



# EE 4GEE AND 5GEE HOME PAY MONTHLY PLAN TERMS AND PRICE GUIDE

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Available from 3rd December 2020

Updated 19th February 2021

## PLAN TERMS

Choose from a 4GEE Home or 5GEE Home Plan, see our Price Guide at page 4 for details of your inclusive allowances.

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 only.

Plans for use in fixed location only. A compatible laptop/tablet (which you may need to buy) and coverage required.

Plans 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, 4G or 5G coverage to use mobile internet on your device plus a compatible 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 and 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. The more devices you have connected to your router at the same time, the slower your internet connection will be. 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. Depending on 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. If you are on a 4GEE Home Plan we won't charge you any more if you reach your monthly data allowance, but you'll need to buy one of our data add-ons which will allow you to use the internet until your next bill date. On selected plans you will be able to use Reserve Data as described below.

### **SPEEDS**

Our 4GEE Home Plans give you access to either maximum speeds 30Mbps or to uncapped speeds depending on which plan you take. See the price guide on page 4 for more details.

Our 5GEE Home Plan gives you access to uncapped speeds.

You can check your coverage at [ee.co.uk/coverage](http://ee.co.uk/coverage).

### **Unlimited Plans**

Unlimited Plans are for personal, non-commercial use only. 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.

## Reserve Data

On selected plans 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. See the price guide on page 4 for more details. 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 3 December 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 monthly price shown, 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.

18 Month Plans							
Monthly cost (Inc. VAT)	4GEE Plans						5GEE Plan
		£35.00	£35.00	£40.00	£45.00	£50.00	£55.00
Data	50GB	100GB	200GB	300GB	500GB	Unlimited	Unlimited
	Maximum speeds 30Mb/s	Maximum speeds 30Mb/s	Maximum speeds 30Mb/s	Uncapped speeds	Uncapped speeds plus Reserve Data	Uncapped speeds	Uncapped speeds

30 Day Plans							
Monthly cost (Inc. VAT)	4GEE Plans						
		£35.00	£35.00	£40.00	£45.00	£50.00	£55.00
Data	50GB	100GB	200GB	300GB	500GB	Unlimited	
	Maximum speeds 30Mb/s	Maximum speeds 30Mb/s	Maximum speeds 30Mb/s	Uncapped speeds	Uncapped speeds plus Reserve Data	Uncapped speeds	

## 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.