



# DATA ADD-ONS

Available from May 2019

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Version 1.4

## 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](https://add-on.ee.co.uk)

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](https://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 have a set duration – 24hrs, 7-days, 10-days, 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.
- The cost will appear on your next bill.
- **Volume based one-off data passes**
  - Add-on data won't be carried over when your allowance refreshes.
- **Unlimited one-off data passes**
  - These passes have a set duration of either 24hrs, 7-days or 10-days
  - Data in these passes can't be gifted
  - They will remain on your account until the end of the duration

### 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.

### 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.
- The monthly cost of the add-on is **NOT** pro-rated.
- 50GB fair use policy applies outside UK.

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.

For customers who took a plan **before 7<sup>th</sup> July 2021** (except SIM Access plans) you can 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 or moved to a plan **after 7<sup>th</sup> July 2021**, a £2 daily charge applies to use your data when travelling abroad in the above destinations. Calls, texts and data use within Republic of Ireland is included in your allowance, however, if you exceed your allowance in the Republic of Ireland, the £2 daily charge applies to calls, texts and data usage in addition to any add-on.

If you joined onto or moved to a **4GEE Max plan** after the 10<sup>th</sup> of May 2017, as well as the above destinations you can also use your data in: Australia; Canada; Mexico; New Zealand; USA.

**Unlimited data:** 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 commercial use and have the right to move you to a business plan. You can gift up to 100GB per month - data usage on an unlimited plan will decrement from giftable allowance.