



# DATA ADD-ONS

Available from May 2019 – updated January 2021

Version 1.2

## Data add-ons

Data add-ons are available on selected pay monthly plans.

If you use up your monthly data allowance, we'll text you a link to our add-ons page where you can see available add-ons and buy more data if you need it – [add-on.ee.co.uk](http://add-on.ee.co.uk)

### For new and upgrading customers from 23rd September 2020.

The monthly price for add-ons and all out of bundle charges will increase on or after 31st March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%. See [ee.co.uk/increase](http://ee.co.uk/increase) for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

There are three types of data add-on:

#### One-off data passes

- These add-ons have a time limit. Some last 24 hours, others until the date you get your bill for example;
- The time starts the moment you buy it;
- Any remaining allowance data will be used first;
- Add-on data won't be carried over when your allowance refreshes;
- The cost will appear on your next bill;

#### Monthly recurring data add-ons

- Available on selected pay monthly plans;
- Allowances last until end of current bill cycle or until used up, whichever comes first;
- These automatically renew on your next bill date, unless you cancel;
- Text STOP and the name of your add-on (e.g. STOP 1GB ADD-ON) to 150 at any time and it won't restart on your bill date;
- Cost of the add-on is added to your next bill, then each month until you cancel;
- The monthly cost of the add-on is NOT pro-rated
- Unused data does not roll over;
- Any data add-on allowance (except for unlimited, see below) will be added to the giftable allowance;

Remember, you won't be able to continue using data once your add-on has run out or the data's been used. And you can't buy another add-on while you're using one. So, there'll be no unexpected bill.

All our plans (except SIM Access plans) allow you to use your data allowance when you're travelling abroad in the following destinations with no extra charge: 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, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

\*Note: Turkey (you may connect to a Turkish network when in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable. If you joined onto join or move to a 4GEE Max plan after the 10<sup>th</sup> May 2017, you can also use your data in: Australia; Canada; Mexico; New Zealand; USA.

#### Unlimited data add-on

- Available on selected pay monthly plans;
- These last 30 days and automatically restart on your next bill date, unless you cancel;

- Text STOP and the name of your add-on (e.g. STOP UNLIMITED ADD-ON) to 150 at any time and it won't restart on your bill date;
- Cost of the add-on is added to your next bill, then each month until you cancel;
- 50GB fair use policy applies outside UK;

Personal, non-commercial use only. If you regularly tether 12 or more devices, we will consider this non-personal use and have the right to move you to a more suitable plan. We will consider usage above 600GB/month to be non-personal use and have the right to apply traffic management controls to deprioritise your mobile traffic during busy periods, or to move you to a business plan.

### **Data Gifting**

Data Gifting allows you to move data around your devices when someone's low or ran out of data.

If you have multiple lines on your account, you can gift data between your devices in increments of 500MB, via My EE or calling Customer Services on 150.

If you have unlimited data you can gift up to 100GB of your data to other lines on your account. Data usage on an unlimited plan will decrement from giftable allowance.