 6. Replacements

If Your Device is Faulty EE will 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 for the return of Your Faulty Device to EE. EE may at its discretion require You to return Your original Device for examination before a replacement is authorised or issued.

Replacement of any Device will only be made with an EE product and will 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 under this Service, You are only entitled to the replacement of Your Device. There is no entitlement to any refund or compensation.

You may be charged the EE list price for any replacement Device where Your original Device is found by EE to be damaged rather than Faulty, or if no fault is found with it.



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Any replacement Device will continue to be covered by this Service for the remainder of the period that the policy would apply to Your original Device (i.e. for the remainder of the Minimum Term of the Price Plan for the original Device up to a maximum of 24 months from the date the original Device was registered on the Network).

## 7. Delivery timescales

Replacements under Free Phone Replacement will be provided within 3 to 5 days.

Replacements under Fast Phone Replacement will be provided either on the same calendar day if Your claim is received and accepted before 10.30am, or the next calendar day if Your claim is received and accepted before 7.30pm. Fast Phone Replacement includes weekends, but excludes bank or public holidays, and is subject to delivery slot availability.

Same day or next day deliveries under Fast Phone Replacement are not available to the following destinations: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Hebrides, Perthshire, Isles of Scilly and Shetland Isles. Please contact EE to check the delivery timescales to these destinations. Same day delivery is also not available to: Aberdeen (unless the claim is received and accepted by EE before 9am), Channel Islands, Isle of Man, Isle of Wight or Orkney Islands. Only postal (not courier) delivery is available in the Channel Islands and the Isle of Man.

Deliveries under the Service may be made any time during one of the following delivery windows: 9am to 1pm; 1pm to 5pm or 6pm to 10 pm. Same day deliveries under Fast Phone Replacement are made between 6pm to 10pm. Specific timeslots/appointments are not available and You must be available at the relevant address to receive the delivery.

### 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 £16.67.

## 8. Return of Device to EE

Where a replacement has been supplied, the original Device is EE's property and must be returned to EE at the time the replacement is delivered. If You fail to provide the original Device at the time the replacement is delivered, then You will be charged the list price for the replacement. You should retain any removable battery, memory cards and SIM Card that you use in Your Device, and must remove any activation lock from the Device before it is returned to EE.

## 9. 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 the Service.

## 10. 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.*

## 11. 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.

## 12. 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 tablet provided to You by EE, or (where provided by an approved EE reseller) sourced from EE, that is connected to EE's Network, excluding Apple iPhone or iPad for the first 12 months; consisting of a handset, standard battery and SIM card, and which is either an EE Branded Device or a Qualifying Non-Branded Device.

**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 EE has designated 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 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 Business Connect (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/business/terms](http://www.ee.co.uk/business/terms).

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 & 08 bundles	All new customers
26.03.2013	New SIMO, Business and Business Extra plans.	All new customers
14.05.2013	New 12 month SIMO tariff	New Customers
02.07.2014	Update roaming tariffs	All customers
01.08.2014	Retire Clone Phone and launch new Insurance proposition. Correct location of Serbia in data	All Customers

Date	Description of Change	Applicability
	roaming zones tables.	
03.09.2014	Retire Business Sharer Plan. Introduce Business Connect, & 12 month handset Plans.	All Customers
02.10.2014	Addition of new Single Number add-ons	All Customers
12.11.2014	Updates of Business Connect and Mobile Broadband tariffs and terms and conditions	All Customers
28.01.2015	Updates of Business Phone plans and Mobile Broadband plans	All Customers
26.03.2015	SIMO, selected shared plans and 12 month price plan increase in line with annual March RPI	All customers
09.04.2015	New SIMO, 12 Month and Roaming MBB plan. Additional Business Connect plans. New 4GEE Data Roaming Plan.	All customers
28.05.2015	Changes to monthly prices due to RPI and updates to Pro-ration rules for bundles	All customers
09.06.2015	Changes to roaming data zones and prices. New Business Value; Business Service, Business Plus and Business First; and WiFi Calling terms.	All Customers
15.06.2015	Changes to roaming data zones and prices. New Business Value; Business Service, Business Plus and Business First; new Phone Replacement and WiFi Calling terms.	All Customers
01.07.2015	Changes to 08xx, 118, and 09 charging due to NGCS OFCOM regulations	All Customers
17.07.2015	Added £95 Promotional Plan	All customers

Date	Description of Change	Applicability
21.07.2015	Added 36 Month Tablet Plans	All Customers
29.07.2015	Clarification of minimum charging model	All Customers
31.07.2015	Updated with Euro Pass and Euro Data Pass. Tidied up countries in all data roaming zones.	All Customers
18.08.2015	Business Broadband & Landline	All new customers
04.09.2015	Updated Promotional plan dates	All Customers
30.09.2015	New Business Connect plans	All Customers
28.10.2015	New tenure for Business Value plans. Change to Voice & SMS Roaming zones. Added 4G+	All Customers Available to customers on eligible plans
06.11.2015	Added £60 -> £40 promotional plan & price corrections to broadband only table	All Customers
11.11.2015	Update to promotional plan terms for Indirect channel / Phone replacement price update	All Customers
24.11.2015	Added 4GEE Camera Data Plans, Added & Remove Single User Add-ons	All Customers
28.01.2016	Added Business Connect SIM only £22p/m plan and archiving of Business Promotional plans	All Customers
24.02.2016	Addition of new Handset, SIMO and Tablet tariffs. Update of Add-ons and EU Roaming products. Remove Business Broadband / Business Landline promotional plans. Updated speed claims.	All Customers
30.03.2016	Addition of new Shared and MBB tariffs	All Customers

Date	Description of Change	Applicability
		All customers
	Amended roaming rates and bundles for EU and Data Zone A	All customers
28.04.2016	Amended wording of Non Direct Debit Fee to Non Direct Debit Payment Handling Charge Removed Fixed Broadband and landline Added £38 promotional plan	Available to eligible customers only
12.05.2016	Removed reference to Euro Pass and Euro Data Pass having a slower speed after 100MB. Updated insurance terms	Available to eligible customers.
20.05.2016	£40 Business Extra+ Promotion	All Customers
01.06.2016	Business Connect new voice and data add-ons	All Customers
	BT Sport App Add-on	Available on eligible plans
27.07.2016	Change in insurance excess limits Amended roaming add-on prices	All Customers
28.09.2016	Addition of new Business Extra plans Addition of new monthly data roaming add-ons. Addition of World Select Talk & Text Removed 4GEE camera plans Addition of Apple Music	All Customers  All eligible customers
24.10.2016	Addition of Business SIMO promotion	All Customers

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Date	Description of Change	Applicability
11.11.2016	£53 Business Extra plan promotion Travel data pass – available from 23 November 2016	Eligible customers

