



EE 4GEE HOME PAY MONTHLY PLAN TERMS AND PRICE GUIDE

Available from 24 June 2020
Updated 24 June 2020

PLAN TERMS

Choose from a 4GEE Home or 4GEE Home Plus Plan, see our Price Guide at page 3 for details of your inclusive allowances.

You'll have to pass our standard credit check and promise to stay with us for the minimum term outlined in the Price Guide below.

Your monthly payment is for using mobile internet on your device. Your inclusive data allowance is for use when in the UK only.

Plans for use in fixed location only. A compatible laptop/tablet (which you may need to buy) and coverage required.

Plans 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. 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.

DATA USE IN UK

You'll need 3G or 4G coverage to use mobile internet on your device. You'll need to be in range of our base stations: to use our 4G network you need to be within a 4G-enabled area. You can and should check expected coverage via our coverage maps at ee.co.uk/coverage. Your device may not be compatible with other UK networks or networks outside the UK. Whether you're on 3G or 4G coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography. The more devices you have connected to your router at the same time, the slower your internet connection will be.

Each plan gives you a data allowance to use each month. We'll let you know by text message when your data is running low (when 80% of your allowance is used up) and when it has run out. Depending on the capability of your device, you can use mobile internet on your device to make internet phone calls ('VoIP') use your device as a modem ('tethering') and device for peer to peer file sharing. If you are on a 4GEE Home Plan we won't charge you any more if you reach your monthly data allowance, but you'll need to buy one of our data add-ons which will allow you to use the internet until your next bill date. If you are on a 4GEE Home Plus Plan you will be able to use Reserve Data described below.

SPEEDS

Our 4GEE Home Plans give you access to either maximum speeds 30Mbps or to uncapped speeds depending on which plan you take. See the price guide on page 3 for more details.

Our 4GEE Home Plus Plans give you access to uncapped speeds.

You can check your coverage at ee.co.uk/coverage.

Reserve Data

If you have a 4GEE Home Plus Plan once you have used up your monthly data allowance you will be able to use Reserve Data in the UK. You will still be able to access the internet to do the essentials, but we will keep you connected at a capped speed of 2Mbps. You will regain access to our fastest speeds upon any of the following:

- renewal of your monthly plan allowance;
- by buying one of our data add-ons; or
- if you are gifted data by someone else in your family account.

Once the data add-on or gifted data runs out, you will be able to use Reserve Data again.

PLAN PRICE GUIDE

For new and upgrading customers from 24 June 2020. This is the Plan Price Guide referred to in your full pay monthly agreement with us. This Plan Price Guide forms part of your agreement with us.

18 Month Plans					
Monthly cost (Inc. VAT)	£35.00	£35.00	£40.00	£45.00	£55.00
Data	50GB 4GEE Home Plan Maximum speeds 30Mb/s	100GB 4GEE Home Plan Maximum speeds 30Mb/s	200GB 4GEE Home Plan Maximum speeds 30Mb/s	300GB 4GEE Home Plan Uncapped speeds	500GB 4GEE Home Plan Uncapped speeds plus Reserve Data

30 Day Plans					
Monthly cost (Inc. VAT)	£35.00	£35.00	£40.00	£45.00	£55.00
Data	50GB 4GEE Home Plan Maximum speeds 30Mb/s	100GB 4GEE Home Plan Maximum speeds 30Mb/s	200GB 4GEE Home Plan Maximum speeds 30Mb/s	300GB 4GEE Home Plan Uncapped speeds	500GB 4GEE Home Plan Uncapped speeds plus Reserve Data

POINTS TO NOTE

- When you join an EE pay monthly plan, you should be sent your first bill within two weeks of becoming a customer. Your first month's charge will be proportionate to the number of days from your date of joining to the end date of your bill
- Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.
- How data usage is calculated:

We measure how much data you use in kilobytes (KB). Data is based on the following units:

- 1024 bytes = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024 KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024 MB = 1 Gigabyte (GB) (equivalent to about five hours of watching YouTube)

We send data across our network in packets no bigger than 1.5KB. A packet is just a unit of data.

Data usage is all the data that's been sent or received. Upstream is where data is transferred from your device to the internet (uploading). Whereas downstream is from the internet to your device (downloading).

We calculate your data usage based on the amount of data that travels over our network both upstream and downstream, which may be different from the data your device consumes.

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off.

When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device.