



WELCOME TO EE BROADBAND

HERE'S WHAT HAPPENS NEXT



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THANKS FOR CHOOSING EE

You're on track to getting online. Our Standard Broadband is normally activated within 17 days and Fibre Broadband within 23 days. We'll keep you informed along the way and will let you know if anything changes.

In the meantime this booklet will tell you all about:

- EVERYTHING THAT COMES WITH YOUR EE BROADBAND
- WHAT YOU CAN EXPECT FROM YOUR BILL
- OUR CALL ADD-ONS AND BROADBAND SPEEDS



YOU'LL ENJOY ALL OF THIS AND MORE WITH YOUR EE HOME BROADBAND



UNLIMITED BROADBAND

Browse, download, stream and game online without worrying about usage caps or extra costs.

+5GB

A 5GB DATA BOOST FOR YOUR PHONE

If you've also got a pay monthly or 12-month SIM Only mobile plan with EE, we'll boost your monthly data allowance by a whopping 5GB. We'll text you when it's ready to use.



UK AND IRELAND CALL CENTRES

All our call centres and customer services teams are based here in the UK and Ireland.



NORTON SECURITY

Stay safe online, on us, with security for up to 10 devices with your EE Home Broadband. You'll also get 25GB of cloud storage free for 1 year – worth £59.99. To register and download, visit broadband.ee.co.uk/norton-security

UNDERSTAND YOUR BILL

Your first bill will be emailed to you on the day your service is activated and shows your monthly plan total, plus any one-off costs.

Each month we'll send you a text and an email to let you know your latest bill is ready to view online. Here's a useful guide to what you'll see.



**Total amount due
for the month**

Your Direct Debit date

Payment is debited from your bank account around 10 days after you get your first bill. To change your Direct Debit date, call **0800 079 8586** once your service is active.



CALLS AND ADD-ONS

The call add-ons below are a cost-effective way of paying for your landline calls. They can be added after your service has gone live – just give us a call. If you don't have any add-ons, calls will be charged as per our price guide. For more details, visit ee.co.uk/homepricing

ANYTIME CALLS TO UK LANDLINES

Includes all calls to UK landlines starting with 01, 02 and 03, even on weekends.

ANYTIME CALLS TO UK LANDLINES & MOBILES

Inclusive calls to UK landlines starting with 01, 02 and 03 and 1,500 mins to mobiles.

ANYTIME UK & INTERNATIONAL

Inclusive calls to UK landlines starting with 01, 02 and 03, 1,500 mins to UK mobiles, plus landline calls to 50 countries. There's also a 30% discount for all other international landlines.

CALL PLUS

Bundles seven popular features, including Choose to Refuse, which helps put a stop to nuisance or unwanted calls, Call Waiting, to let you know when other calls are trying to get through, as well as Call Divert, Ring Back, Reminder Call, Anonymous Call Rejection and 3-Way Calling.

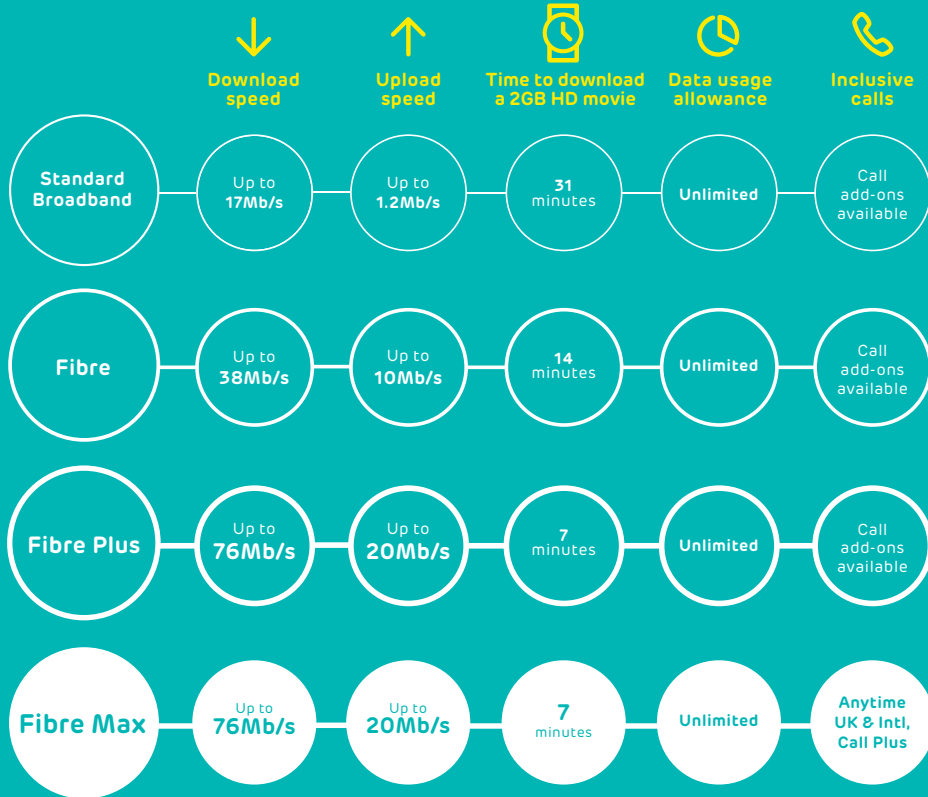
GET GREAT TELLY AT HOME AND ON YOUR MOBILE, **WITH EE TV**

Get over 70 free channels and access to loads of On Demand entertainment, plus some of the best pay TV when it suits you – including Sky Sports, Sky Cinema, Rakuten TV, Hopster and hayu.



You can upgrade to EE TV at any time once your broadband plan is active.

BROADBAND SPEEDS



HANDY TIPS FOR FASTER BROADBAND

Break down barriers

Thick walls, doors, fridges and even fish tanks can slow your speeds. If you can, move your router away from them.

Have you tried turning it off and on again?

Restart your router, wait for the light to turn green and then restart your devices (it's important to do it in that order). This lets the system reboot and is often a simple fix.

Clean up and restart

Clearing the cache and cookies in your internet browsers before restarting your devices can help regain your speeds.

Update your operating system

Make sure your devices have the latest version of their operating systems. This isn't just for security reasons – updates often solve connectivity issues too.

ANY QUESTIONS?

Check out our online tips at ee.co.uk/help
or call one of our UK and Ireland call centres on **0800 079 8586**

We're here from 8am – 10pm weekdays and 9am – 9pm weekends

T&Cs: Speeds referred to are download speeds. Speed depends on the distance to the nearest street cabinet that connects you to our network and number of users. Subject to availability. Our Standard and Fibre broadband terms apply. Data boost: Available to new and existing Pay Monthly mobile customers who sign up to home broadband plan. Data allowance boosted by 5GB. Not available with 30-Day SIM Only plans or non-lead Sharer plans. You'll lose the data boost if you cancel your home broadband. In order to retain your data boost when you upgrade or change your pay monthly plan, your EE home broadband must still be active and you must be moving to an eligible pay monthly plan. Norton Security: 12-month subscription to Norton Security Premium for up to ten devices worth £69.99. Offer available to customers joining EE broadband for the first time. Subscription automatically renews for year 2 (currently £34.99). Set "Auto-Renewal" to "off" in your Norton account to avoid subscription charges. EE TV: Only available for customers signing up to a new broadband plan. 18-month minimum term applies. Subject to credit check. Residential, private and domestic use only. Not to be used for commercial purposes or public broadcast. Set-top box provided on free hire and it's your responsibility to keep it in good condition. You'll need to return the box at the end of the agreement, otherwise we'll charge you and lock certain services. Roof top digital aerial required. Free to air television channels only unless you pay extra for content. Free television channels are subject to coverage, see www.freeview.co.uk/availability. Separate third party subscriptions and terms and conditions apply to some content apps accessed on EE TV. Charges may apply. Content is supplied by third parties and we're not responsible for what you see. You'll need a valid TV licence. Subject to availability. For the full terms www.ee.co.uk/eevtterms. All Calls Add-on: zero-rated calls to UK landlines 01, 02 and 03 at any time. Re-dial before 60 minutes to avoid call charges. All calls are rounded up to the nearest minute. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. One active Calling add-on per account. You must keep your Calling add-on for at least 30 days. Pricing valid until 15th January 2018. Please see our Price Guide at www.ee.co.uk/homepricing for more information. Anytime Calls to UK Landlines & Mobiles Add-on: as above plus 1,500 minutes per month to call UK mobile numbers (excluding Jersey, Guernsey & Isle of Man); 20p connection charge and standard per minute charges apply if you have used up your 1,500 minutes to UK mobile numbers. Unused minutes do not rollover. Anytime UK & International Calls Add-on: as Anytime Calls to UK Landlines & Mobiles plus calls to selected international standard landline numbers (see www.ee.co.uk/homepricing for countries), when using your landline at any time. We can change any of the included countries from the add-on upon reasonable notice. Add-on includes 30% discount on our standard rates for calls from your UK landline to all international landlines. Inclusive calls to international landlines will be subject to a 1,000 minute fair use policy and you cannot use this allowance to make calls to mobile telephone numbers (unless specifically stated), non-geographic or premium rate numbers. Call Plus add-on: includes: Anonymous Call Rejection, Call Diversion, Call Waiting, Choose to Refuse, Reminder Call, Ring Back, Three-Way Calling. Details of these features, and how to set them up and use them, can be found at www.ee.co.uk/help. You must keep your Call Plus add-on for at least 30 days. General: subject to availability. Other terms apply, see www.ee.co.uk/terms. Information and pricing correct as at 25th August 2017.