



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

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Available from 18 August 2021

Updated on 31<sup>st</sup> March 2022

## PLAN TERMS

Choose from a 4GEE WiFi Plan or 5GEE WiFi Plan, see our Price Guide at page 5 for details of your inclusive allowances. A compatible internet device will be required to access the internet.

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 and Republic of Ireland (Jersey, Guernsey and Isle of Man not included). When outside the UK you may be subject to a data fair use policy (see below for details).

Plans are for normal person to person use from your device and 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. 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 have a 4G compatible device. Plans are 5G enabled however to use 5G you will need to have a 5GEE WiFi device. 5G is only available in a limited number of locations. 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. 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. If you have a plan with a capped data allowance, we'll let you know by text message to your device when your data is running low (when 80% of your allowance is used up) and when it has run out.

If you have a capped data allowance (i.e. not an unlimited data plan) once you have used up your monthly data allowance your speed will be capped at 0.5Mbps. 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 return to the capped speeds until your monthly plan allowance has renewed.

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.

### **UNLIMITED PLANS**

50GB fair use policy applies outside UK. Personal, non-commercial use only. If you regularly tether 12 or more devices, we will consider this non-personal use and have the right to move you to a more suitable plan. 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. You can gift up to 100GB. Data usage on an unlimited plan will decrement from giftable allowance. Any data boost allowance will be added to the giftable allowance.

## **ROAMING**

A daily charge will apply to use allowances in the EU/EEA unless you have an add-on or Smart Benefit that includes EU/EEA Roaming. See below for details of destinations included.

The charge applies to customers joining or upgrading to these plans from 18<sup>th</sup> August 2021, however the charge will only be enforced from 3<sup>rd</sup> March 2022.

Our **Europe Roaming 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, 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 connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore to use data in these countries you would need to purchase a data pass and any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network, will be chargeable.

### Fair use amount

If your domestic data allowance is greater than 50GB, a fair usage policy of 50GB whilst roaming in our Europe zone will apply (i.e. you can use up to 50GB 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 next bill date (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 = £0.00000352 or 0.000352p).

Whether you have a FUP and are subject to the above surcharges after exhausting your fair use amount, or you have a domestic allowance of 50Gb 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 an out of bundle 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 Monthly Non-Standard Price Guide.

### Speeds

All our customers can enjoy the superfast speeds supported by our roaming partners abroad. But please note: Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. We aren'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

You must comply with the EE fair use policy which includes you being a permanent resident in, or having a stable link to, the UK. We will consider you to have a stable link to the UK if, during any four-month period, you:

- spend a total of two months or more within the UK; or
- mainly use your inclusive data usage allowances in the UK, rather than while you are roaming.

If we reasonably believe there is a breach of this stable links policy, we will monitor this based on the combination of your presence in the UK and usage in the EU/EEA/Switzerland for four months. If, during this four month period, we believe or know that you may have breached the conditions set out above, we will notify you of the breaches and ask you to explain the reasons for this, as well as setting out the type of proof you need to supply to satisfy us that your usage complies with EE's stable links policy.

If you do not contact us within 14 days or we think that your explanation for your usage is unreasonable we may

apply a surcharge for all future usage. Surcharges are set out above and we will cease to charge these surcharges when you contact us and either supply the proof requested in our notification or comply with the stable links policy. You may not resell our UK SIM cards to persons not residing in or having stable links to the UK. If you do, we may block the SIM card and roaming services.

### Complaints

If you have any concerns about EE's fair use policy, please get in touch with us using your preferred contact method at our [Ways to Complain](#) page. Please see our [Complaint Code of Practice](#) for full details of our complaints procedure.

## PLAN PRICE GUIDE

For new and upgrading customers from 18 August 2021. 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. To check your current monthly price plan charge just check your latest bill or My EE

### 4GEE WiFi Plans:

24 Month Plans					
Monthly cost (Inc. VAT)	£13.00	£15.00	£20.00	£30.00	£40.00
Data	4GB	10GB	40GB	100GB	Unlimited

30 Day Plans					
Monthly cost (Inc. VAT)	£15.00	£17.00	£22.00	£32.00	£45.00
Data	4GB	10GB	40GB	100GB	Unlimited

### 5GEE WiFi Plans:

24 Month Plans		
Monthly cost (Inc. VAT)	£40.00	£50.00
Data	100GB	Unlimited

30 Day Plans		
Monthly cost (Inc. VAT)	£45.00	£55.00
Data	100GB	Unlimited

### Indirect mobile broadband Plans:

12 Month Plans					
Data	4GB	10GB	40GB	100GB	Unlimited
Monthly cost (inc. VAT)	£10.00	£15.00	£20.00	£25.00	£40.00

30 Day Plans					
Data	4GB	10GB	40GB	100GB	Unlimited
Monthly cost (inc. VAT)	£15.00	£20.00	£26.00	£32.00	£43.00

A daily charge to use your UK data allowance when roaming in one of the countries listed below, unless you have an add-on or Smart Benefit that includes roaming in the countries listed. Standard rates apply once plan allowance is used. When in Republic of Ireland, if you have used your allowance a daily charge applies for data used in addition to the cost of an add-on. Cost of daily charge can be seen under the standard and non-standard price guide [here](#) :

Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Saint Barthelemy, Saint Martin (French), San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City

## 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 months' 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.