



AMAZON PRIME VIDEO

ADD-ON & SMART BENEFIT TERMS

Version 5

Date 22 September 2021

The Offer & Eligibility

1. The Amazon Prime Video Add-on (the "**Prime Video Add-on**"), provides you with access to popular movies and TV shows (the "**content**") for £5.99 (inc VAT) a month, or as a **Smart Benefit** (previously Swappable Benefit) for customers on Smart Plans who took out a plan before 07 July 2021. After 29 September 2021 you will not be able to select Amazon Prime Video as a **Smart Benefit**. Once selected you must activate it by 22 October 2021. If you change or upgrade your Plan the Amazon Prime Video Smart Benefit will no longer be available.
2. The **Prime Video Add-on** is available to new and existing Consumer and Small Business Customers on a Pay Monthly phone, SIM only phone plan on a 12 month minimum term or more, or with a tablet on a 4GEE WiFi Price Plan, or as a **Smart Benefit** for Smart Plan customers. Please note customers on our Smart Watch plans or Business Connect plans are not eligible for the **Prime Video Add-on**.
3. Amazon Prime includes Prime Video membership. EE customers with an existing Amazon Prime account are eligible for this add-on as an additional subscription, (you must register using a secondary email address). This will not replace your existing subscription with Amazon.
4. EE customers with an existing Prime Video subscription directly with Amazon will need to cancel their current account with Amazon (unless you intend to register for an additional **Prime Video** account using a secondary email address). To do this visit <https://www.amazon.co.uk/gp/primecentral/>
5. Data used whilst streaming the **content** will decrement from your EE Price Plan's inclusive data allowance.
6. Availability of the **Prime Video Add-on** as an **Additional Service** is subject to credit status.
7. **Prime Video Add-on** is only available to customers using a compatible mobile phone using the iOS or Android operating systems.
8. The **Prime Video Add-on** is not available to customers on a 4GEE WiFi Price Plan with a device other than a tablet, or customers with a device using any operating system other than iOS or Android.
9. The **Prime Video Add-on** will start as soon as we accept your request. We therefore advise you to complete activation of your Prime Video account immediately if you have not already done so.
10. We'll apply the charge to your Account each month until you ask us to remove it (unless you have the **Prime Video Add-on** as a **Smart Benefit**). You can cancel the **Prime Video Add-on** at any time. The service will be removed at your next renewal date, which is on the monthly anniversary of the add-on being added. If at the time of cancellation you have not already been billed for that period it will be charged in full on your next bill. As soon as the **Prime Video Add-on** is removed from your account, you will no longer be able to access Prime Video.
11. The **Prime Video Add-on** is provided to you as a **Smart Benefit** as part of a Smart Plan or as an **Additional Service**. As an **Additional Service** it does not form part of your Price Plan with us. This **Additional Service** can be added to each eligible line on your Account. We'll refer to it as an add-on in MyEE, on your bill, online and when you call or text customer services. You cannot have more than one add-on of this type per eligible line registered to your Account.

12. Before requesting an add-on for this Additional Service you must acknowledge and understand that any change to the cost of Prime Video, will only entitle you to cancel the Additional Service. Such changes do not entitle you to cancel your Agreement with us for mobile network services.
13. When entering into a contract for digital content you're entitled to a 14 day cooling off period, except where you enter in to a contract in store. Once you've entered into a contract for these Additional Services, you'll have 14 days to tell us you've changed your mind. However, once you've accessed Prime Video (e.g. by viewing the **content**) we'll assume that you've decided to waive this right to change your mind and you'll lose your right to cancel, except in accordance with the cancellation process described above.
14. We may suspend access to or terminate your contract for the Additional Services if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit here to read the latest version of our terms and conditions).
15. In order to provide this add-on we will monitor your access to Prime Video. We'll process this information in accordance with EE's privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.
16. Prime Video is for personal and non-commercial use only. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. Content available via **Prime Video** may change from time to time.
17. You must set up your Prime Video account on a mobile device containing an EE SIM. The Prime Video service is provided by Amazon Video Ltd ("**Amazon**"). You agree to use Prime Video at your sole risk. EE is not responsible for examining or evaluating the content or accuracy of any third-party services, and shall not be liable for any such third party services. Data displayed by Prime Video is for general informational purposes only and is not guaranteed by EE You must read and accept the Prime Video Terms and Conditions. Full terms can be found at <https://www.primevideo.com/help?nodeId=202095490>
18. Access to **content** outside of the UK, the ability to cast **content** to a compatible television, or to watch on other devices are subject to the terms and conditions of **Prime Video**.
19. We will share information about you with Amazon and vice versa. This will happen in circumstances that relate to the administration of your Prime Video service and to prevent and detect fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.