

## EE Smart Home Help Terms and Conditions of Use

---

These terms, together with any terms notified to you by EE Smart Home Help in respect of the service, form your Terms and Conditions (the "terms").

### 1. About the EE Smart Home Help service

The EE Smart Home Help service is a premier support service which allows you to access technical support for your Smart Home device via live tech experts.

You are eligible to use this service if you have purchased a Smart Home device from EE. You can begin to use this service immediately upon purchase of your Smart Home device. Your access to the service will end 12 months after purchase or in accordance with **section 9** below, whichever is the sooner.

### 2. Who's Who?

This service is provided by Asurion Solutio Europe Limited ("Asurion"), registered in England and Wales with registered number 10163748 and having its registered office at Chiswick Place, 272 Gunnersbury Avenue, Chiswick, London W4 5QB.

In these terms, "we", "our" and "us" means Asurion; "you" or "your", we mean the person with the EE Mobile Subscription authorised to use the EE Smart Home Help service under these terms (see Section 4).

### 3. How can I contact the service?

It's easy to get in touch with us:

- Call: 08000684195 (Freephone) (or call via the app) (your normal EE call/data costs apply)  
Open: Mon-Fri: 8am-9pm Sat-Sun: 8am-8pm (GMT)
- Chat: Click to chat via the app  
Open: Mon-Fri: 8am-9pm Sat-Sun: 8am-8pm (GMT)
- Email: [EEsmarthomehelp@asurion.com](mailto:EEsmarthomehelp@asurion.com)

### 4. What's covered?

The EE Smart Home Help service offers technical support for:

- Your Smart Home device
- software applications used to operate and/or control your Smart Home device
- The connectivity between your Smart Home device and other devices

### 5. What's not covered?

The EE Smart Home Help service does not include (amongst other things):

- assistance with any device that does not belong to you and/or you are not authorised to use
- assistance with network coverage issues (e.g. data coverage issues)
- over the air updates to operating systems, firmware or other software
- modification of original equipment manufacturer ("OEM") software
- installation of third party software or OEM drivers not supported by the device
- installation of non-sanctioned applications

We may be unable to resolve the issue if we have limited or no information, where we are unable to obtain the required proprietary information from vendors, manufacturers or developers, or if the issue is a

result of software or hardware errors not yet resolved by the hardware or software vendors, manufacturers or developers.

If we are unable to resolve your issue, we may refuse to take further action to try to help.

We shall not be responsible at any time for any loss, alteration, or corruption of any software, data, or files, unless caused by our gross negligence or wilful misconduct.

### 8. Will I be charged for using the EE Smart Home Help service?

Calling the EE Smart Home Help service line is free of charge when calling the Freephone number from your device inside the UK.

There is no charge to download the EE Smart Home Help app. As part of your service you can incur data usage fees for using the app outside of a Wi-Fi, calculated at your normal network provider rates.

### 9. Cancelling the service

We can change these terms at any time and if we do so, we will tell you either by text, email, or post or by providing updated terms in an update to the app.

If any change may be to your disadvantage, we'll tell you about it at least 30 days prior to the change taking effect. If you do not agree with any change, you can stop using the EE Smart Home Help service at any time. You don't need to tell us if you're going to do that.

Your right to access the EE Smart Home Help service will end:

- 12 months after the purchase of your Smart Home device;
- if we have a valid reason (such as if you don't comply with these terms);
- On 14 days' notice if the product is withdrawn.

### 10. How to complain

If you're not happy with the service you can call, email or write to us to complain at any time. See **Section 3** for our contact details.

If we can't resolve your complaint right away, we'll email or write to you within 5 working days to outline our next steps. If the issue still isn't resolved within two weeks, we'll contact you again to keep you up to speed on what's happening.

### 10. Applicable law and other terms

We can transfer our rights and responsibilities under these terms to third parties but you may not.

The law that applies to this contract will be the law of the part of the UK which you reside in.

All communications with you in relation to this contract will be in English.