



# DATA GIFTING

Version 2

Updated 20 February 2023

## Family account

The EE family account allows customers to add additional plans for other members of their family to their account. To find out how to create a family account go to <https://shop.ee.co.uk/family-account>. You can move data around the different mobile plans included in your family account as well as discounts on the monthly charges for additional plans. Only customers with a Pay Monthly Plan can set up a family account and only Pay Monthly consumer plans can be added to a family account.

## Gifting Data

The account holder of a family account can manage and move data between the plans on a family account. Only the account holder will have the ability to 'gift' data between plans on the account. All plans wishing to benefit from the gifting feature must be part of the same family account. Data is gifted in increments of 500MB. Any eligible plan on the family account can receive or gift data. If you have an unlimited plan you can gift up to 100GB. Data usage on an unlimited plan will decrement from giftable allowance.

Data not used by the bill date does not roll over, allowances refresh back to the plan allowances at the end of each bill cycle. When data is gifted from one plan to another, both plans will receive a text, one to inform the person using the plan that is having data deducted and the other to the person receiving it. You will also be able to view the transaction in the My EE App.

In some circumstances, data may be gifted to a number that is unable to use the gift. For example:

- a) Where the recipient is in the EU/EEA, and has already exceeded their fair usage allowance (see Pay Monthly plan terms for fair usage breakdown).
- b) Where the recipient is abroad, and is in a country where data add-ons must be used rather than data allowances.

Where data is gifted to a recipient that cannot use the data, it will be up to the account holder to redistribute the data. The recipient can only use gifted data in accordance with their price plan.

Some customers on an account may be on a 4GEE Max plan, which includes inclusive roaming access to the USA, Mexico, Australia, New Zealand and Canada. These customers will be able to use any gifted data in these countries, as they would their normal data allowance.

Where a customer purchases data as an add-on (excluding daily and weekly unlimited data passes), this data can also be gifted (subject to the 500MB minimum).

You will be able to gift data to or from any eligible Pay Monthly plan to any other eligible Pay Monthly plan that belongs to the same family account except for No Frills plans, 3G plans, 4GEE WiFi plans and Apple Watches. If you have an existing Shared Plan (see <https://ee.co.uk/help/add-ons-benefits-and> <https://ee.co.uk/help/add-ons-benefits-and>

[plans/price-plans-and-costs/shared-plans](#) [plans/price-plans-and-costs/shared-plans](#) for details) which is one of the plans on your family account, only the Leader of the Shared Plan can receive gifted data, then its Sharers may use this data as they normally would. EE reserves the right to withdraw this service at any time.

You should make sure that your personal information is accurate and up to date, such as your email address and registered post address. We will need to send you and the all plans on the account some service messages and will also send marketing messages (if you've consented to receive marketing communications from us or one of our authorised third parties). By agreeing to utilise the gifting feature, you confirm you've obtained consent from all plans on the account to receive relevant service messages.

### **1GB Data Boost**

Plans taken before 17 August 2022 were eligible for an extra 1GB data boost for each new eligible plan that was added to the family account. Plans taken from 17 August 2022 are not eligible to receive the data boost and do not qualify to add an additional data boost to your account. The data boosts were added to your plan or a nominated plan of your choice if you have more than one eligible plan on your account. Once you have nominated a plan, you cannot choose to nominate a different plan. If you upgrade the plan to which the data boost(s) have been added all data boosts will be removed from your account.