



# EE TABLET AND LAPTOP PAY MONTHLY PLAN TERMS AND PRICE GUIDE

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## PLAN TERMS

Choose from an Essential or Smart Plan, see our Price Guide at page 5 for details of your inclusive allowances. If you're on a Smart Plan, you will also get access to our Swappable Benefits and some or all the additional benefits described below.

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 and in the EU. When outside the UK you may be subject to a data fair use policy (see below for details).

Plans are for normal person to person use from your device and 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. Plans are 5G enabled ready for when 5G tablets and laptops become available. To use 5G you need to be within a 5G enabled area. 5G is only available in a limited number of locations and you must have a 5G compatible device to access it. You can and should check expected coverage via our coverage maps at [ee.co.uk/coverage](http://ee.co.uk/coverage). Your device may not be compatible with other UK networks or networks outside the UK. Whether you're on 3G, 4G or 5G, coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography. In some very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you're connected to the 5G network when you're not. You'll still receive our best available speed at this location.

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. Subject to 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. We won't charge you any more if you reach your monthly data allowance, but if you are on an Essential Plan you won't be able to continue to use mobile internet after you've used up your current month's data allowance, and you'll need to buy one of our data add-ons which will allow you to use mobile internet until your next bill date. If you are on a Smart Plan you will be able to use Reserve Data described below.

### **ROAMING**

Inclusive roaming benefits are available to UK based customers only.

Our **Europe Roaming Zone** presently includes: 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 in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, to use data you will need to buy a data pass and any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network, will be chargeable.

### Fair use amount

If your domestic data allowance is greater than 50GB, a fair usage policy of 50GB whilst roaming in our Europe zone will apply (i.e. you can use up to 50GB from your allowance while roaming). Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe and Rest of World Zones.

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier).

- 1MB £0.36

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.00036 or 0.036p).

Whether you have a FUP and are subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 50Gb or less and therefore not subject to the fair use amount, if you use all your domestic data allowance when roaming outside the UK you'll need to buy an out of bundle UK/EU data add-on to continue using data. Details of these data add-ons (and the surcharges mentioned above) can be found in the EE Pay Monthly Non-Standard Price Guide.

### Speeds

All our customers can enjoy the superfast speeds supported by our roaming partners abroad. If you are on a Smart Plan and have used up your plan allowance, you can use your Reserve Data when roaming in the EU, however your speeds will be capped at 2Mbps (see below for more detail on Reserve Data). But please note: Speeds outside the UK always depend on the network you connect to and 4G and 5G may or may not be available. We aren't responsible for the speeds or coverage you get outside the UK. As in the UK, your coverage and speeds will vary depending on your location, the number of people on the network and other factors such as weather and geography.

### Stable links

You must comply with the EE fair use policy which includes you being a permanent resident in, or having a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four-month period, you:

- spend a total of two months or more within the UK; or
- mainly use your inclusive data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with EE's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may apply a surcharge for all future usage. Surcharges are set out above and we will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy. You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

### Complaints

If you have any concerns about EE's fair use policy, please get in touch with us using your preferred contact method at our [Ways to Complain](#) page. Please see our [Complaint Code of Practice](#) for full details of our complaints procedure.

## **SERVICE PACK**

If you purchased a Tablet Plan directly from EE you are entitled to:

**Annual Device & Account MOT:** We'll make sure you're making the most of your account and getting the best value from EE. We'll cover a price plan check, a service benefits check, a swappable benefits check, data usage and other potential EE benefits. The Device MOT will include an overview of the software, battery, storage and connectivity information. It is your responsibility to back up all of your data on your device.

**EE Lifetime Guarantee:** You'll benefit from your normal manufacturer warranty and when it runs out you'll then benefit from this EE warranty so long as you remain on an eligible plan and your account is up to date. Your EE Lifetime Guarantee only covers the original device supplied to you by EE. If your device suffers from electrical or mechanical breakdown through normal use during the warranty period, we will repair it for free. For full details and exclusions see [ee.co.uk/servicepack](http://ee.co.uk/servicepack)

Service Pack not available on Laptop plans

## **SMART PLAN BENEFITS**

### **Swappable Benefits**

Smart Plans give you access to a range of Swappable Benefits. Once you've chosen, you can change your Swappable Benefit thereafter every 30 days. Choose your Swappable Benefit at purchase, via My EE or by texting 150, for more details go to [ee.co.uk/passes](http://ee.co.uk/passes) We may at any time change the range of Swappable Benefits available, the content of Swappable Benefits or the minimum length of time each must be active for. We will try to notify active users of the affected Swappable Benefit if we do this but are not obliged to. Each Swappable Benefit may take up to 24 hours to activate. Third party subscriptions may be required.

### **Reserve Data**

If you have a Smart Plan with a capped data allowance (i.e. not an unlimited data plan) once you have used up your monthly data allowance you will be able to use Reserve Data in the UK and EU. 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 17 July 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.

The prices below are a range, check your order confirmation for your monthly plan price as at the start of your plan.

### Tablet Plans

Plan Type	Monthly Data Allowance	Price available
24 Month Tablet Essential Plan	2GB	£11-£120
24 Month Tablet Smart Plan	20GB	£16-£125

### Laptop Plans

Plan Type	Monthly Data Allowance	Price available
24 Month Laptop Essential Plan	2GB	£25-£120
24 Month Laptop Smart Plan	20GB	£30-£125

## 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.