

## **Fair use amount**

If your domestic data allowance is greater than 50GB, a fair usage policy of 25GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 25GB from your allowance while roaming). The only exceptions are if you are on a plan with over 60GB or a plan with over 100GB domestic data allowance – these are subject to a fair usage policy of 30GB on a 60GB plan or above, and 60GB on a plan of 100GB or above. 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 Zone.

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 £0.39

Note whilst the charge displayed above are per MB, EE charge on a per KB basis (i.e. 1KB = £0.0003808 or 0.0003808p).

Whether you have a FUP or not, if you use up all of your domestic data allowance when you are outside the UK, you'll need to buy an out of bundle UK/EU data add-on to continue using data. Details of these data add-ons (and those mentioned above) can be found in our EE Price Guide for Small Business at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms)

So, for example, if your data allowance is 50GB you can use a maximum of 25GB when roaming:

<b>Scenario 1</b>	<b>Scenario 2</b>	<b>Scenario 3</b>
You've used 10GB in UK before going abroad	You've used 10GB in UK before going abroad	You've used 40GB in UK before going abroad
You use the maximum 25GB outside the UK	You use 5GB while roaming	You'll have 10GB maximum to use outside the UK
You'll have to buy an add-on to keep using data outside the UK after 25GB	You don't need to buy a data add-on for roaming data	You'll need to buy a data add-on if you want to use more than 10GB outside the UK
You'll have 15GB left to use in UK when you come back	You'll have 35GB left to use in UK when you come back	When you come back to the UK you'll need to get a data add-on for the rest of the month if you want to keep using data at home

## **Stable links**

We will consider you have a stable link to the UK if you spend at least half of your time during any 4 month period within the UK. If your usage abroad in the EU/EEA/Switzerland exceeds this, you will be alerted by text, and after a 2-week period we may charge you for services you use. Where your usage no longer indicates a risk of abusive or anomalous use we will stop charging you the surcharge. Examples of this are where you stop permanent use and resume periodic use when roaming in the EU. Where we have evidence of organised reselling of our UK SIM cards to persons not residing in or having stable links to the UK we may block the SIM card and roaming services.

## **Complaints**

If you have any concerns about EE's FUP 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.