



PAY AS YOU GO CONNECTED DATA SIM PLANS

Version 1

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1. Connected Data SIM Plans

All EE Connected Data SIM Plans come with a pre-loaded data allowance that lasts for either 2 months or 12 months, depending on the plan chosen, or until used. Once used, you can choose from a variety of recurring Connected Data SIM Plans, which gives you an allowance of data and which lasts 30 days (“Plan Duration”). You must have purchased and be using a Connected Data SIM. You will need to create a My EE Account and register for the Card Payment service to pay for your Plan (the Plan Duration will start as soon as you pay for your Connected Data SIM Plan). You can pay for your first Connected Data SIM Plan from your top-up credit in some circumstances, but you must set up the Card Payment service to pay for all subsequent Connected Data SIM Plans (see below).

Unless you cancel your Connected Data SIM Plan, it will automatically recur at the end of the Plan Duration, so you will need to make sure that you have funds available on your credit or debit card so that we can use it to pay for your Plan. We will remind you when the Plan Duration ends and we will remind you the day before the Plan is due to recur that we are about to take payment for the Plan from your credit or debit card. Once we have taken payment, we will let you know.

We’ll let you know when you have used up your data allowance in your Plan. You can then buy a data add-on (described below) until your Plan recurs, or you can buy a new Connected Data SIM Plan that starts straight away.

You can change your Connected Data SIM Plan at any time. If you want to buy a new Plan or a different Plan you can do this by logging in to your My EE Account. We take the payment immediately and the new Plan will start when your current Plan comes to recur. If the price of your new Connected Data SIM Plan is different we will send you a message telling you the new amount that we will take from your card when the Plan recurs.

2. Paying for your Connected Data SIM Plan

When you buy a Connected Data SIM Plan, you must pay for it directly using your credit or debit card. You will need to sign up to our Card Payment service to buy a Connected Data SIM Plan, see ee.co.uk/cardhelp for details.

When you sign up to our Card Payment service you enter into a service-on-demand arrangement. This means that you authorise us to take payment from the debit or credit card that you register with us every time you pay for an eligible Connected Data SIM Plan or add-on. You’ll have 14 days from the date that you make your first purchase via your Card Payment service to change your mind and let us know that you don’t want to pay for Connected Data SIM Plans or add-ons using this method. We’ll then cancel any Connected Data SIM Plans or add-ons already requested via Card Payment. You will have to pay for any Services used during your cooling off period. If you’re due a full or partial refund, you’ll receive it no more than 14 days after we receive your notice to cancel. Once your cooling off period has expired, any subsequent Connected Data SIM Plans or add-ons bought via Card Payment will not be eligible for a refund. You can cancel your Card Payment service at any time and choose to pay using your top-up credit instead but if you do this you will not be able to continue with a Connected Data SIM Plan and will need to choose a PAYG Pack that you can pay for using your top-up credit.

You will also need to set up a continuous payment authority to pay for your recurring Connected Data SIM Plan, see ee.co.uk/cardterms for details. By setting up a continuous payment authority you agree that we can use your registered card to pay for your Plan each time the Plan Duration ends. You can

cancel this at any time but if you cancel you will need to top up your credit to use your top-up credit to buy data add-ons.

You can stop your Connected Data SIM Plan at any time in My EE. You will not receive a refund for any unused allowances from your current Connected Data SIM Plan unless you are within the 14-day cooling off period.

3. Add-Ons

If you've used all of your data allowance or if you would like to pay for services using a non-recurring bundle, you can choose to buy an add-on using our Card Payment service or using your top-up credit. Add-ons last for 30 days (the "**Add-On Duration**") or until you have used the add-on's allowance, whichever comes first.

We'll let you know when your allowance runs out or when then Add-On Duration ends. To buy an add-on log in to your My EE Account.

You can have up to two of the same add-ons active on your account at any one time. If you have got two add-ons active at the same time, the one which is going to expire first will be used up first.

If you try to go online or use data without internet allowance from a Connected Data SIM Plan or data add-on, you'll be directed to our portal to buy a data add-on. We'll also send you a link to the portal by text. If apps on your device are updating themselves or files are being downloaded, and you don't have internet allowance, we will send you a link to the portal by text.

If you buy a data add-on whilst you still have data allowances from a Connected Data SIM Plan or data add-on, the new data Add-On Duration will start running immediately.

Any add-ons you purchase will have access to the same speeds as your Connected Data SIM Plan (see below).

4. Using our services

Any inclusive data allowance you have is for use when in the UK and in the EU/EEA/Switzerland or you can buy a data add-on at UK rates to use data when abroad in the EU/EEA/Switzerland. See ee.co.uk/priceguides for details of add-ons available.

Customers on Connected Data SIM Plans can access maximum download speeds of up to 60 Mb/Sec.

You can only use mobile internet on our 4G network if you're within a 4G-enabled area and in range of a 4G base station. You can check your 3G and 4G coverage at ee.co.uk/coverage. Your 4G device may not be compatible with any 4G network outside the UK. We'll let you know by text message when your data is running low (80% of your allowance is used up) and when it has run out

The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your device indoors, the materials of the building you're in may also affect mobile internet speeds.

See our [Key Facts Indicator document](#) for more info.

For more information on the cost of using our services, see the EE Connected Data SIM Plan Price Guide and EE Connected SIM Non-Standard Price Guide at www.ee.co.uk/pricguides.

EU ROAMING

Inclusive EU roaming benefits are available to UK based customers only.

From early 2022 allowances will be for use within the UK only. If you have a PAYG pack you will be able to purchase an add-on to which will allow you to access your Pack allowance for a £2 daily charge when roaming in our Europe Zone. If you have no Pack or bundle, or your allowance has run out, you will not be able to use data to access the internet.

Our Europe 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 wish to connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, you will not be able to use data in these countries, or from Northern Cyprus if connected to a Turkish network.*

Fair use amount

If your domestic data allowance is greater than 25GB, a fair usage policy of 25GB whilst roaming in our Europe will apply (i.e. you can use up to 25GB 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 Pack renews (whichever is earlier).

- 1MB £0.0036

Note whilst the charge displayed above is per MB, EE charge on a per KB basis (i.e. 1KB = £0.000036 or 0.00036p).

Whether you have a fair use policy and subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 25GB 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 a 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 As You Go Price Guide.

Speeds

You will get our standard roaming data speeds when in the EU/EEA/Switzerland. This is likely to be slower than in the UK and fast enough to use your phone as you normally would, including streaming music and standard definition video (or better). See our [Key Facts Indicator document](#) for more info. Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn'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

Our EE Connected Data SIM Plan service is intended for customers with a stable link to the UK who travel abroad periodically. It is not intended for customers roaming on a permanent or semi-permanent basis. We will consider you have a stable link to the UK if spend a total of 60 days or more during any 120-day period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use or block your SIM card and roaming services. We'll let you know before we do anything.

5. General

Use of our EE Connected Data SIM Plan services is subject to your acceptance of our pay as you go standard network [terms and conditions](#). We monitor your use in accordance with those terms, which can be found at www.ee.co.uk/terms. Services are for use in the UK unless we tell you otherwise. Services are for normal person to person use from your phone. You can't sell access to our network or to anyone else and services are not to be used for anything unlawful or to send nuisance communications. 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. If you don't use data top up every 180 days, you will be disconnected and you'll lose any unused allowances on your account.

6. Connected Data SIM Plans

Pre-loaded Connected Data SIMS		
Pack allowance	Duration	Price
30GB	2 months or until used	£50
60GB	2 months or until used	£40
12GB	12 months or until used	£30

Connected Data SIM Plans 30-day duration (or until used)	
Pack allowance (Double data compared to Add-ons)	Price
240GB	£40
120GB	£30
60GB	£20
30GB	£10
10GB	£5

Connected Data SIM Add-ons 30-day duration (or until used)	
Pack allowance	Price
120GB	£40
60GB	£30
30GB	£20
15GB	£10
5GB	£5