



SMART WIFI

Available from 25 June 2020

Version 1

Date 25 June 2020

General

1. Smart WiFi is available as an **additional service** to new and existing EE Home Broadband customers agreeing to a new 18-month minimum term on their Home Broadband plan.
2. Smart WiFi is subject to an 18-month minimum term and is provided to you as an **additional service**. As an **additional service** it does not form part of your **price plan** with us. Before requesting this **additional service** you must acknowledge and understand that any change to the service, will only entitle you to cancel the **additional service**. Such changes do not entitle you to cancel your **agreement** with us for Home Broadband services.
3. Availability is subject to credit status.
4. In addition to the Smart Router supplied with your Broadband plan, Smart WiFi customers will receive:
 - a. Up to 3 Smart WiFi Discs (the “**discs**”); and
 - b. A Mobile Broadband Device and **SIM** preloaded with 2GB monthly recurring data (the “**4GEE WiFi mini**”).
5. As set out in the Home Network Terms, we will own the Smart Router provided to you by us until 14 days after activation of your broadband service. After that, you own the equipment. If you choose to cancel within the 14 days, you will be required to return the Smart Router and may have to cover the cost of return.
6. We will own the **discs** and the **4GEE WiFi mini** provided to you by us for the first six months. During this time you will be required to take all reasonable care with this equipment and keep it in good condition as if you owned it. During that 6-month time period you must not give or sell this equipment to anyone else without our prior written consent. If you cancel your Smart WiFi within 14 days, you are required to return the **4GEE WiFi mini** (including the SIM) and the **discs**. If you do not return them we reserve the right to charge a non-return fee.
7. These terms apply in addition to the terms and conditions for your Home Broadband service, available at ee.co.uk/terms.
8. We need to use information about the devices connected to your Smart Router (such as the manufacturer and software version), and the connectivity experience so we can best manage your service. We use this and other personal information related to the service in accordance with our privacy policy, a copy of which can be found [here](#)

The Discs

9. When you take Smart WiFi you will receive one **disc** to extend your WiFi signal around the home - this is enough for the majority of homes to get an improved signal.
10. Up to 2 further **discs** may be provided if required. A delivery charge of £6.99 per **disc** may apply.
11. Each disc will support up to 60 devices (30 on 2.4Ghz, 30 on 5Ghz bands).
12. The more devices you have connected to your Smart Router at the same time, the slower your internet connection will be.

13. The performance of your Smart Router and the **discs** may be affected by a range of things, including, but not limited to, the following:
 - a. Thickness of walls or materials (such as carpets or behind curtains);
 - b. Electrical appliances such as TVs, microwaves or baby monitors – these give off their own signals which may interfere with your router.
14. The Smart WiFi Module within the EE Home app enables you to set up your **discs** and to set up WiFi access controls.
15. Anyone with physical access to your Smart Router may be able to access the controls. We recommend that you change the password and do not share it with anybody else (unless you are happy for them to have access to the WiFi controls. More information on how to change the password is available [here](#)

4GEE WiFi Mini

16. When you take Smart WiFi you will receive a **4GEE WiFi mini** and **SIM** for mobile internet use in and out of the home. Please note - access to our 3G and 4G networks subject to coverage, To check your coverage, please visit ee.co.uk/coverage.
17. The **SIM** will be pre-loaded with a recurring 2GB data allowance which last 30 days or until used. Allowances don't roll over.
18. Use of the **4GEE WiFi mini** and **SIM** are subject to our Network Terms which can be found [here](#)
19. Personal use only.
20. The **SIM** will remain active for 60 months from the date you first use it. (the "**initial active period**"). If you still have Smart WiFi after the **initial active period** we will send you a replacement **SIM**.
21. If you cancel your Smart WiFi the 4GEE WiFi mini SIM will be deactivated. Any credit balance will be credited to your Home Broadband account.
22. The **4GEE WiFi mini** supports up to 20 compatible devices. Signal range up to 10m. The more devices you have connected to the **4GEE WiFi mini** at the same time, the slower your internet connection will be. It must be charged periodically in order to power devices. Battery life depends upon type of device connected & level of charge in the **4GEE WiFi mini**.
23. You may be entitled to a 250GB data boost If we identify a fault with your broadband service. The data boost lasts 30 days and does not roll over.
 - a. You may only receive one data boost in any 30-day period;
 - b. You must report the broadband fault to us by calling on 150 from an EE Mobile or on 0800 079 8586 from any other phone.
 - c. We reserve the right not to apply future data boosts if repeated reports of loss of service are as a result of equipment or activity within your home, or if you caused the service failure or prevent it from being resolved.