

EE Pre-Loaded Mobile Broadband Plans

Terms and Conditions

When you join EE on a 4GEE preloaded mobile broadband plan we'll provide you with a 4G enabled SIM card that is pre-loaded with an allowance of UK data. If you don't already have a 4G compatible mobile broadband device from us, you can choose a mobile broadband package that includes a mobile broadband device. By compatible we mean it's a 4G mobile broadband device that you've bought either directly from EE Orange or T-Mobile, or on those networks through an indirect retailer. The exception is the Apple iPad Mini (model A1455) & iPad Retina Display (A1460). These devices can be bought from an authorised retailer in the UK and can also get 4GEE.

To use the internet on your mobile broadband device you'll need 3G or 4G coverage. 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 with a compatible device. 4G is currently available in limited areas of the UK. You can check your 3G and 4G coverage at ee.co.uk/coveragechecker. You can use your mobile broadband to make internet phone calls ('VoIP').

You can also use mobile internet on mobile broadband enabled devices 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.

There are two types of pre-loaded mobile broadband SIM:

- i) those that give you a data allowance to use as you like over a set amount of time (30 days, 90 days or 12 months); and
- ii) those that give you a data allowance to use each month for a set number of months (1 month, 3 months, 6 months, or 12 months).

For either SIM, your data allowance will last for the time specified or until you have used the data, whichever comes first. Depending on the type of SIM you have, if you don't use your data allowance within either the time allocated to your data plan (SIMs under (i) above) or your data allowance for each month (SIMs under (ii) above), any unused data will not be rolled over and you'll lose it. We won't charge you any more if you reach your data allowance, but you won't be able to use the internet. To continue to use mobile broadband once you've reached your data allowance, you will need to buy a new UK data add-on. The cost of the add-on will be deducted from your mobile broadband account's top up credit. You can buy credit using your credit or debit card in our online portal or using an E-Top Up card in shops displaying the green E-Top Up logo. If you use an E-Top Up card, its terms of use will also apply to you. Visit ee.co.uk/terms for more information. If you're using a credit or debit card please remember that the terms and conditions of your card's issuer will apply and you must follow the fraud prevention measures it recommends.

Any data add-on purchased from the online portal will expire at the end of the time allocated to your add-on's usage period or once you've used your allowance of data, whichever comes first. Remember, you cannot purchase a new data add-on until your inclusive allowance has expired or you have used all the data available. We'll send a message to your device when your data allowance

is running low (80% of your allowance used up) and when it has run out. Please note that the operating systems of some mobile broadband devices may prevent you from accessing these messages. Don't worry; you can check how much of your data add-on's allowance has been used by visiting your account's summary page via the online portal. Just remember, if you've left this page open and idle you'll need to refresh your web browser to get a current view of your data usage.

If you would like to use mobile broadband outside of the UK (including Jersey, Guernsey & Isle of Man), you'll need to buy a roaming data add-on from our mobile broadband portal. Remember, your mobile broadband device may not be compatible with some 4G networks outside of the UK. For more information about the cost of using EE mobile broadband in the UK and abroad, please visit the Mobile Broadband Price Guide and the data add-on roaming terms at ee.co.uk/terms

Pre-Loaded SIMs & Data Add-Ons with allowances of 500MB – 3GB: You could experience speeds of up to 30Mbps only.

Pre-Loaded SIMs & Data Add-Ons with allowances of 4GB or more: You 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; and what the building is made from if you're using your phone indoors. Check your coverage at ee.co.uk/doublespeed.