



# STANDARD BROADBAND & FIBRE BROADBAND PLANS

Terms & Conditions for Consumer Customers

Version 2.0

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## General

If you live in either an EE Standard Broadband network area (which is 90% of all UK homes) or an EE Fibre Broadband network area (currently over 23 million homes and businesses – please check [ee.co.uk/broadband](http://ee.co.uk/broadband) for details) you can join a Standard Broadband plan or one of our Fibre Broadband plans. To join, you'll need a compatible phone line (as described in our Network Terms - check them out [here](#)) and you'll have to pay line rental on top (see below). You'll also need a wireless enabled computer or adapter to be able to connect to our router wirelessly

Our Standard Broadband plans with inclusive call packages have a 12 month minimum connection period (except for if you take a Standard Broadband plan in conjunction with EE TV when the minimum connection period will be 18 months and the EE TV terms will apply to you – see <http://ee.co.uk/ee-tvterms>). Our Fibre Broadband plans with inclusive call packages have an 18 month minimum connection period.

If you live in the EE Standard or Fibre Broadband network area, all our plans have an unlimited data allowance and are available to consumers and small business customers using internet services at one residential or business address.

The monthly charges we promote for our broadband plans assume that you're an existing EE, Orange or T-Mobile mobile phone customer eligible for our Combine and Save offer (described below) and pay by direct debit.

Additional charges will be payable if you're:

- (i) not eligible for Combine and Save;
- (ii) eligible to pay by an alternative payment method; or
- (iii) you do not pay by the date set out on your bill

For more information, please see our Price Guide [ee.co.uk/homepricing](http://ee.co.uk/homepricing).

It can take up to 30 days in order for us to get you set up with your plan, including your telephone line.

If you don't live in an EE Standard Broadband network area you can still get a broadband plan with an inclusive call package for an extra £15 each month from our non-discounted pricing. These plans provide a monthly data allowance of 20GB; you'll be charged an additional £10 for each month you exceed this data allowance. If you're a new customer a £30 connection charge will apply.

## Line rental

Line rental is £17.50 a month or you can choose to pay using Line Rental Saver.

Line Rental Saver allows you to pay for 12 months line rental in advance. We'll apply a charge of £189 to your first bill, the equivalent of paying for line rental at a cost of £15.75 a month. Your Line Rental Saver payment is non-refundable and cannot be paid in instalments. Each month you will receive a monthly line rental credit on your account.

If your minimum term is for 18 months, you can take the Line Rental Saver for the first 12 months of your contract, and pay £17.50 each month for the remaining 6 months or purchase a further 12 months of Line Rental Saver at the rate available

at that time. However please keep in mind that Line Rental Saver is not refundable should you wish to change service providers at the end of your 18 month minimum term.

### **Broadband Speeds**

We offer two Fibre plans, the Fibre Plus plan offers speeds up to 76Mbps. On our standard Fibre plan, internet speeds are up to 38Mbps. Before choosing your broadband plan, check your speeds and coverage at [ee.co.uk/broadband](https://ee.co.uk/broadband).

Remember, your broadband speeds vary significantly depending on distance from the Standard Broadband exchange or your nearest Fibre street cabinet that connects you to our network and how many people are using the network at the same time as you.

We manage our network at peak and congested times for unlawful content only. For more information on our traffic management policies visit [ee.co.uk/homekfi](https://ee.co.uk/homekfi).

### **Your Inclusive Calls**

If you join a Fibre Broadband or Standard Broadband plan, you'll get a landline calls package included. You can choose from Weekend Calls or Anytime + Mobile Calls.

Each month the Weekend call package gives you inclusive calls to UK landlines starting with 01, 02, 03 when using your landline anytime at the weekend (that's from midnight on Friday night to midnight on Sunday night). If you make calls to 0845 and 0870 numbers, you'll have to pay the EE access charge and a service charge that is set by the organisation you are calling. If you dial an 0845 or 0870 number at the weekend (described above), we'll cover the cost of the EE access charge. For more information, see our Price Guide.

Each month the Anytime + Mobile call package gives you calls to UK landlines starting 01, 02, 03 1,000 minutes to call UK mobile numbers (excluding Jersey, Guernsey & Isle of Man); and calls to international landline numbers, when using your landline at any time. If you make calls to 0845 and 0870 numbers in the UK, your call charge is comprised of the EE access charge and a service charge that is set by the organisation you are calling. On the Anytime + Mobile call package, we'll cover the cost of the EE access charge. For more information, see our Price Guide.

Calls to international landlines will be subject to a 1,000 minute fair use policy and you cannot use this allowance to make calls to nongeographic numbers.

You can make an international call to the following countries: Australia, Austria, Belgium, Bulgaria, Canada, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Poland, Portugal, Romania, Slovak Republic, Slovenia, Spain, Sweden and USA. You can check out the calls you've made in My EE here: [my.ee.co.uk](https://my.ee.co.uk).

You can make calls using your call package's inclusive allowance for up to one hour. You can redial as often as you like. If your call exceeds 60 minutes, a 15p connection charge will apply and you'll be charged per minute in accordance with

our Price Guide [ee.co.uk/homepricing](https://ee.co.uk/homepricing). If you have used up your 1,000 minutes to call UK mobile numbers from your landline, a 15p connection charge will apply to each call you make to a UK mobile number and you'll be charged per minute in accordance with our Price Guide. All calls are rounded up to the nearest minute. Please see our Price Guide at [ee.co.uk/homepricing](https://ee.co.uk/homepricing).

Calls to call forwarding services including those beginning 05, 07, 08 and 09 numbers are not included. Please see our Price Guide at [ee.co.uk/homebroadbandterms](https://ee.co.uk/homebroadbandterms) for details.

Our calls are for normal person to person use from your landline and are subject to your acceptance of our Network Terms. We monitor use in accordance with those terms. Those terms state that you can't use these plans for anything unlawful or for nuisance communications; if you appear to be using our services for improper purposes we reserve the right to monitor your usage and/or suspend or terminate your service.

As part of your call package, you'll also get a number of inclusive benefits, including Last Caller Information, Caller Display & Voicemail. If you want to use Voicemail on your home phone you'll need to activate it. When your home phone is connected we'll send you an email explaining how. It can take up to 48 hours to activate your voicemail. If you do not access your voicemail for more than 90 days, we reserve the right to deactivate it. You will be able to reactivate it again for no charge if you wish.

To use Caller Display you must have a compatible phone. In the following circumstances, Caller Display will not recognise or register a number dialled from: a payphone, some switchboards, a phone where a caller's number is suppressed or a network that is not supported by BT.

You can find out more information about using these services in our Price Guide

### **Additional joining charges**

When you join any Standard or Fibre Broadband plan, a £6 postage and packaging charge will be applied to your account.

If you join in one of our retail stores, a deposit will also be payable. This deposit charge will be refunded, as a credit, onto your account within 60 days of your broadband activation. If we are unable to provide broadband to you because, for example, a credit check referral is declined; we will refund your deposit using the same method of payment. You will need to come back into the same EE shop where you joined to get your refund.

| If you join a Fibre Broadband plan a £50 connection fee applies.

Finally, please note that if you do not have a compatible phone line, as described in our Network Terms, you may also need to pay for an engineer to install a line in your home. See our Price Guide for more information.

### **Anti-Virus Protection**

To get your online anti-virus protection software, you'll need to register and apply online through My EE at [my.ee.co.uk](https://my.ee.co.uk)