



EE PRICE GUIDE FOR SMALL BUSINESS

Our home for Service Plans designed for businesses with up to 50 employees



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EE is a brand of EE Limited, with registered offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.

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Small Business Subscription Options

Charges are per Connection per month. Plans with Unlimited UK minutes and UK Texts plus data included within them can be used as Shared Plans to share the data allowance unless otherwise specified. On plans that have UK and European allowances, the data allowance can be shared while roaming in the specified countries. Minutes and texts cannot be shared.

Details of all of European countries included for both roaming and International Direct Dial (calling abroad from the UK) are listed at the end of the business handset plans and business SIM Only sections. See the Terms and Conditions section for more information.

Check UK coverage here www.ee.co.uk/coverage before selecting your plan.

Business Handset plans

Our Business plans will give you access to our 4GEE Network, with uncapped speeds in the UK. Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time. Monthly charge can vary dependent on handset chosen, please visit <https://business.ee.co.uk/> for details.

24 month Minimum Term				
Monthly Recurring charges (Depends on handset)	£14	£19	£29	£24
				£29
				£34
				£39
UK & Europe (roaming) ¹ Data	250MB	500MB	1GB	2GB
UK & Europe (roaming) ¹ Minutes	250	500	Unlimited	Unlimited
UK & Europe (roaming) ¹ Texts	250	500	Unlimited	Unlimited

Business Extra plans

Our Business Extra plans give you access to our 4GEE Network and uncapped speeds in the UK.

Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time.

24 month Minimum Term				
Monthly Recurring charges (Depends on handset)	£29	£34	£39	£44
	£34	£39	£44	£49
	£39	£44	£49	£54
	£44	£49	£54	£59
			£59	£64
			£69	
UK & Europe (roaming) ¹ Data	5GB	10GB	15GB	30GB (Up to 25GB for Europe)
UK & Europe (roaming) ¹ Minutes	Unlimited			
UK & Europe (roaming) ¹ Texts	Unlimited			
International Direct Dial Minutes & Texts ²	180 Minutes and 180 Texts for international calls & texts from the UK to Europe ²			
BT Sport App Access	Included			



36 month Minimum Term				
Monthly Recurring charges	£39	£49	£59	£64
UK & Europe (roaming) ¹ Data	10GB	20GB (Up to 15GB for Europe)	30GB (Up to 25GB for Europe)	60GB (Up to 25GB for Europe)
UK & Europe (roaming) ¹ Minutes	Unlimited			
UK & Europe (roaming) ¹ Texts	Unlimited			
International Direct Dial Minutes & Texts ²	180 Minutes and 180 Texts for international calls & texts from the UK to Europe ²			
BT Sport App Access	Included			

Business Select Handset plans

Our Business Extra plans give you access to our 4GEE Network and uncapped speeds in the UK.

Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time.

24 month Minimum Term			
Monthly Recurring charges (Depends on handset chosen)	£59	£59	£59
	£64	£64	£64
	£69	£69	£69
	£74	£74	£74
	£79	£79	£79
	£89		
UK & Europe (roaming) ¹ Data	60GB	30GB	30GB
	(Up to 25GB for Europe)	(Up to 25GB for Europe)	(Up to 25GB for Europe)
UK & Europe (roaming) ¹ Minutes and Texts	Unlimited		
UK & Europe (roaming) ¹ Texts	Unlimited		
International Direct Dial Minutes & Texts ²	180 Minutes and 180 Texts for international calls & texts from the UK to Europe ²	180 Minutes and 180 Texts for international calls & texts from the UK to Europe ²	1000 Minutes and 1000 Texts for international calls & texts from the UK to Europe²
Non EU Roaming (using phone whilst travelling abroad) in USA, US Virgin Islands, Canada, Turkey, Australia, New Zealand, India, China, Israel, Singapore ³	Not included in price plan, need to buy an add on or pay std roaming rates	1000 minutes, 1000 texts and 1GB data while travelling abroad in these countries.	Not included in price plan, need to buy an add on or pay std roaming rates
BT Sport App Access	Included		

¹ **Europe Roaming:** Inclusive Europe data, minutes, texts and picture messages (as appropriate) can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries:

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

Fair usage policy: If you're on a plan that includes a data allowance of over 15GB, you can use up to 15GB of your plan's inclusive data allowance when roaming in the above countries, unless otherwise stated above.

4G data services while roaming are subject to availability in the relevant location

² **IDD (calling/texting abroad from the UK) - Includes all of the countries above, excluding Estonia, Latvia, Liechtenstein, Lithuania and Monaco.**

³ **Non EU Roaming:** 1000 minutes, 1000 texts, 1GB data for use whilst roaming within USA, US Virgin Islands, Canada, Turkey, Australia, New Zealand, India, China, Israel, Singapore. Calling and texting other countries will incur additional charges, which vary by country. Once any part of the allowance is used up, standard out of bundle rates apply for that usage type. See roaming section of price guide for more details.

BT Sport App: Access is included for the duration of your 12, 24 or 36 month contract. See terms and conditions in Terms Applying to Business Plans & Bundles section below.

12 month Minimum Term	
Monthly Recurring charges (Depends on handset)	£64
	£69
	£74
UK & Europe (roaming)¹ Data	30GB (up to 25GB for Europe)
UK & Europe (roaming)¹ Minutes	Unlimited
UK & Europe (roaming)¹ Texts	Unlimited
International Direct Dial (IDD) & Roaming Minutes	180 Minutes and 180 texts for international calls from the UK to Europe ²
BT Sport App Access	Included

¹ **Europe Roaming:** Inclusive Europe data, minutes, texts and picture messages (as appropriate) can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries:

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

Fair usage policy: If you're on a plan that includes a data allowance of over 15GB, you can use up to 15GB of your plan's inclusive data allowance when roaming in the above countries, unless otherwise stated above.

4G data services while roaming are subject to availability in the relevant location

² **IDD (calling/texting abroad from the UK) - Includes all of the countries standard out of bundle rates apply for that usage type.**

BT Sport App: Access is included for the duration of your 12, 24 or 36 month contract. See terms and conditions in Terms Applying to Business Plans & Bundles section below.



Business Select Add Ons

Business Select price plans have 4 x add ons that can be added exclusively to these price plans. They are not available for any other price plans. Not all of the Business Select Add ons are available on all Business Select plans and, where available, only 1 can be added.

These add ons are:

- 12m and 24m variants of: £10 per month for 1000 mins, 1000 texts and 1GB data (when using phone whilst travelling abroad) in USA, US Virgin Islands, Canada, Turkey, Australia, New Zealand, India, China, Israel, Singapore
- 12m and 24m variants of: £10 per month for 1000 minutes and 1000 texts to use to call the EU² from the UK (IDD)

Calling and texting other countries will incur additional charges, which vary by country. Once any part of the allowance is used up, standard out of bundle rates apply for that usage type. See roaming section of price guide for more details

Business Handset Promotional Plans

From time-to-time, we offer promotional tariffs. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability. These offers are only available to new customers and existing EE customers, as appropriate, that Upgrade to this plan during the promotional period. They may not always be available to upgrading customers. The offer is NOT available to any existing customers whose agreements are within their Minimum Term. Existing customers cannot change their price plan on to this promotional plan unless we agree to resign that customer. These offers are not available with any other discount or promotion (including Friends & Family) and cannot be used as a Shared Plan.

They are also not available in conjunction with another offer or promotion or on the pre-order of any devices. They also be restricted to certain devices.

The following handset promotional plans are available between 12th April and 31st May:

24 Month Minimum Term	
Monthly Recurring charges (Depends on handset)	£59 £64
UK & Europe (roaming) ¹ Data	100GB (up to 50GB for Europe)
UK & Europe (roaming) ¹ Minutes	Unlimited
UK & Europe (roaming) ¹ Texts	Unlimited
International Direct Dial (IDD) & Roaming Minutes	180 Minutes and 180 texts for international calls from the UK to Europe ²
BT Sport App Access	Included

¹ **Europe Roaming:** Inclusive Europe data, minutes, texts and picture messages (as appropriate) can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries:

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

Fair usage policy: If you're on a plan that includes a data allowance of over 15GB, you can use up to 15GB of your plan's inclusive data allowance when roaming in the above countries, unless otherwise stated above.

4G data services while roaming are subject to availability in the relevant location

² **IDD (calling/texting abroad from the UK) - Includes all of the countries above, excluding Estonia, Latvia, Liechtenstein, Lithuania and Monaco.**

³ **Non EU Roaming:** 1000 minutes, 1000 texts, 1GB data for use whilst roaming within USA, US Virgin Islands, Canada, Turkey, Australia, New Zealand, India, China, Israel, Singapore. Calling and texting other countries will incur additional charges, which vary by country. Once any part of the allowance is used up, standard out of bundle rates apply for that usage type. See roaming section of price guide for more details.

BT Sport App: Access is included for the duration of your 12, 24 or 36 month contract. See terms and conditions in Terms Applying to Business Plans & Bundles section below.

Business SIM Only Plans

Our Business SIM Only plans give you access to our 4GEE Network in the UK. Check coverage here www.ee.co.uk/coverage before selecting your plan.

30 day Minimum Term			
Monthly Recurring Charges	£15	£20	£25
UK & Europe (roaming) ¹ Data	1GB	5GB	10GB
UK & Europe (roaming) ¹ Minutes	Unlimited	Unlimited	Unlimited
UK & Europe (roaming) ¹ Texts	Unlimited	Unlimited	Unlimited
UK Network speed	Our fastest 4G speeds		
BT Sport App Access	Not Included		
Shared Leader	No		

12 month Minimum Term							
Monthly Recurring Charges	£12	£15	£20	£22	£25		
UK & Europe (roaming) ¹ Data	500MB	5GB	15GB	25GB (Up to 15GB in EU)	30GB (Up to 20GB in EU)	10GB	10GB
UK & Europe (roaming) ¹ Minutes	500	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd
UK & Europe (roaming) ¹ Texts	500	Unltd	Unltd	Unltd	Unltd	Unltd	Unltd
Non EU Roaming (using phone whilst travelling abroad) in USA, US Virgin Islands, Canada, Turkey, Australia, New Zealand, India, China, Israel, Singapore ³	Not included in price plan, need to buy an add on or pay std roaming rates						60 mins and 60 texts
International Direct Dial Minutes & Texts ²	Not included in price plan, need to buy an add on or pay std roaming rates					60 Mins and 60 Texts for int. calls & texts from the UK to Europe ²	Not incl. in price plan, need to buy an add on or pay std roam rates
UK Network Speed	Our fastest 4G speeds						
BT Sport App Access	Not included (On £12, £15, £20, £22 price plans)				Included (On £25 sim only price plans)		
Shared Leader	No	Yes					



24 month Minimum Term			
Monthly Recurring Charges	£15	£20	£25
UK & Europe (roaming) ¹ Data	5GB	15GB	30GB (Up to 20GB in EU)
UK & Europe (roaming) ¹ Minutes	Unlimited		
UK & Europe (roaming) ¹ Texts	Unlimited		
UK Network Speed	Our fastest 4G speeds		
BT Sport App Access	Not included	Included	
Shared Leader	Yes		

¹ **Europe Roaming:** Inclusive Europe data, minutes, texts and picture messages (as appropriate) can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries:

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

Fair usage policy: If you're on a plan that includes a data allowance of over 15GB, you can use up to 15GB of your plan's inclusive data allowance when roaming in the above countries, unless otherwise stated above.

4G data services while roaming are subject to availability in the relevant location

² **IDD** (calling/texting abroad from the UK) - **Includes all of the countries above, excluding Estonia, Latvia, Liechtenstein, Lithuania and Monaco.**

³ **Non EU Roaming:** 60 minutes, 60 texts, for use whilst roaming within USA, US Virgin Islands, Canada, Turkey, Australia, New Zealand, India, China, Israel, Singapore. Calling and texting other countries will incur additional charges, which vary by country. Once any part of the allowance is used up, standard out of bundle rates apply for that usage type. See roaming section of price guide for more details.

BT Sport App: Access is included for the duration of your 12, 24 or 36 month contract. See terms and conditions in Terms Applying to Business Plans & Bundles section below.

Business Sim Only Promotional Plans

From time-to-time, we offer promotional tariffs. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability. These offers are only available to new customers and existing EE customers, as appropriate, that Upgrade to this plan during the promotional period. They may not always be available to upgrading customers. The offer is NOT available to any existing customers whose agreements are within their Minimum Term. Existing customers cannot change their price plan on to this promotional plan unless we agree to resign that customer. These offers are not available with any other discount or promotion (including Friends & Family) and cannot be used as a Shared Plan.

The following sim only promotional plan is available between 12th April and 31st May:

24 Month Minimum Term	
Monthly Recurring charges (Depends on handset)	£18
UK & Europe (roaming) ¹ Data	20GB (up to 15GB for Europe)
UK & Europe (roaming) ¹ Minutes	Unlimited
UK & Europe (roaming) ¹ Texts	Unlimited

¹ **Europe Roaming:** Inclusive Europe data, minutes, texts and picture messages (as appropriate) can be used when roaming

(calling/texting/receiving calls while travelling abroad) in the following countries:

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

Fair usage policy: If you're on a plan that includes a data allowance of over 15GB, you can use up to 15GB of your plan's inclusive data allowance when roaming in the above countries, unless otherwise stated above.

4G data services while roaming are subject to availability in the relevant location

Business Shared Plans

On the Business shared plan you can share your data allowance from a 24 month Business phone plan contract across up to five different Connections.

How it Works

Step1 – Choose an eligible 24 month Business Phone Plan contract

Step 2 – Add extra Connections. These can be added at any point, from the options below. You can chose to add handsets, data only devices (Tablets, Mobile WiFi, a Dongle or a 4GEE Camera), or a voice / data SIM only Connection.

*Tablet & Smartphone options not available in all stores or channels

If you run out of data, any member of your shared group will be able purchase more data for you all to use.

24 month shared device options

Device Category	Monthly Sharer Fee
Smartphone* Draws on lead data allowance plus unlimited UK minutes & UK texts and Unlimited EU roaming minutes and EU roaming texts**	£16.65
	£21.86
	£27.06
	£32.27
	£37.47
£42.68	
Mobile WiFi / USB Dongle - Draws on lead data allowance	£8
Tablet - Draws on lead data allowance	£15
	£20
	£30
	£35
	£45

12 month shared device options

Device Category	Monthly Sharer Fee
Voice - Draws on lead data allowance plus unlimited UK minutes & UK texts and Unlimited EU roaming minutes and EU roaming texts**	£11.45
Data Only	£8

**Inclusive Europe minutes & texts can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries:

Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Rep, Denmark, Estonia, Finland, France, Fr Guiana, Fr W Indies, Germany, Gibraltar, Greece, Guadeloupe, Hungary, Iceland, Ireland, Isle of

Man, Italy, Jersey, Latvia, Liec'stein, Lithuania, Luxembourg, Martinique, Malta, Monaco, Holland, Poland, Portugal, Reunion, Romania, San Marino, Slovak ReP, Slovenia, Spain, Sweden, Switzerland, UK, Vatican.

Where the Lead account plan includes EU roaming data allowance, data allowance can be shared when roaming in EU, subject to any fair use policy that may apply to the Lead account plan (upto 15GB can be shared when roaming in EU for plans with over 15GB data allowance).

Business Connect Plans

The Business Connect plans are offered to you subject to the following provisions:

- At least one Connection on your plan will be subject to a 12, 24 or 36 month Minimum Term.
- Each Connection on your account will be subject to its own Minimum Term.
- Line Rental Charges are per Connection and are invoiced monthly;
- Shared data allowances will be offered per account, rather than at an individual subscription level.
- Shared data allowances are charged per account
- Each Business Connect account will be offered with inclusive MobileIron Cloud licences at no additional cost (see Mobile Device Management in this Price Guide for more detail).

Upfront Device cost varies depending on your monthly charge. See the Terms and Conditions section for more information.

Step 1 – Choose account level shared data

MobileIron Cloud Starter included as standard for all users.

24 and 36 months shared data options								
Monthly Charge	£8	£12	£30	£45	£90	£225	£450	£1,125
Allowance	1GB	2GB	5GB	10GB	20GB	50GB	100GB	250GB

30 days shared data options			
Monthly Charge	£8	£35	£50
Allowance	1GB	5GB	10GB

Once your data allowance is used up, you will be charged 1.6p/MB in the UK and EU.

Step 2 – Choose your device (all devices will have access to shared data)

Mobile devices

12 months Mobile device options							
Monthly charge	£40	£50	£60	£70	£80	£90	£100
Allowances	Unlimited calls in the UK and EU						

24 and 36 months Mobile device options													
Monthly Charge	£10	£20	£25	£30	£35	£40	£45	£50	£55	£60	£65	£70	£75
Allowances	Unlimited C2C** and UK Landlines	Unlimited calls in the UK and EU											



SIMO

24 months SIMO option	
Monthly charge	£13
Allowances	Unlimited calls in the UK and EU

30 days SIMO option	
Monthly charge	£15
Allowances	Unlimited calls in the UK and EU

4GEE Wi-Fi

24 months WiFi Option	
Monthly charge	£7

Data SIM

24 months Data SIMO Option	
Monthly charge	£5

30 day Data SIMO Option	
Monthly charge	£8

Step 3: Choose your Individual add-ons

Minimum Term	24 months	36 months	30 days
Monthly charge	£3	£2.50	£10
Allowance***	180 IDD Mins & Texts (EU & USA)		

If a data SIM is used in a device that sends texts and makes calls, the minutes and texts will be charged at EE's standard rates set out in the Out of Bundle charges section.

*Out of bundle charges will apply if no allowance is added at step 1.

**Colleague calls includes all lines on the same billing account.

¹ **Roaming:** Inclusive Europe data, minutes & texts can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries:

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

4G data services while roaming are subject to availability in the relevant location.

***IDD for EU and USA (calling/texting Europe from the UK) - Includes all of the countries above, excluding Estonia, Latvia, Liechtenstein, Lithuania and Monaco and the USA.

Single User Add-Ons for Business, Business Connect, & Shared Plans

(Excluding International & Roaming)

Add-ons	Monthly subscription fee
500MB UK & EU ¹ Data [†]	£5.00
1GB UK & EU ² Data [†]	£8.00
2GB UK & EU ¹ Data [†]	£12.50

4GB UK & EU ¹ Data [†]	£16.50
Unlimited UK Photo Messages and whilst roaming in the EU ¹	£4.00
200 UK minutes to UK 084 & 087 Numbers	£5.00

[†]All data add-ons are valid for 30 days from the date of purchase (unless otherwise stated), or until the purchased allowance is used up (whichever is sooner). When you run out of Data allowance, data add-ons may be purchased via your device. Any data add-ons added part way through your billing cycle will be charged at the pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the data add-on is added. In respect of any Photo Message add-ons you will be charged the full charge if you send a Photo Message and thereafter you will have unlimited usage for the remainder of your billing cycle.

Any Single-User voice and message bundles added part way through your billing cycle will be charged at a pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the bundle is added. The allowances will be provided on a recurring 30-day basis (unless otherwise stated) until removed from your account.

4GEE WiFi (Mobile Broadband) & Tablet plans

All 4GEE WiFi (Mobile Broadband) and Tablet plans include access to our fastest UK 4G data speeds. They also include WiFi on the London Underground where available. Note: If MBB SIM is used in a handset, voice and text out of bundle charges will apply. This is with the exception of the tariffs detailed below, which have voice and text services blocked.

SIM Only plans do not include any device to access the Services. Please see below for additional terms applicable to SIM Only option.

The 1 and 24 month 4GEE Broadband 30GB, 60GB and 120GB price plans detailed below cannot be used outside of the UK.

If your plan does not appear below, you may be on a personal plan; details and the applicable terms and conditions can be found under [4GEE WiFi Terms](http://www.ee.co.uk/terms) on our website at www.ee.co.uk/terms.

4GEE WiFi and Tablet Plans

All 4GEE Tablet and Mobile Broadband Plans are subject to a Minimum Term of 1, 24 or 36 months. Upfront Device cost varies depending on your monthly charge.

Regular 4GEE WiFi (Mobile Broadband) plans

SIM ONLY - Minimum Term 24 months						
Monthly charge	£2.75	£3.75	£5.50	£10	£15	£20
UK & Europe (roaming) ¹ Data	100MB	300MB	500MB	2GB	5GB	25GB
UK & Europe (roaming) ¹ Minutes	0 Mins - Voice usage is blocked					
UK & Europe (roaming) ¹ Texts	0 Texts – Text usage is Blocked					
UK Network Speed	Our fastest speeds					

SIM ONLY - Minimum Term 24 months						
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Monthly charge	£6	£11	£16
UK & Europe (roaming) ¹ Data	500MB	2GB	5GB
UK & Europe (roaming) ¹ Minutes	300 Mins		
UK & Europe (roaming) ¹ Texts	0 Texts – Text usage is Blocked		
UK Network Speed	Our fastest speeds		

SIM ONLY - Minimum Term 24 months						
Monthly charge	£10	£15	£20	£25	£15	£20
UK & Europe (roaming) ¹ Data	2GB	5GB	25GB	50GB	2GB	5GB
UK & Europe (roaming) ¹ Minutes	0 Mins					
UK & Europe (roaming) ¹ Texts	100 Texts					
Non EU roaming	None				Use you data in the Business Zone 2	
UK Network Speed	Our fastest speeds					

SIM ONLY - Minimum Term 1 month						
Monthly charge	£11	£16	£21	£26	£16	£21
UK & Europe (roaming) ¹ Data	2GB	5GB	25GB	50GB	2GB	5GB
UK & Europe (roaming) ¹ Minutes	0 Mins					
UK & Europe (roaming) ¹ Texts	100 Texts					
Non EU roaming	None				Use you data in the Business Zone 2	
UK Network Speed	Our fastest speeds					

4GEE Broadband Plans

For 4GEE Broadband Devices			
Minimum Term 1 Month			
These plans cannot be used outside of the UK			
Monthly charge	£35	£65	£105
UK Data	30GB	60GB	120GB
UK Minutes	0 Minutes		
UK Texts	100 Texts		
UK Network Speed	Our fastest 4G speeds		

For 4GEE Broadband Devices			
Minimum Term 24 Month			
These plans cannot be used outside of the UK			
Monthly charge	£30	£55	£80
UK Data	30GB	60GB	120GB
UK Minutes	0 Minutes		
UK Texts	100 Texts		
UK Network Speed	Our fastest 4G speeds		

UK & Europe (roaming) ¹ Texts	100 Texts	
Non EU roaming	None	Use you data in the Business Zone 2 [^]
UK Network Speed	Our fastest 4G speeds	

Tablet Plans - Minimum Term 36 months			
Monthly charge	£16	£12	£17
	£21	£17	£22
	£31	£27	£32
	£36	£32	£37
	£46	£42	£47
UK & Europe (roaming) ¹ Data	4GB	10GB	50GB*
UK & Europe (roaming) ¹ Minutes	0 Mins		
UK & Europe (roaming) ¹ Texts	100 Texts		
Non EU roaming	None		
UK Network Speed	Our fastest 4G speeds		

Business Tablet Plans

Tablet Plans - Minimum Term 24 months					
Monthly charge	£16	£12	£17	£17	£22
	£21	£17	£22	£22	£27
	£31	£27	£32	£32	£37
	£36	£32	£37	£37	£42
	£46	£42	£47	£47	£52
UK & Europe (roaming) ¹ Data	2GB	5GB	25GB*	2GB	5GB*
UK & Europe (roaming) ¹ Minutes	0 Mins				

¹ **Roaming:** Inclusive Europe data, minutes & texts can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries: Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia,, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City

Fair usage policy: If you're on a plan that includes a data allowance of over 15GB, you can use up to 15GB of your plan's inclusive data allowance when

roaming in the above countries. Our 50GB plans have a fair use policy of 25GB

***BT Sport App:** Access is included for the duration of your 24 or 36 month contract. See terms and conditions in Terms Applying to Business Plans Bundles below.

^Business Zone 2: Inclusive Business Zone 2 data can be used in the USA, Canada, Australia, New Zealand, China, Turkey, Israel, India, US Virgin Islands, Singapore.

24 month Minimum Term	
Price before 30.03.18	£21
UK Data	Unlimited
UK Minutes	Uses the allowance from paired iPhone Plan
UK Texts	
UK Network Speed	Our fastest 4G speeds

The Business Smart Watch plan detailed above cannot be used outside of the UK.

Business Smart Watch Plan

Our Business Smart Watch Plan is for use with the Apple Watch Series 3 (GPS + 4G) device (“Apple Watch”). The Business Smart Watch Plan is available to new and existing Small Business Customers on a Pay Monthly or SIM only phone plan with an iPhone 6 or later release (the “iPhone Plan”) who take an Apple Watch on an additional line.

The Business Smart Watch Plan comes with unlimited UK data to use on your Apple Watch. Minutes or texts used on your Apple Watch will be deducted from the allowance of your paired iPhone Plan. Roaming is not available on the Business Smart Watch Plan.

Data add-ons for Mobile Broadband & Tablet plans

Price (ex VAT)	UK & Europe roaming ¹ data allowance
£3.00	250MB
£30.00	20GB
£40.00	30GB



£60.00	50GB
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Data add-ons for Handset/SIMO plans

Price (ex VAT)	UK & Europe roaming ¹ data allowance
£5.00	500MB
£12.50	2GB
£16.50	4GB

Out-of-Bundle Charges

Activity	Charge
Calls to UK and EU regional landlines	40p / minute
Calls to UK and EU mobiles	40p / minute
Calls to 0800, 0808 and 116 numbers	Free
Calls to 084, 087, 118 and 09 numbers	40p / minute + Service Charge [^]
Text Messages (UK & EU)	12p / message
Photo Messages (UK & EU)	35p / message
UK & EU Data (applies to Business Connect - only)	1.6p MB
For data roaming outside of EU, see roaming section ±	

±Only payable if you opt out of the International data roaming add-ons

[^] Details on Service Charges can be found at <http://www.ee.co.uk/ukcalling>.

Business Connect customers who've purchased their plans before 1st Nov 2017 will have each user's roaming data usage capped at €50, or approximately 2.6GB per month in EE Europe Zone. The cap will apply unless the account holder or the end user opt out by contacting Customer Services. The cap can be removed permanently at any time by texting STOPEUCAP to 150. Users they may also opt out of the cap temporarily by contacting customer services or texting 1MCAP to 150 to unblock usage until next bill. Business Connect customers who've purchased their plans after the 1st Nov 2017 will be opted out of the €50 roaming data usage cap.

For all other out-of-bundle rates, including the cost of calling premium rate numbers see our Non-Standard Price Guide for EE Small Business, available at www.ee.co.uk/business/terms

Multi Plan Saving

From 1 December 2017, if you purchase an additional eligible Connection from an EE retail store you will receive a 10% discount on the Monthly Charge for that additional Connection, subject to the eligibility and terms set out below (the "Multi Plan Saving"). The Multi Plan Saving only applies to any new additional Connections and doesn't apply to any existing Connections ("Primary Connections").

You will be eligible if you are a pay monthly customer and you have a Business Handset, Business Value Handset, Business Extra and Business Extra + or 4GEE Wi-Fi (Mobile Broadband) and Tablet plans with a Minimum Term of 24 months and above. SIM Only plans with a Minimum Term of 12 months and above; or 4GEE Fixed / Home Router Mobile Broadband plan with a Minimum Term of 24 months and above.

You will not be eligible if you are upgrading to a 1 month Minimum Term or taking an additional Connection with a 1 month Minimum Term; adding a Family & Friends or PERK discount to the additional Connection, although you will be eligible for the Multi Plan Saving if you have any of these discounts on your Primary Connection; doing a pay-as-you-go to pay monthly migration so that your account type will be pay monthly; taking a Shared or Business Connect plan; a large business customer (with over 50 employees); or on an EE Employee plan.

Terms and conditions:

This Multi Plan Saving is only available if the additional Connection is purchased through an EE retail store. This offer is not applicable if you place an order online or on the phone. The Multi Plan Saving will apply so long as there is at least one other Primary Connection on your account. If you cancel the Primary Connection, the Multi Plan Saving will be automatically removed from the additional Connection. The Multi Plan Saving is only available on selected handsets. The Multi Plan Saving can only be applied at the time of purchase of the additional Connection or a resign. Any price increase applicable to a Connection subject to the Multi Plan Saving will be applied to the undiscounted monthly price for that Connection. EE may withdraw this promotion for new customers at any time without notice but the Multi Plan Saving will continue to apply to existing customers.

Additional Charges

Activity	Charge
Itemised Paper Bill	£1.67 per account per month

Single User Plan Benefits

Included with all Single User Plans
WiFi on the Underground*, Tethering
Itemised Online Billing
Faulty Replacement service for phones*

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Inclusive Voicemail / Visual Voicemail (subject to OS compatibility)
UK Based Business Customer Service

*Separate terms apply

Insurance and Protection

To be eligible to purchase Insurance and Protection from EE, you must have bought your device through one of EE’s direct sales channels and be on a compatible service plan.

Choose from two Insurance & Protection products: Damage Cover for Business or Full Cover for Business. Both products include insurance (provided by Allianz plc). See the full terms at ee.co.uk/business/terms under ‘Insurance and Warranty’ for further information.

You can add these products to your account when you take out your plan with EE. If you are already a customer and want to add either a Damage Cover for Business or Full Cover for Business to your account you’ll need to call customer services.

You’ll be charged for your product each month and the cost will be added to your bill. If you add one of our Insurance & Protection products part way through a month the cost will be pro-rated. You’ll need to call customer services to remove it. If you leave EE then your Insurance & Protection product will be cancelled automatically.

With the exception of the terms and conditions of insurance, we can change the terms, change the charges or withdraw the products at any time. We will try to give you notice of such changes.

Damage Cover for Business From £4 / month	Full Cover for Business From £8 / month
24 hour replacement for claims‡	- 24 hour replacement for loss, theft, damage claims‡ -

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‡ We are not able to make same day deliveries in: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Orkney Isles, Hebrides, Isles of Scilly, Shetland Isles, Aberdeenshire, Channel Islands, Isle of Man and Isle of Wight and some parts of Ayrshire, Paisley & Perthshire.

We will not make a same day or next day delivery on UK bank holidays or in exceptional circumstances

Phone Replacement

As a Full Cover or Damage Cover customer you are also entitled to a phone replacement option, should your registered device develop a fault during the first 24 months of its life. See [Phone Replacement](#) in the Terms section of this Price Guide for the terms and conditions of this service.

Multi-device insurance discount

When you take out more than one Full Cover or Damage Cover product you will get a discount on each product you take out. Each policy must be in your name or in the name of your business, for devices on your EE account. The discount will not apply if the insurance policy is for someone else. The discount is only available for Full Cover or Damage Cover. Other insurance policies or products that you have with EE such as Clone Phone, Orange Care or on other accounts you may hold with T-Mobile and Orange are not eligible.

The discount you get will depend on the number of Insurance & Protection products you take out. Your discount can go up and down depending on the number of products on your account each month:

- 2-9 products: 10% discount on each
- 10-19 products: 15% discount on each
- 20+ products: 20% discount on each

For all customers the discount does not apply to your excess fee or any other fees related to insurance. You do not need to take all Insurance & Protection products out at the same time to get the discount. The discount will be calculated monthly based on the number of eligible products on your account by 10pm on the day your bill is run and then applied to that service plan bill.

10% loyalty discount: If you choose to protect your new device with Full Cover or Damage Cover when you upgrade your EE plan, you will get a 10% loyalty discount off the total monthly insurance payment each month.

50% no claims discount on excess fee: Offer only for customers who 1) previously had a Full Cover or Damage Cover product and 2) did not make a successful claim under the Full Cover or Damage Cover policy that immediately preceded the current insurance policy. If you make a successful claim under your Full Cover or Damage Cover policy and you have not completed a successful claim under your previous policy, you will get a one-off 50% no claims discount on the excess payable.

Damage / Loss / Theft Excess Fee					
Excess Band	Zero	A	B	C and D	E
Charge to Customer	£0	£40	£70	£100	£120

EE will accept a maximum of two claims in any 12 month period for lost / stolen devices starting from the date of the first claim. There is no limit on the number of damage claims.

Mobile Device Management

Mobile Device Management from EE will help you to secure your fleet of business devices. Full terms are in the Terms and Conditions section of this Price Guide.

Your Service Plan	What You Get	
Business Phone Plan except Business Connect plans <small>Business Connect plans have inclusive MobileIron Cloud Bronze as part of their plan</small>	MoibileIron Bronze	£2 per month per licence



All Business Plans (including Business Connect)	MoibleIron Silver	£4 per month per licence
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A Minimum Connection Period of 12 months (or greater if specified in the your Agreement with EE) applies to all Mobile Device Management licences except Business Connect plans, the . If you activate more licences than you have told us about, we may bill you several months in arrears for those licences. Compatible Device required. Accessing the hosted mobile device management platform (the “MDM Platform”) requires an internet connection, which it is your responsibility to provide. You are granted a licence to access the MDM Platform is under a separate agreement with MobileIron. Use of the MDM Platform is subject to your acceptance of MobileIron’s end user licence agreement at point of registration for the MDM Platform. Use is also subject to the MobileIron Privacy Policy, available at <https://www.mobileiron.com/en/customers/privacy> , or such other URL as may MobileIron may advise from time to time. Your sole rights and remedies with relation to the MDM Platform are as set out in your agreement with MobileIron. If you do not accept the terms of MobileIron’s end user licence agreement, you should not use the MDM Platform. You agree to indemnify EE, and keep EE indemnified for any costs or losses incurred or suffered by EE (including any legal costs) arising from any failure on your part to comply with the terms of MobileIron’s end user licence agreement.

EE may withdraw or substitute the MDM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

EE Pocket Landline

Choose how many numbers or mobiles you need on the service:

Product	Description	Monthly Charge
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Pocket Landline One-to -One	Allows one UK Pocket Landline number to be routed to your existing EE business UK mobile - great if you’re a sole trader.	£10
Pocket Landline Many to One	Choose more than one UK Pocket Landline number, all routed to a single EE business UK mobile - perfect for promoting separate aspects of your business or widening your geographical customer base.	£10 per landline number
Pocket Landline One to Many (up to five mobiles)	Ideal for larger businesses who want to manage inbound calls across a team - one UK Pocket Landline can be routed to up to 10 EE business UK mobiles.	£15
Pocket Landline One to Many (up to 10 mobiles)		£25

Callers phoning the Pocket Landline number will be charged at Standard Landline rates. Outbound voice calls made on a Device associated with Pocket Landline will be charged as a standard voice call in accordance with your voice Service Plan. Whilst you are abroad, Pocket Landline calls you receive will incur Roaming Charges as per your Service Plan.

Customers receive the first 3 months free of charge.

What’s Included	Provision of one or more fixed landline numbers and intelligent routing of inbound calls terminating on an EE mobile. Routing and availability of the landline number(s) can be managed via a web accessible on-line portal.
Minimum Term	12 months from the point of Connection

Maximum of 10 mobile numbers can be associated with each landline number. Pocket Landline number(s) will cease to exist upon Disconnection. Pocket Landline numbers are subject to availability and will be allocated on a first come first served basis. Pocket Landline options: one-to-one (one UK landline number linked to one UK EE mobile); many-to-one (more than one UK landline number linked to one UK EE mobile); one-to-many (one UK landline number linked to up to 10 UK EE mobiles depending on plan).



Roaming Charges apply as per your Service Plan if any Device associated with Pocket Landline is used abroad.

Porting-In - Existing landline numbers can be ported in for use as a Pocket Landline number, subject to verification by EE that a number can be ported. Porting-in requests may be cancelled on 3 working days' written notice prior to communicated porting date, and EE will confirm receipt of any such request. Porting can take up to 15 working days and EE cannot guarantee a port request can be concluded. You are responsible for settling any outstanding payments or termination fees with your existing landline provider. Certain types of telecommunication lines such as (but not limited to) Private Branch Exchange (PBX) and Integrated Services Digital Network (ISDN) lines cannot be ported across to Pocket Landline. Once a landline is ported, it will no longer ring on the relevant fixed phone and there will be no dial tone on that fixed phone. Any existing services on that fixed line number (e.g. Broadband, inbound and outbound voice calls, BT Redcare and alarms) will terminate and EE is not liable for any losses, damages, costs or expenses arising from or in any way connected with the termination of such services.

Porting-Out - Porting-Out a mobile number to another service provider will terminate the Pocket Landline number associated with the mobile number and the Pocket Landline service will be terminated.

Porting-Out can only be requested by you asking your new service provider (and not EE). Your new service provider would be responsible for managing the porting-out process on your behalf. You are responsible for all costs associated with porting out.

Portal - Computer and internet access is required for use of Portal (Portal can also be accessed via smartphone device and active data connection, which will be charged at your standard rates). You are responsible for configuration of the Pocket Landline service via the Portal and EE accepts no liability for any losses incurred or arising from your use of the Portal. EE reserves the right to change passwords or suspend access to the Portal at

any time to protect the security of Pocket Landline or to stop any suspected abuse.

Add-ons for Roaming & International Direct Dial (IDD)

Below are our roaming and IDD add-ons, rates and Zones. Inclusive calls are to standard mobile and landline numbers within relevant countries and do not include calls to premium rate, non-geographic or other non-standard numbers which are charged at standard roaming rates. Terms apply to International Add-ons as set out in the Terms Applying to All Subscription Options section of this Price Guide. Roaming bundle rates only apply when you use your device outside of the United Kingdom.

Add-ons (All 30 days unless otherwise specified)	Monthly fee
50 UK to EU IDD Minutes	£2.50
100 UK to EU IDD Minutes	£4.00
250 UK to EU IDD Minutes	£9.00
50 UK to Rest of World* IDD Minutes	£4.00
100 UK to Rest of World* IDD Minutes	£8.00
250 UK to Rest of World* IDD Minutes	£18.00
500 UK to USA & Canada Minutes	£5.00
Ireland Business Extra (Unlimited Calls & Texts to ROI) ±	£5.00
100 International Texts (Sending text from UK abroad to anywhere)	£7.50
200 International Texts (Sending text from UK abroad to anywhere)	£10.00

180 Minutes & 180 Texts to Europe ¹ (calling Europe from UK) and to/from USA (Calling USA abroad from UK and/or Roaming / travelling abroad in USA)	£10.00
300 Mins and 300 texts to Europe ¹ (calling Europe from UK) and to/from USA and Business Zone countries ** (Calling abroad from UK and/or travelling abroad)	£40.00
1200 Mins and 1200 texts to Europe ¹ (calling Europe from UK) and to/from USA and Business Zone countries** (Calling abroad from UK and/or / travelling abroad)	£80.00
180 Minutes & 180 Texts to/from USA, US Virgin Islands and Canada (Calling abroad from UK and/or Roaming / travelling abroad) 24 Month Contract†	£2.50
Max Rest of World Add-on 1000 minutes, 1000 texts, 1GB data in USA, Canada, Australia, New Zealand & Mexico 12 Month Contract†	£7.50
Max Rest of World Add-on 1000 minutes, 1000 texts, 1GB data in USA, Canada, Australia, New Zealand & Mexico 24 Month Contract†	£5.00
60 Global Roaming Minutes (Roaming / travelling abroad)	£8.33

¹ Europe **Roaming & IDD:** Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia,, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy, Jersey, Latvia, Lithuania, Liechtenstein, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City

***Rest of World IDD Countries:** Antigua & Barbuda, Australia, Bahrain, Bangladesh, Barbados, Bermuda, China, Colombia, Dominican Republic, Egypt, Hong Kong, India, Indonesia, Jamaica, Kenya, Kuwait, Malaysia, Mauritius, New Zealand, Nigeria, Oman, Pakistan, Philippines, Qatar, Russia, Saudi Arabia, Singapore, South Africa, South Korea, Sri Lanka, St Lucia, Taiwan, Thailand, Trinidad & Tobago, Turkey, UAE, Ukraine, Vietnam.

****Countries included for IDD** (calling abroad from the UK) & Roaming (Calls while travelling abroad): Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Guernsey, Hungary, Ireland, Isle of Man, Italy, Jersey, Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland. **Roaming only:** Lithuania, Latvia, Azores, Canary Islands, French Guiana, Guadeloupe, Martinique, Reunion Islands, Saint Martin and Saint Barthelemy, Vatican City

^Business Zone countries include Australia, Canada, China, India, Israel, New Zealand, Pakistan, and Turkey. † **Add ons with a commitment period of 12 & 24 months:** Early Termination fees apply. If they are cancelled within the that period. After the minimum commitment period, the add-ons will continue to be applied on a monthly basis until cancelled.

Travel Data Pass: 500MB of data per day while you're abroad for a fixed price of :

£4 a day in the USA and Canada•£5 a day in:Turkey, Australia, UAE, India, Thailand, Mexico, South Africa, China, New ZealandSee terms in section below: Terms Applying to All Subscription Options for pass terms)

± **Ireland Business Extra:** Available to Small Business customers on a voice enabled plan with a registered account address in Northern Ireland only (must have a postcode prefixed with 'BTxx'. See further down for terms and further information.

Roaming Data Add ons							
Data Add-On	Expiry		Zone A	Zone B	Zone C	Zone D	Zone E
4MB	24 hours					£5 [†]	
5MB					£5 [†]		£30
10MB				£5 [†]		£12 [†]	£55
20MB						£18 [†]	
25MB					£10 [†]		
40MB				£4			



75MB							
100MB			£7				
150MB							
20MB	7 days				£20 [†]	£25 [†]	
40MB				£20			
50MB					£45 [†]	£60 [†]	
100MB				£40 [†]	£90		
250MB				£20			
300MB							
600MB							
750MB			£40				
2GB (Total allowance over 12m)	12 mths		£100			-	

*Note data roaming add-ons are ex VAT for Zone 1(Europe), when abroad on the portal the pricing is displayed as inc. VAT. Note these are the data add-on as on Mobile Broadband (4GEE Wifi & tablet) device

** These add-ons have a 12 month minimum commitment period and as such early termination fees will apply if they are cancelled within the 12 months. After the 12 month period, the add-ons will continue to be applied on a monthly basis until cancelled.

International Direct Dial Zones (Calling Abroad from the UK)

Zone 1							
Andorra	Austria	Belgium	Cyprus	Czech Republic	Denmark	Faroe Islands	Finland
France	Germany	Gibraltar	Greece	Hungary	Italy	Liechtenstein	Luxembourg
Malta	Monaco	Netherlands	Norway	Poland	Portugal	San Marino	Slovak Republic
Slovenia	Spain	Sweden	Switzerland	Vatican			
Zone 2				Zone 3			
Guernsey	Ireland	Isle of Man	Jersey	Canada	USA	US Virgin Islands	
Zone 4		Zone 5					
Australia	New Zealand	Rest of World					

Roaming Zones (Travelling abroad) – Voice & Text

Our Europe Zone

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

Note: Turkey (you may connect to a Turkish network in Norther Cyprus) and Andorra are outside the EU/EEA and not included in our Europe roaming Zone.

Whilst roaming in our Europe Zone , it costs the same as the UK for voice and texts. It costs £1 per minute to call Zones 3-8 and 50p per text to send a text to Zones 3-8.

Other Voice & Text zones:

Zone 3: Other Europe: Andorra, Faroe Islands	Cost
Making a call in the country you're in / EU and back to the UK (per min)	£1
Making calls to Zone 3-8 (per min)	£1
Receiving a call in the country you're in (per min)	£1
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text in / EU and back to the UK (per text)	40p
Sending a text to zone 3-8 (per text)	50p

Zone 4: USA, Canada	Cost
Making a call in the country you're in / EU and back to the UK (per min)	£1
Making calls to Zone 3-8 (per min)	£1
Receiving a call in the country you're in (per min)	£1
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text in / EU and back to the UK (per text)	40p
Sending a text to zone 3-8 (per text)	50p

Zone 5: Australia, New Zealand	Cost
Making a call in the country you're in / EU and back to the UK (per min)	£1
Making calls to Zone 3-8 (per min)	£1
Receiving a call in the country you're in (per min)	£1
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text in / EU and back to the UK (per text)	40p
Sending a text to zone 3-8 (per text)	50p



Zone 6: Rest of world (any countries not included above)	Cost
Making a call in the country you're in / EU and back to the UK (per min)	£1.50
Making calls to Zone 3-8 (per min)	£1.50
Receiving a call in the country you're in (per min)	£1.50
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text in / EU and back to the UK (per text)	50p
Sending a text to zone 3-8 (per text)	50p

Zone 7: Maritime & Planes	Cost
Making a call in the country you're in / EU and back to the UK (per min)	£2.50
Making calls to Zone 3-8 (per min)	£2
Receiving a call in the country you're in (per min)	£2
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text in / EU and back to the UK (per text)	50p
Sending a text to zone 3-8 (per text)	50p

Zone 8: Rest of World Exceptional: Cuba, Bahamas, Cape Verde, Chad, Congo, Djibouti, Falkland Islands, Kuwait, Laos, Maldives, Mongolia, Palau, Tajikistan, Tunisia, Turkmenistan, Uzbekistan	Cost
Making a call in the country you're in / EU and back to the UK (per min)	£2.50
Making calls to Zone 3-8 (per min)	£2.50
Receiving a call in the country you're in (per min)	£2.50
Data Charges if opt out of data pass (per MB)	£7.50
Sending a text in / EU and back to the UK (per text)	£1
Sending a text to zone 3-8 (per text)	£1

Roaming Zones (Travelling abroad) – Data

Our Europe Zone

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

Note Turkey (you may connect to a Turkish network in Norther Cyprus) and Andorra are outside the EU/EEA and not included in our Europe roaming Zone.

Whilst roaming in our Europe Zone , it costs the same as the UK for data. Fair usage policy: If you're on a plan that includes a data allowance of over 15GB, you can use up to 15GB of your plan's inclusive data allowance when roaming in the above countries. Our 32GB and our 50GB handset plans have a fair use policy of 25GB.**Other Data zones:**Roaming data add-on terms apply, see terms in section below: Terms Applying to All Subscription Options below

Zone A: Andorra, Armenia, Australia, Canada, China, Hong Kong, India, Israel, Japan, Malaysia, Mexico, Moldova, New Zealand, Peru, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA	Cost
40MB (24 hours)	£4
100MB (24 hours)	£7
250MB (7 days)	£20
750MB (7 days)	£40
2GB (12 months)*	£100

Zone B: Albania, Algeria, Argentina, Bahrain, Bermuda, Brazil, Cambodia, Caribbean, Columbia, Dominican Republic, Ecuador, Indonesia, Isle of Man, Kenya, Kuwait, Macedonia, Montseratt, Nicaragua, Nigeria, Oman, Philippines, Saudi Arabia, Serbia, South Korea, Sri Lanka, Taiwan, Ukraine, United Arab Emirates	Cost
20MB (24 hours)	£5
45MB (24 hours)	£10
90MB (7days)	£20
200MB (7 days)	£40



Zone C: Benin, Botswana, Egypt, Gabon, Guinee, Ivory Coast, Jordan, Madagascar, Mali, Mongolia, Montenegro, Morocco, Panama, Senegal, Sudan, Tanzania, Vietnam, Zambia	Cost
10MB (24 hours)	£5
22MB (24 hours)	£10
40MB (7 days)	£20
100MB (7days)	£40

Zone D: Afghanistan, Angola, Bangladesh, Belize, Bhutan, Bolivia, Bosnia and Herzegovina, Brunei Darussalam, Burkina Faso, Burundi, Cameroon, Cape Verde, Centrafrique, Chad, Chile, Congo, Cook Islands, Costa Rica, Cuba, Djibouti, El Salvador, Equatorial Guinea, Ethiopia, Falkland Islands, Faroe Islands, Fiji, French Polynesia, Gambia, Georgia, Ghana, Greenland, Guam, Guatemala, Guyana, Honduras, Iran, Iraq, Kazakhstan, Kyrgyzstan, Laos, Lebanon, Lesotho, Liberia, Libya, Macau, Malawi, Mauritius, Mozambique, Namibia, Nepal, Netherland Antillies, Niger, Pakistan, Palestine, Papua New Guinea, Paraguay, Sierra Leone, Suriname, Swaziland, Syria, Tajikistan, Tunisia, Uganda, Uruguay, Uzbekistan, Venezuela, Vietnam, Yemen	Cost
5MB (24 hours)	£5
11MB (24 hours)	£10
20MB (7days)	£20
45MB (7days)	£40

Zone E: Air and Maritime, Azerbaijan, Belarus, Maldives, Rwanda, Seychelles	Cost
5MB (24 hours)	£30
10MB (24 hours)	£55

* Add-on has a 12 month minimum commitment period and early termination fees will apply if it is cancelled within the first 12 months. After the 12 month period, the add-on will continue to be applied to the account on a monthly basis until cancelled.

Some non EU countries may be temporarily blocked from time to time



BT Sport App Add-on

Unless your Price Plan offers inclusive access to the App, the BT Sport app is a chargeable 30 day rolling Add-on, that can be added, subject to status, to Small Business handset, SIM only or tablet plans and allows customers to download and use the BT Sport app for live streaming of football, rugby, motorsport, tennis and UFC on their mobile device with an EE SIM. Large business & 4GEE WiFi (including SIM only) customers are excluded from the offer. To use the app customers must have a smartphone or tablet containing an EE SIM. All devices must use Android 4.3, Windows 10 or iOS 8 operating systems. The Add-On costs £4.17 (ex VAT) a month. To use the app you'll need to create a BT ID, download the BT Sport app and ensure that you have a TV licence for the household registered to your EE account. BT Sport is for your personal, non-commercial use in the UK. Other terms apply, visit ee.co.uk/btsportappterm for full information and add-on terms .

Apple Music Add-on

The Apple Music subscription provides you with access to digital music and other related content on the Apple Music App and allows you to stream Apple Music to a single device at a time. The individual Apple Music subscription Add-on is free for 6 months for customers joining or upgrading to a new EE Business handset or SIM only plan and adding the Add-On to their account for the first time. The Add-on must be added within 30 days of joining or upgrading. After 6 months membership automatically renews and you'll be charged £8.33 (ex VAT) a month unless you cancel. If the Add-on is removed from your account during the free period, you'll be unable to get the Add-on again free of charge. Requires handset using either iOS 8.4 or Android 4.3. Apple ID is required for full functionality. Data usage will decrement your data allowance. Apple Music is for your personal, non-commercial use in the UK only. This offer is non-transferrable and is not available with any other Apple Music subscription offer. Apple Music terms

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apply (apple.com/uk/legal/internet-services/itunes/uk/terms.html). Other terms apply, see ee.co.uk/applemusicterms

Apple Music Data Add-on

Available, subject to credit check, to consumer and small business customers with an EE pay monthly or SIM only phone plan (excluding Business Connect). The Data Add-on costs £4.17 a month (ex VAT) and is for your personal, non-commercial use in the UK and will automatically recur every 30 days. Individual Apple Music Membership is required and currently costs £8.33 a month (ex VAT) and Apple ID is needed for full functionality. You must have a handset using either iOS 8.4 or Android 4.3 or a later version. Whilst the Data Add-on is active on your Account, data used whilst streaming/downloading from the Apple Music app will not decrement from your plan's data allowance. For the Data Add-On to be considered active, you must have some data remaining in your plan's inclusive data allowance. If you use all of your plan's inclusive data, the Data Add-On will de-activate until you buy an additional allowance of data from our add-on portal. The Data Add-On's charge won't be adjusted or pro-rated if it is temporarily de-activated because you don't have access to an allowance of data that can be used for other online activities. You can cancel the Data Add-On at any time. It may take up to 48 hours to remove the Data Add-On from your account. If it is removed partway through the Data Add-On's 30 day validity period, you'll be entitled to a pro-rated refund of the £4.17 (ex VAT) charge. Apple Music terms will apply and for more details go to ee.co.uk/applemusicterms. The Data Add-On is an Additional Service that does not form part of your price plan, see www.ee.co.uk/terms for the terms that apply.

To provide the Data Add-On we will monitor your access to the App. 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>.

Terms Applying to Business Plans & Bundles

Business phone plan and Business Connect plan Subscriptions

All Business plans are subject to a Minimum Term, which will be specified in your Agreement with Us. You will need to register with EE as a business, and pass our standard credit check. You may be required to pay a deposit.

Voice and Text

To make mobile voice calls you must be in an area with 2G or 3G coverage. You can only make calls on our 4G network if you're within a 4G enabled area and in a range of a 4G base station.

If you are on a Business Connect plan you can have up to 20 Connections on your account, subject to paying the relevant monthly fee. If you Upgrade one or more Connections on your account the Upgraded Connections will start a new Minimum Term. Calls between sharers and to geographic landline numbers within the UK will not decrement your monthly allowance of minutes on the colleague to colleague and landline plan. One Connection on your Business Connect Plan must be set up on a 12 month or longer Minimum Term. Any 30 day bundles added part way through your billing cycle will be charged at a pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the bundle is added.

Unless stated otherwise in your plan, you can use the minutes and texts included in your plan allowance as follows:

- when **in the UK** to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03, as well as landline

numbers in Jersey, Guernsey, and the Isle of Man (mobile numbers to Jersey, Guernsey and Isle of Man not included);

- when **in the EU/EEA, Switzerland & Monaco** to call and text customers of UK mobile networks and UK landlines starting 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and Isle of Man); and
- when **in the EU/EEA, Switzerland and Monaco** (including Jersey Guernsey and the Isle of Man) to call and text customers of mobile networks and landlines in EU/EEA, Switzerland and Monaco.

Unless your plan includes an IDD allowance, you cannot use your inclusive minute and texts to call and text customers of EU mobile networks and EU landlines from the UK. Allowances also do not include premium rate numbers any where in the UK or the EU, and will be charged at your normal plan rate.

Calls to numbers beginning 0800, 0808 and 116 are free. For calls to 084, 087, 09 and 118 numbers, these are not included in your allowance, and you will be charged EE's access charge of 37 pence per minute excluding VAT and the applicable service charge. For details of service charges see <http://www.ee.co.uk/ukcalling>. Calls to some MVNO number ranges and to numbers beginning 070 are also not included in your inclusive allowance.

Calls to 070 numbers cost up to £0.63/min. For further information see the Non-Standard Price Guide for EE Small Business at www.ee.co.uk/business/terms.

You can call 150 free of charge when roaming in the EU/EEA to get information about our charges. Emergency services can be contacted within the EU/EEA by calling 112.

If you are on our Business phone plan (including Business Connect) and have a limited bundle of voice minutes and texts, you can opt to receive usage alerts by calling customer services when you get near to the end of your bundle (80%) and when your bundle has run out, to help you manage your

spend. However, if your inclusive allowance runs out during a call, We will charge you for the remainder of the call. Charging for a call commences when a call is answered by a person or an answering device and ends when: (a) you end the call on your device; 16 seconds after your calling device loses signal for any reason (we continue to maintain the call in case your device re-establishes a signal with the Network during this period); or you do not end the call on your device up to 30 seconds after the last third party to you were connected to has ended their call.

All out-of-bundle calls, including Roaming & IDD calls will be charged on a per-minute basis with the exception of Roaming calls made from within the EU which will incur a 30 second minimum charge and will be charged on a per-second basis thereafter. When calling 084, 087, 09 or 118 numbers, the service charge will be charged on a per second basis and EE's access charge will be charged on a per-minute basis. Calls to voicemail from within the UK and EU are free, but will be charged at standard call rates when you are roaming elsewhere.

Where your service plan includes bundled roaming calls and IDD minutes, these cannot be shared across other connections.

A text message consists of 160 characters. If you send a longer message, you will be charged for two or more message as appropriate.

Calls and texts to numbers that are not included in your allowance will be charged at the appropriate rate as set out in our Non-Standard Price Guide for EE Small Business.

These plans are for normal person to person use from your phone 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. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. 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.

You'll need a 4G compatible phone to make and receive calls over our 4G network. Roaming is not available with 4G Calling.

Mobile Data

Your data allowance is for use when in the UK and in the EU (please see below). You can check the mobile internet coverage in your area at www.ee.co.uk/coverage

4GEE data bundles include access to Our UK 4G data networks, and to Wi-Fi services at London underground stations through Virgin Media (see www.ee.co.uk/tubewifi for more information). You must have a data allowance or have purchased a data add-on to have access to mobile data services, unless you are on a shared data plan in which case you will be charged the applicable out of bundle rate. On 4GEE phone plan we will let you know by text message when you are getting near the end of your data allowance (80%) and when it has run out.

Our plans give you access to data speeds of up to 60Mbps in the UK, with some plans (where indicated) giving you uncapped speeds in the UK

To receive 4G speeds, you must have a 4G compatible Device, be within range of a 4G base station. Your 4G compatible phone will not necessarily be compatible with other UK 4G networks or 4G networks outside the UK.

The speeds you achieve will depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds.

Access to our enhanced 4GEE speeds will also be impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Such

equipment is not available everywhere in the UK and so you should check your coverage at ee.co.uk/coverage before selecting your plan.

If you are on the 4GEE Business Connect (sharer) plan and purchase any individual data allowance, it will be used ahead of any shared data allowance.

You can use internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information.

We won't charge you anymore if you reach your monthly data allowance, but you won't be able to use the internet. If you reach your monthly data allowance on our 4GEE phone plan, you will need to buy one of our data add-ons to use mobile internet for the rest of the billing cycle. This is with the exception of Business Connect, where data is charged at 1.6p per MB when price plan data allowance is used up and you are in the UK or our Europe zone. All Business Connect customers are opted out of the 50 Euro cap for metered data. If you change your price plan, that will take effect from the start of the next billing cycle. If you're on our 4GEE sharer plan you can choose whether to run onto our standard out of bundle rate or to purchase data passes when you have used your allowance if you're on our £15 core plan. If you're on our £30 core plan, we will charge you our standard out-of bundle rate for data once your allowance is used up.

European roaming – data

Unless otherwise stated in your plan description, your inclusive data allowance can be used in the EU. If your domestic data allowance is greater than 15GB, a fair use allowance of 15GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 15GB from your domestic data allowance while roaming). The only exceptions are if you are on a price plan with a 30GB or 60GB domestic data allowance – these are subject to a fair use

allowance of 25GB. Our promotional 100GB plan (available for limited time periods) has a fair use allowance of 50GB. Once you've used your fair use allowance 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 = £0.0060

Note whilst the charge displayed above are per MB, EE charge on a per KB basis (i.e. 1KB = £0.0000060 or 0.00060p).

Whether your plan is subject to a fair use allowance 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 can be found in our EE Price Guide for Small Business at www.ee.co.uk/business/terms. Your plan will state if a different fair use policy applies to you and note that Business Connect plans are not subject to a roaming data fair use policy. **Business Connect** From the 1st November 2017, Business Connect customers will be opted out of the 50 Euro cap for metered data..

General

Inclusive allowances apply for one month only and cannot be rolled-over to a subsequent month.

You may move to a higher subscription point at any time during the Minimum Term, but you may not move downwards until the final month of your Minimum Term

Single User Bundles may be added to individual Connections on either the Business phone plan or the Business Connect (sharer) plan, and, unless otherwise specified, will get used ahead of any other shared bundled allowance on Business Connect (sharer) plans. They may be added and

removed as often as you require and if added partway through your billing cycle will be charged at a pro-rated rate until the start of your next billing cycle, unless you add a capped Single User voice or message bundle part way through a month. You will receive the full allowance from the point the Single User Bundles are added. If you add a Single User voice or message bundle part way through a month and the relevant allowance under the bundle is subject to a cap, you will receive the full allowance for a pro-rated monthly charge from the point the bundle is added to your account until the end of that month. Allowances under Business Connect add-ons are provided in full from when you add them and will be charged at a pro-rated rate until the start of your next billing cycle. 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.

Free months

Where you are on a plan that includes free months, you will not have to pay your monthly subscription charge in the specified months. You will still have to pay any out of bundle charges that you incur in those months. If you cancel or change your plan before the end of your Minimum Term you will lose your entitlement to any further free months.

IDD & Roaming allowances

If your Business plan (or chargeable add-on) includes international and roaming minutes or texts allowance, this Price Guide will detail the countries included in this benefit for your plan and whether minutes and/or texts are included.

EE plans are intended for customers and users with a stable link to the UK who travel abroad periodically. They are not intended for users roaming on a permanent or semi-permanent basis.

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 you spend more than half your time abroad in the EU/EEA/Switzerland during any 4 month period, you will be alerted by text, and after a 2-week period we may charge you a surcharge 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. We'll give notice before we do anything. The surcharges are as follows:

Item	Price (Ex VAT)
calls - outbound	2.7p/minute
calls - inbound	0.9p/minute
SMS	0.8p/SMS
data	0.0060p/MB

Roaming/IDD benefits can be used as follows:

- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in the same country.
- Roaming: Making calls to mobiles and landlines in the UK from an included country.
- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in a different included country. For example, if France and Germany are included countries, calls to and from France to Germany would be included in your allowance.
- Roaming texts: Sending and receiving texts whilst in an included country to and from mobiles in the same or different included country.
- IDD: Making calls to mobiles and landlines from the UK to an included country. For example, if France is an included country calls to France from the UK are included.



- IDD texts: Sending texts to mobiles from the UK to an included country.

IDD/roaming allowances cannot be used for:

- IDD: Texts or calls to any premium rate numbers whilst in the UK. Such calls/texts will be charged at the normal out of bundle rate.
- Roaming: Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- Roaming: Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) would not be included in your allowance
- Roaming: Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included even when you are in an included country.

Data: speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn't responsible for the speeds or coverage users get outside the UK. As in the UK, coverage and speeds will vary depending on the user's location, the number of people on the network and other factors such as weather and geography.

With data roaming allowances, if you go outside of the included countries, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

BT Sport App

The following terms apply where your Business plan includes access to BT Sport App for the contract term.

To use the App you'll need a compatible mobile phone containing an EE SIM card. The App is for personal, non-commercial use only. You must

download and use the App on a device that uses the latest IOS, Android or Windows operating systems. The App provides you with inclusive access to sport and other related content (the "Content"). Before using the App, you must ensure that you or your household has a TV licence. You must not attempt to view, whether directly or indirectly, the Content on digital media players. For example, televisions, computers or any other portable equipment capable of receiving or transmitting television broadcasts. If you use 4GEE when using or streaming Content from the App, your Price Plan's inclusive data allowance will decrement. Your data allowances will also decrement when downloading the App, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

Before downloading the App you must visit www.bt.com/eesport to register for a unique BT ID that will enable you to access the App and its Content. When registering, you must provide BT with some personal information, such as Your EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit www.bt.com/privacy for more information. There may be times when we have to share information about you with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here www.ee.co.uk/privacy-policy.

The Content provided via the App is intended to cover a wide range of sporting interests. BT may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. If you commit a material breach of BT's terms and conditions, we will be informed by BT and the Additional Service will be suspended or the BT Sport App removed from your Account. If this happens, we will not be responsible for providing you with a substitute service or for any other losses you may incur as a result. We may also suspend access to or terminate your contract for the Additional Service 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 ee.co.uk/terms

to read the latest version of our terms and conditions). Other terms apply, see ee.co.uk/btsportaddonsterms

Where a plan with inclusive BT Sport App access is shared, the inclusive BT Sport App access is available to the Leader only

Business shared plans

Business 4GEE Plans allows an overall data allowance to be shared between multiple connections within a group. The group is composed of a lead connection which is known as the Leader (which may or may not be the account holder) and linking member connections (“Sharers”) (collectively all connections are known as the “Group”). You, as the account holder, are only permitted to have one Group unless we expressly agree otherwise. You can have a maximum of five connections in the Group (including the Leader). There must be a least two connections to be considered a Shared 4GEE Plan, and only one may be set up as the account Leader. These terms and conditions are in addition to our terms and conditions for all **Business** plans.

You shall be responsible for all charges and other liabilities incurred on behalf of the Group. All members of the Group will be authorised to incur data charges (including those when roaming) on your behalf and any other authorised charges such as content add-ons (unless you set up a bar on your account). You consent to any member of the Group incurring charges on your behalf and you will be solely responsible for those charges. You will be notified by text message when a data add-on is purchased by any member of the Group.

Data can only be shared within the Group and cannot be shared with any other plan you have with us. You can add additional Sharers to your Group at any point in time, up to the specified limit.

The Shared Business Plans applies to standard data usage within the UK only, and the terms set out under the Business phone plan above apply. Where the Lead account plan includes EU roaming data allowance, data allowance can be shared when roaming in EU, subject to any fair use policy that may apply to the Lead account plan (upto 15GB can be shared when roaming in EU for plans with over 15GB data allowance, unless otherwise stated). Anyone from the Group will be prompted to purchase a data roaming add-on when roaming outside the UK/EU. Roaming data outside of the EU is shared amongst the Group when all members of the Group are in the same EE roaming zone; if any member of the Group is in different roaming zones (or in the UK) then data purchased in a particular EE roaming zone can only be shared by members in that same roaming zone.

We will send a text to the Group when 80% of the data allowance has been used and a further text when the Group has used 100%. Only those members of the Group who are using data when the allowance expires will receive a text. You can also check your data usage using the My EE app.

Where a plan with inclusive BT Sport App access is shared, the inclusive BT Sport App access is available to the Leader only.

Changes to your plan during the minimum term (including upgrades)

You as the account holder can increase the Group data allowance at any time by calling customer services on 150. Remember you will need to commit to the increased data allowance and corresponding plan charge for the remainder of the minimum term. The increased data will be applied to your account immediately for use by the Group. You can do this at any time and any increase in your monthly plan charge will be pro-rated on your next bill. You cannot move to a lower price plan unless we allow it.

Changes to Lead Sharer and Additional Sharer



If you want to move the Leader to a standard Business plan or become a Sharer (rather than the Leader) you will need to nominate a new Leader for the Group to continue. You will need to:

- (i) Assign a new Leader to the Group either by connecting a new member or changing the status of one of the Sharers to Leader. This will be subject to credit checks and an additional price plan charge. We will let you do this at our absolute discretion and you will need to do this before moving the existing Leader onto another Business plan or terminating the plan; or
- (ii) Terminate your Business Shared plans (and if you're within your minimum term pay early termination charges or early upgrade fees for each plan within the Group – see our price guides for how early termination charges are calculated); or
- (iii) Change the ownership of your Business Shared plans so that another person takes responsibility (including payment of all charges) for the Group, subject to credit checks on the new account holder.

If you want to leave the Group (and a new Leader is not nominated as per above) the Group may be dissolved and data will no longer be shared. This will be subject to our absolute discretion. If the Group is dissolved, all Sharers will need to sign up to a new eligible* Business plan for the remainder of the minimum term of each plan within the Group. If we let you do this, the total number of individual plans (whether held by you or a new account holder) needs to equal the total number of plans from the Group. All new plans and migrations are subject to credit checks and are at our absolute discretion. You will need to be with us for at least 4 months before we allow a migration from a Business Shared plan to any other plan. Early termination charges are payable for each plan within the Group that is not continued for any reason. (*By eligible Business plan, we mean a plan with a monthly price plan charge that is more than the price plan charge payable when it is part of a Group. We will tell you by how much more each standard Business plan must be when you request to leave the Group.)

A minimum commitment period will apply to each connection in accordance with your selected Business Shared Plans price plan. Early termination charges will apply if you terminate any of the Business Shared Plans connections before the end of their respective minimum terms. Remember if you add an additional member to the Group after commencement of the original Leader plan, not all the minimum terms will end at the same time.

Returns

Returns will be subject to our standard retail returns and distance sales returns policy which you can find at www.ee.co.uk/terms. In addition to those terms the following shall apply to the Business Shared Plans:

- Only the account holder can cancel and/or return the Group's products and services.
- Any additional Sharer which is added to the Group after the purchase of the original Leader plan is subject to our standard returns policy in its own right. For example, if you purchased an additional Sharer plan online 3 months after the original Leader plan, your right to cancel the additional Sharer plan will be available to you 14 days from the date of purchase of the additional Sharer plan (not the original Leader plan).

If a number of devices are ordered at the same time for a particular Group, and not all devices are received at the same time for whatever reason, you are entitled to exercise your right of return pursuant to our returns policy 14 days from the date in which the final device in your Group is received.

4GEE WiFi & Tablet

You'll have to promise to stay with us for the length of your service plan (either 1, 24 or 36 months) and pass our standard credit check.

Your monthly payment is for an allowance of UK and (unless otherwise stated) EU mobile broadband data accessed using a dongle, mobile Wi-Fi device or a tablet (depending on the service plan you have chosen) to



connect your phone, laptop or tablet to the internet. If you have purchased a SIM only plan, your monthly payment is for an allowance of UK and (unless otherwise stated) EU mobile broadband data accessed using your own dongle, mobile Wi-Fi device or iPad to connect to the internet.

If your domestic data allowance is greater than 15GB, a fair usage policy of 15GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 15GB from your allowance while roaming), except on the 30GB and 60GB plan where the EU data fair usage policy is 25GB. The promotional 100GB plan (available for limited time periods) has a 50GB fair use policy. Your plan will state if a different fair usage policy applies to you. Once you've used your fair use policy amount when roaming, we will notify you and you'll have to buy one of the following add-ons to continue using data when roaming in our Europe Zone. The add-on will last until you have used up the relevant allowance, or until your next bill date (whichever is earlier).

FAIR USE POLICY Bundles	Price (Ex VAT)
1MB	0.65p
100MB	£0.65
500MB	£3.25
1GB	£6.50

Whether you are subject to a fair use policy or not, if you use up all your domestic allowance when outside the UK, you will need to buy an out of bundle UK/EU data add-on for mobile broadband usage to continue using data. Details of these can be found in this Price Guide above.

In addition if you go outside of these countries, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

You'll need 3G or 4G coverage to use the internet. You can only use internet on our 4G network if you're within a 4G enabled area, in range of a 4G base station and have a compatible 4G dongle or mobile Wi-Fi device from us. Your dongle or mobile Wi-Fi device may not be compatible with any 4G network outside the UK. You can check your 3G and 4G coverage at: www.ee.co.uk/coverage. Speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn't responsible for the speeds or coverage users get outside the UK.

The speeds you achieve will depend on a range of factors affecting speed and coverage such as your location; the device you are using, whether any trees or buildings are affecting your signal; how many other people are using the 4G network, and what the building is made from if you're using your device indoors. Access to our enhanced 4GEE speeds in the UK will also be impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Such equipment is not available everywhere in the UK and so you should check your coverage at ee.co.uk/coverage before selecting your plan.

If you're using a mobile Wi-Fi device, you can have additional Wi-Fi enabled devices (such as a mobile phone, laptop or tablet) registered to the mobile Wi-Fi device to use your mobile broadband signal. Remember, the more devices you have connected to your mobile Wi-Fi device at the same time, the slower your internet connection will be on each connected device.

Each mobile broadband option gives you a data allowance to use each month. We'll let you know by text when your data is running low (80% of your allowance used up) and when it has run out.

You can use your mobile broadband to make internet phone calls ('VoIP'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network



to protect it for all customers. Please see the network management policies on our website for more information.

We won't charge you any more if you reach your monthly data allowance, but you won't be able to use the internet. To continue to use the mobile broadband if you reach your monthly data allowance, you will need to buy one of our mobile broadband data add-ons to use mobile broadband until your next bill date. The cost of your data-add on will be added to your bill.

If you don't use mobile broadband in accordance with these terms and conditions or if you use your SIM card in another internet enabled device, for example a mobile phone, we reserve the right to withdraw your mobile broadband plan. We will also charge you for the additional services that you have used. For more information about these charges, please read the Non-Standard Price Guide for EE Small Business at www.ee.co.uk/business/terms.

If you join a plan with mobile WiFi device that is designed for in-car use you are responsible for using the device in such a way that complies with all relevant laws, including road safety law. We will not be responsible to you if you do not. Please see www.ee.co.uk or your in-box literature for more information about using your equipment safely.

Remember, your network terms will apply to your use of our services and these terms are additional terms applying to the Mobile Broadband (4GEE WiFi) plan only. Where there is any conflict between these terms and the network terms, these terms shall apply.

Additional terms and conditions applicable to 1 month and 24 month SIM Only Plans for Mobile Broadband (4GEE WiFi)

The following terms apply to 1 month and 24 month SIM Only plans for Mobile Broadband (4GEE WiFi), in addition to the terms and conditions under the heading Mobile Broadband (4GEE WiFi) above. Where there is any conflict between these terms and the Mobile Broadband (4GEE WiFi) terms above, these terms shall apply.

If you join a plan with a monthly data allowance of 15GB or less, you can experience speeds of up to 60Mbps in the UK. 4GEE WiFi Extra plans with a data allowance of 30GB give you access to uncapped speeds in the UK.

Additional terms and conditions applicable to 24 and 36 month Tablet Plans for Mobile Broadband (4GEE WiFi)

The following terms apply to 24 and 36 month Tablet Plans for Mobile Broadband (4GEE WiFi), in addition to the terms and conditions under the heading Mobile Broadband (4GEE WiFi) above. Where there is any conflict between these terms and the Mobile Broadband (4GEE WiFi) terms above, these terms shall apply.

If you join our plan with a monthly data allowance of less than 10GB, you can experience download speeds of up to 60Mbps in the UK. If you join a plan with a data allowance of 10GB or more, you will get access to uncapped speeds in the UK.

4GEE Broadband

You'll have to promise to stay with us for the length of your service plan (24 months) and pass our standard credit check. Your monthly payment is for an allowance of UK mobile broadband only. Please remember that you may have to pay an Upfront Charge for the 4GEE Router that we provide to you. Service is subject to coverage. Check your coverage at www.ee.co.uk/coverage.

Your mobile broadband speeds will depend on a range of factors, including: local mobile network coverage, whether there are any trees or buildings affecting your signal and the materials your house has been built with. The location of your 4GEE Router will also have an effect on your mobile broadband speeds; we recommend that you place your router on or near a window sill. When using the router, the more WiFi enabled devices that you have connected at the same time, the slower your mobile broadband speeds will be on each connected device.

You can use your connection to make VoIP phone calls and for peer to peer file sharing on the EE network. If you do use your connection for peer to peer file sharing, your speed will be slower than usual. Please see our network management policies for details.

You may only use your 4GEE SIM Card in the router we provide you. If you use it in any other device, or any location other than the address you agreed with us, we reserve the right to cancel your 4GEE Broadband plan. You will also be charged for any additional services that you may have used (e.g. voice calls).

If your monthly data allowance runs out, you can choose to buy one of our 4GEE data add-ons. If you try to use mobile broadband once your monthly data allowance has run out, we'll direct you to our data add-ons page. A data add-on gives you additional data to use for UK mobile broadband until your next bill date (at which point your monthly data allowance starts again). You'll be charged the full cost of the data add-on no matter when you buy it and when your bill date occurs. If you don't use all the data before your bill date, it won't roll over to the next month and you'll lose it. You won't be entitled to any pro-rated refund of unused data.

.Your 4GEE Router and 4GEE SIM Card (Mobile Broadband 25GB, 60GB and 120GB price plans detailed above) are designed for UK use and so cannot be used outside of the UK.

Business Smart Watch Plan

The Business Smart Watch pay monthly plan (the "Smart Watch Plan") gives you unlimited UK data. You will need to promise to stay with us for a minimum term of 24 months and pass our standard credit check. Your allowance will commence on your contract start date. EE's Pay Monthly Network terms apply to your use of the Smart Watch Plan.

The Smart Watch Plan is only available to new and existing Small Business Customers on a Pay Monthly or SIM only phone plan with an iPhone 6 or later release (the "iPhone") (the "iPhone Plan"), who take an Apple Watch Series 3 (GPS+4G) ("Apple Watch") on an additional line. You will not be able to have more than three Apple Watches on the same Account at any given time.

Your iPhone must be using iOS 11 or later operating system.

An additional Smart Watch Plan is required if you wish to pair your Apple Watch to a second iPhone on the EE network.

The Apple Watch must be paired to your iPhone on the EE network on an eligible iPhone Plan. If your Apple Watch is not paired with an iPhone on the EE network, you will not be able to use data or receive/make calls and texts on your Apple Watch. Your iPhone Plan and Smart Watch Plan must be on the same Account. Your Apple Watch will not work on another network.

The Smart Watch Plan does not include an allowance of calls or texts. It is not possible to purchase add-ons via your Apple Watch. When you are in the UK, subject to coverage, you can use your Apple Watch to make and receive calls and texts using the allowance from your iPhone Plan. These activities will decrement from the allowances on your iPhone Plan. The Business Smart Watch Plan cannot be used for roaming outside the UK.

Any chargeable activities will be charged in accordance with your iPhone Plan and will show on your iPhone Plan's bill. The telephone number for calls and texts will display on the recipient's device as that of your iPhone Plan.

Whilst your Apple Watch is in proximity to your iPhone connected via Bluetooth, your Apple Watch will use the data allowance from your iPhone Plan. If your Apple Watch is not in proximity to your iPhone or the two devices are not connected via Bluetooth or on the same WiFi network, the Apple Watch will use the data allowance from your Smart Watch Plan.

You will need to have the Apple Watch app (the “App”) on your iPhone to pair your Apple Watch with the iPhone. The App is pre-loaded on your iPhone. If you have uninstalled the App, you will need to download it to your iPhone. The App is free to download but data charges may apply when you visit the app store to download it.

If you receive a replacement Apple Watch or you have a new or replacement iPhone, your Apple Watch will need to be re-paired with your iPhone via the App.

You will need 4G coverage to use mobile internet on your Apple Watch. You can only use mobile internet on our 4G network if you are within a 4G enabled area and in range of a 4G base station. 4G is not available everywhere in the UK. You can check your coverage at ee.co.uk/coverage.

The Smart Watch Plan gives you access to uncapped speeds in the UK on your Apple Watch. The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you are in may also affect mobile internet speeds. Access to our enhanced 4GEE speeds will also be impacted by the location of our masts and other equipment optimised for enhanced 4GEE speeds. Such equipment is not available everywhere in the UK and so you should check your coverage at ee.co.uk/coverage before selecting your plan.

You cannot use your Apple Watch as a modem (‘tethering’), for peer to peer or any internet file sharing.

If you terminate your iPhone Plan or no longer have an iPhone on the EE network (because for example you have switched to an Android device) you will no longer be able to use data or receive/make calls and texts on your Apple Watch. In accordance with EE’s Pay Monthly Network Terms, you

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can give us notice to terminate your Smart Watch Plan by calling customer services and providing us with 30 days’ notice, at any time. If we accept notice from you to terminate your Smart Watch Plan within the Minimum Term for the Smart Watch Plan, you will have to pay us a Cancellation Charge.

In-Building Coverage Terms

Signal Box

Separate terms apply to Signal Box and are supplied with the Signal Box. Use of the Signal Box constitutes an acceptance of these terms.

Terms Applying to All Subscription Options

Changes to Your Service Plan

You can contact us to change to a different service plan at any point during the term of your Agreement with us. We will decide which service plan you can change to. Once you have moved up a price point, you may move back down to your original price point, but you may not go below that during the Minimum Term.

SIM Only Option

If you purchase a SIM Only plan, you will need a 4G compatible phone. This means a device that you have bought directly from us, or through an indirect retailer. Phones bought on other networks may not work on our 4G network, but will still be able to access our 2G and 3G networks. If your

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device is from another network, you may need to get it unlocked before it will connect to our network.

UK Data Add-Ons

Applies to Business Phone and Shared plans, and Mobile Broadband plans

To choose one of the Data Add-Ons call 150 from your EE handset or visit your online account at MyEE. Your Data Add-On gives you additional data to use each month for mobile internet if your data allowance under your plan has run out. You will be charged the monthly cost of the add-on no matter what date you purchase it. We'll send you a text to let you know when your Add-On is ready to use. The data lasts for the rest of your billing month and is for use in the UK and EU only. If you don't use all the data before the end of your billing month, it won't roll over to the next month and you'll lose it.

Using Your Device Abroad – Voice and Data Roaming

Applies to Business Phone and Sharer plans, and Mobile Broadband plans

Roaming must be provisioned on the Connection(s) to which any Service Plan or Service Plan Add-On involving Roaming is applied. Bundles are only valid for the specified zones. To be able to make international calls while Roaming, International Direct Dial calling must also be enabled on your account. Voice and SMS Roaming, and Data Roaming zones are detailed in this Price Guide, and are subject to change from time to time. Calculation of Roaming Charges may vary from time to time. If you run out

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of your allowance in our Europe Zone, you pay the same out of allowance rates as you would do in the UK.

4GEE Fixed router and 4GEE Fixed Sim Card cannot be used outside of the UK.

In limited circumstances, customers may be required to pay a deposit to activate roaming on their account – this includes EU and non EU countries. Please text ROAMING to 150 to find out your roaming status or call customers services on 150.

International Data Roaming Add-Ons

Applies to Business Phone and Sharer plans, and Mobile Broadband plans (except 4GEE Fixed router and Sim card)

To use internet outside of the EU on your phone in any of our Data Roaming countries, you'll need to buy one of our data roaming add-ons, unless: (a) you have contacted us before you go overseas to opt out, and in which case you will pay our standard out of bundle rates; or (b) have purchased a price plan which includes a data allowance for that zone. You can buy the add-on when prompted when you land in any of the countries.

The cost of the add-on will be added to your monthly bill. You can use the data in any of the listed countries for the relevant zone for the period of time that the add-on is valid. Remember, if you go outside any of the listed countries you won't be able to use the data and you will be prompted to buy a different data bundle relevant to that country.

We count all time periods based on UK time. Once your add-on runs out, you'll have to buy another one to be able to continue surfing the internet on your phone in our data roaming countries. Remember you can't use your

phone for peer to peer file sharing and the country you're roaming in may not have a compatible 4G network so you will have to use 3G.

You can opt out of the Data Roaming add-ons by calling +447973100150.. Please see ee.co.uk/businesssterms

Travel Data Pass Add on

500MB of full speed data per day while you're abroad for a fixed price of :

- £4 a day in the USA and Canada
- £5 a day in: Turkey, Australia, UAE, India, Thailand, Mexico, South Africa, China, New Zealand

Eligibility: Available to Small Business customers on handset or SIM only plans.

How to get it: You opt-in to Travel Data Pass and then pay the daily fee (inclusive of VAT where applicable) each day you use mobile data when you're abroad in an included country, The included countries are subject to change from time to time and details are available at ee.co.uk/roaming.

If you use up 500MB of data during a day and still want more data, you can buy another pass. You opt-in to Travel Data Pass by texting TRAVEL to 150 or by calling 150 on your phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm when it has been added.

Charges: The Travel Data Pass daily charge will automatically trigger each and every day that you're abroad in an included country and use mobile data. Note that your phone will use data if you have apps on it that automatically update in the background and this will trigger the daily charge. You can turn data roaming off in your phone's settings if you don't want this to happen.

The daily charge and the 500MB allowance is applied for a UK day – midnight to midnight UK time. If you prefer to be charged our standard

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roaming rates, you can opt out of Travel Data Pass at any time by texting STOP TRAVEL to 150. It may take up to 24 hours for Travel Data Pass to be removed from your account and you may continue to be charged the daily fee until the day (from midnight to midnight UK time) that it is removed.

Travel Data Pass is for your personal, non-commercial use. If you're using it for commercial purposes, or contrary to your terms of service, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rates at our sole discretion.

We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this pass at any time. This pass is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls

General: This add-on includes:

- 500MB data with access to 4G where it is available.
- VAT where applicable.

You can opt out of Travel Data Pass at any time. If you do, you'll be able to buy our standard roaming data add-ons or can choose to pay our standard roaming rates for data when you travel abroad.

World Select Talk & Text

£5 (inc VAT) a day for Unlimited Minutes and Texts while you're abroad in our World Select countries.

Eligibility: Available to Small Business customers on Pay Monthly handset plans.

How it works

Opt-in to World Select Talk & Text and then pay £5 (inc VAT) each day you use your phone in any of our World Select countries. You get unlimited calls and texts to standard UK (and other World Select countries) mobile and

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landline numbers when you are travelling in our World Select Countries. The countries included in our World Select Talk & Text are subject to change from time to time and details are available at ee.co.uk/roaming. A day is from 00:00:01 until 23:59:59 local time (local time zone to the country you are in).

To opt-in to World Select Talk & Text, text WORLD to 150 or call 150 from your EE phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm it has been added.

Charges

The £5 (inc VAT) World Select Talk & Text daily charge will automatically trigger each and every day that you're abroad in our World Select countries when you make a call, receive a call or send a text from your phone. Receiving a call when you are in our World Select countries will also trigger the £5 (inc VAT) charge, even if you only receive a single call on a particular day but do not make any calls or send text message(s).

If you prefer to be charged our standard roaming rates, you can opt out of World Select Talk & Text anytime by texting STOP WORLD to 150. It may take up to 24 hours for it to be removed from your account.

If you're using World Select Talk & Text or contrary to your terms of service, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for minutes and texts at our sole discretion.

We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue this pass at any time. World Talk & Text is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls.

World Select Countries:

USA, Canada, Turkey, Australia, United Arab Emirates.

World Select Talk & Text includes the following while in a World Select Country:

- Calls you make and texts you send to standard UK landline and mobile numbers.

- Calls you make and texts you send to standard landline and mobile numbers in World Select countries
- Receiving all calls or texts.

World Select Talk & Text does not include:

- Calls or texts from the UK to any other country (e.g. calls you make to a Canadian mobile number when you're in the UK).
- Calls or texts to numbers other than standard landline or mobile numbers while in the World Select Country, for example to premium rate or non-geographic numbers. These may vary from time to time.
- Calls or texts to countries outside of our World Select Countries (e.g. calls you make when you're in USA to a French number).
- Picture Messages

Max Rest of World Add-on

1000 Minutes, 1000 Texts and 1GB of roaming data per month while you're abroad in USA, Canada, Australia, New Zealand and Mexico.

Eligibility: Available to Small Business customers on Pay Monthly handset plans.

How it works

Subscribe to the Max Add-on and then pay £7.50 (ex VAT) per month for 12 months, or £5 (ex VAT) per month for 24 months. You get 1000 minutes, 1000 texts and 1GB of data for use when you are travelling in USA, Canada, Australia, New Zealand or Mexico. To subscribe to Max Add-on please contact Customer Services on +447973100150.

Charges

The Max Add-on is £7.50 (ex VAT) per month for a 12 month recurring Add-on, or £5 (ex VAT) per month for a 24 month recurring Add-on. The Add-on will be charged every month even if it is not used abroad in an included country, and will remain active on your account until you remove it. The 12

and 24 month Add-ons are subject to a minimum subscription period of 12 or 24 months respectively, and removal of the Add-on before the end of the minimum subscription period will result in an early termination charge. If you remove the Add-on, you'll still be able to buy our standard roaming voice, text or data add-ons or can choose to pay our standard roaming rates when you travel abroad.

Max Add-on Countries:

USA, Canada, Australia, New Zealand, Mexico.

Max Add-on includes the following while in a Max Add-on Country:

- Calls you make and texts you send to standard UK & EU landline and mobile numbers.
- Calls you make and texts you send to standard landline and mobile numbers in Max Add-on Countries.
- Using Data in Max Add-on Countries.
- Receiving all calls or texts.
- Voicemail Retrieval.

Max Add-on does not include:

- Calls or texts from the UK to any other country (e.g. calls you make to a Canadian mobile number when you're in the UK).
- Calls or texts to numbers other than standard landline or mobile numbers while in the Max Add-on Country, for example to premium rate or non-geographic numbers. These may vary from time to time.
- Calls or texts to countries outside of our included Max Add-on Countries or the UK & EU (e.g. calls you make when you're in USA to a Chinese number).
- Picture Messages

Calling Abroad from the UK Bundles

IDD Bundles are valid for calls from the UK to countries in the specified zones. They can be added and removed on a monthly basis, but must be retained on the account for not less than 30 days in any event. Certain

MVNO numbers will not be included in your bundle and will be charged at our standard out-of-bundle rate. Any calls made to numbers that are not a standard mobile or geographic landline will not be included in your bundle and may be charged at a higher rate of £3.50 per minute. IDD zones are subject to change from time to time.

Ireland Business Extra

Unlimited International calls and texts from the UK to the Republic Of Ireland.

Eligibility: Available to Small Business customers who have a registered account address in Northern Ireland, and are on Pay Monthly voice enabled plans.

How it works

Subscribe to the Ireland Business Extra for £5.00 (ex VAT) per month. You get unlimited minutes and texts for use from the UK to landlines and mobiles in the Republic of Ireland. To qualify for the Ireland Business Extra you'll need to have a Business account with us, with an account address in Northern Ireland prefixed with a 'BTxx' postcode. To subscribe to Ireland Business Extra please contact Customer Services on +447973100150.

Charges

The Ireland Business Extra is £5.00 (ex VAT) per month on a recurring basis. The Extra will be charged every month even if it is not used, and will remain active on your account until you remove it. The Ireland Business Extra is subject to a minimum subscription period of 1 month, and removal of the Extra before the end of the minimum subscription period will result in an early termination charge of a full months cost of £5.00 (ex VAT). If you remove the Extra, you'll still be able to buy our standard international calling abroad or text add-ons or can choose to pay our international calling abroad rates.



Ireland Business Extra includes the following:

- Calls you make and texts you send from the UK to standard landline and mobile numbers in the Republic of Ireland.

Ireland Business Extra does not include:

- Calls or texts from the UK to any other country other than the Republic of Ireland.
- Calls or texts to numbers other than standard landline or mobile numbers in the Republic of Ireland, for example to premium rate or non-geographic numbers.

Photo Messages

To choose Unlimited Photo Messaging Extra (“Extra”), call 150 from your EE handset. We’ll send you a text to confirm when your Extra has been added. You will have the monthly fee of £4.00 + VAT added to your bill when you send the first photo message within your monthly billing period. You can remove your Extra at any time by calling 150. Your Extra gives you unlimited photo messages each month to send in the UK or when in our EU roaming zone. If you don’t send any photo messages within a billing period, you won’t be charged.

WiFi Calling

With WiFi Calling, EE small business customers can make and receive calls and send and receive texts in the UK over WiFi. You’ll need a compatible mobile phone and may need to update your software.

Once connected, you can call and text as normal when using WiFi Calling. All calls made or texts sent using WiFi Calling will be charged as per your EE plan.

Connect your compatible phone to a WiFi network (either public or private): once you’ve done this your phone will remember the WiFi network for next

time. You should see a WiFi Calling icon on your phone when WiFi Calling is ready to use. WiFi Calling will then work when you are in range of and connected to a WiFi network. The way you connect and how you use WiFi Calling will depend on the phone you have. Some phones may only let you use WiFi Calling if you have no signal at all on the EE mobile network. Please check the specifications of the device you are using.

Remember you are responsible for using any WiFi network in line with its terms and conditions and you may be charged for using it. WiFi calls use only small amounts of data, for example a 5 minute call will use about 1.7Mb. But you may want to check whether the phone is also connected to use data over the WiFi network and keep an eye on how much data you are using. EE does not accept any responsibility for the quality, security, availability or coverage of WiFi networks and any calls made or received over them.

You’ll need to be connected to WiFi Calling to make or receive a call over WiFi. If you leave the WiFi network during a WiFi call the call will stop and you’ll have to redial once you have coverage (either on the EE mobile network or back over WiFi). If you are making a call over the EE mobile network and lose coverage, you’d need to connect to WiFi Calling before redialling. Calls made using WiFi Calling last a maximum of 4 hours: after this time you’ll need to redial.

Emergency Services: When using WiFi Calling you will be able to call the emergency services (on 999) but they will not be able to identify your location. You should therefore keep a fixed line phone to use for calls to emergency services and use WiFi Calling only as an absolute last resort.

You will not be able to use WiFi Calling when outside the UK.

Business Service, Plus and First

Business Service

Business Service is EE’s name for the support you get as an EE Small Business customer. It comes as a standard inclusive Additional Service and is available from 15th June 2015.

You'll get:

Customer Service Team

EE provides a UK based, dedicated business customer service. Details of this service including the contact details and availability can be found on www.ee.co.uk.

Bill Analyser

This is a secure on-line analysis tool that provides you with an overview of your business mobile account. It allows you to monitor costs, identify usage by individual employees, teams or departments (as you tailor it) and customise reports. It allows administrators to view company billing data while your users can have access to their own usage. It does require Internet Explorer 6 or above and a compatible browser. It is updated monthly a few days after your billing date.

You do need to sign up on-line and speak to a customer service representative to access this feature which is a simple process.

Recycle and Reward Program

When you order new Equipment or Upgrade your existing Equipment in-store you can trade in your old device for money. Find the process and terms on our website.

Get the Edge Magazine

You can subscribe to the Edge Magazine which is EE's on-line Small business magazine. It provides insights into our new products and services, how other businesses benefit from being an EE customer and highlights special offers.

Access to EE online community

You'll be signposted to the EE online Small Business community web site (<http://community.ee.co.uk/>) . Here you can exchange comments, ideas and product reviews with other small businesses. EE will also post on new products, ways of making the best of EE services, activities, events and links to useful content.

Business Referral

If you recommend a new Business Lead and that business signs up with EE then we will apply a one-off credit of £50.00 (ex VAT) to your Account. The following terms apply to this offer:

1. The new Business Lead has to be a Small Business (has less than 50 employees at time of contract) that:
 - signs up with EE Ltd using the EE Pay Monthly Terms for Small Business within 6 months of your recommendation;
 - isn't an existing EE, T-Mobile or Orange Small Business customer;
 - EE isn't already engaged with in the sales process.
2. The credit will be applied to your Account once the new customer has been with EE for 2 weeks.
3. EE reserves the right to withdraw this offer at any time by updating this Price Guide. If you have a business referral in progress you'll still get the airtime credit if it leads to a successful new customer for EE.
4. EE is not obliged to follow up on your new Business leads and in such event we'll have no liability to you.

In Store Help

Our set-up service takes care of configuring devices and checking everything works the way you want. It's free and available at any EE store

Free Phone Replacement

EE offers a replacement service for faulty handsets. Terms apply including eligibility rules. Check these in the relevant section of this Price Guide.



Business Plus

Business Plus is an inclusive Additional Service available from 15th June 2015 to all EE's Small Business Customers who have an Account with more than 5 and up to and including 14 SIM Cards. You get all the benefits of Business Service plus the following:

Priority Routing

When your users call 150 using their EE business phone they will be automatically prioritised above Business Service customers' calls.

Fast Phone Replacement

Gives you a faster replacement service for faulty handsets. Terms apply including eligibility rules. Check these in the relevant section of this Price Guide.

Business First

Business First is an inclusive Additional Service available from 15th June 2015 to all EE's Small Business Customers who have an Account with at least 15 SIM Cards. You get all the benefits of Business Plus and Business Service plus the following:

A Business Account Manager who will support the account holder and one other nominated person in your business by:

- Contacting you in your first few days of joining EE to make you aware of the range of EE services available to you and how best to take advantage of them;
- Managing any technical or billing issues you may have including using the Bill Analyser tool. And If your Account manager can't resolve the problem then they'll escalate and track the problem within EE through to closure;
- Giving you information on new product launches, events and workshops that would be appropriate to your business.

VIP Access to New Devices

With this feature you can nominate two people on your account (one of whom has to be the account holder) who can benefit from priority access to the latest handsets from EE. The Account manager will ensure you are advised as early as commercially possible of the launch of new products and given the opportunity to place a priority order of up to two of these new handsets. These priority orders will be shipped ahead of non-Business First orders but will be subject to product availability and processed in the order that they were received within the Business First customer group. Normal Upgrade terms apply. This benefit isn't transferable.

On-Site Set Up

EE will, at the request of You or your nominated contact, support on-site meetings at your office or place of business to assist in the setup of new and/or Upgraded phones. The EE rep will help with the transfer of existing contact details, emails, applications, get the new Equipment working, download new EE apps that you are eligible for and address any technical questions you may have or pass any issues that cannot be resolved that day on to the Account manager.

You are limited to two half day on-site meetings per calendar year. Each on-site visit will usually consist of one EE representative.

Free Next Day Delivery

Telesales and Online orders – You'll get free next day UK delivery as standard on all online orders if we get your order by 5pm. Includes multiple devices ordered at the same time to the same address.

Depending on stock levels, some things may take a little longer, but we'll let you know by email if this happens. DPD will send you a text the day before your EE order arrives to confirm delivery details.

General Terms that apply to all Business Service/Business Plus/Business First Customers:

1. Any SIM Cards on Pay As You Use, 30 Day SIM Only, Consumer, Fixed and Fibre Broadband Plans do not count towards your qualifying SIM Cards for Business Service, Business Plus and Business First levels but do benefit from the level of support your business qualifies for.
2. As your business grows you will move up to the next level of support with EE.
3. If your number of SIM Cards drop below the qualifying number we'll normally let you stay at the higher tier of support but we do retain the right to move your level of support to the relevant lower tier.
4. If your account is overdue on payment then we reserve the right to suspend this Additional Service in whole or in part.

Phone Replacement

(Version 1.3) (4 September 2017)

These terms only apply to eligible Devices provided by EE to new customers or customers that have re-signed a new Agreement with EE after 17 June 2015.

1. What is it?

Phone Replacement for EE Small Business (the "Service") covers Devices that are Faulty as set out below.

This Service applies if You purchased an eligible Device (as set out below) directly from EE or, where you purchased the Device from one of EE's authorised resellers, if that Device was sourced from EE. You can find out if Your Device was sourced from EE by calling 150 from Your EE phone.

The Service is additional to, and does not affect, the legal rights that You may have under the general law against the retailer of the Device (which may or may not be EE) or under any separate warranty offered by the manufacturer of the Device.

Fast Phone Replacement
£20

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There are two levels of the Service: **Free Phone Replacement**, which is a standard inclusive service provided with all Your eligible Devices at no additional charge; and **Fast Phone Replacement**, which can be bought from EE for a one-off charge of £20 at the time of replacement each time you use the service. The one-off charge will be included on Your next bill. Fast Phone Replacement will give you a quicker replacement as detailed below. Fast Phone Replacement is free of charge for customers who have Full Cover or Damage Cover insurance from EE, and to Business Plus and Business First customers .

The Service is subject to these terms and conditions (which supersede any previous terms and conditions for the Service). EE may amend these terms and conditions from time to time.

The Service is available for EE Branded Devices and Qualifying Non-Branded Devices.

2. Defects caused by faulty materials or workmanship

If Your Device is Faulty (as defined below), EE will replace it at no extra charge provided that:

- Your Device has been used in accordance with the manufacturer's operating instructions and any operating instructions issued by EE; and
- all repairs have been/are arranged by EE; and
- You comply with these terms and conditions and the terms of Your Agreement; and
- the Device is registered and connected to the Network in Your name under a current Agreement; and
- You continue to meet the eligibility requirements of this Service.

3. Service period

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The Service starts when you register the Device on the Network and continues for the Minimum Term of the Price Plan for Your Device, subject to a maximum of 24 months. If Your Device is an Apple iPhone or iPad, the Service only applies from months 13 to 24, subject to earlier termination of the Minimum Term of the Price Plan for Your Device.

The Service will also end if:

- the Agreement under which Your Device is connected to the EE Network is terminated; or
- the Device is not registered on the Network; or
- You are in breach of Your Agreement or Your Device is suspended or terminated for any reason.

Once the Service expires or ends, it cannot be extended.

4. What is not covered by this Service?

The Service does not cover:

- Devices that were either not sold or supplied to you directly by EE, or were not sourced from EE;
- Apple iPhones or iPads for the first 12 months. Faults during this period will be referred to Apple;
- dongles, mobile wi-fi devices, accessory or SIM enabled cameras, connected watches, or other devices that are not mobile phones or tablets;
- Device accessories which are not integral to the Device such as wrist straps, carry cases or styluses which may be covered by the manufacturer's warranty, if any;
- batteries which are more than 6 months old; or

- Your Device for **loss, theft or damage**. If You need this cover, please ask EE as other EE products can provide this type of cover.

The Service is not available if You are:

- not a business customer on the EE Pay Monthly Terms for Small Business with less than 50 employees at time of contract;
- on a SIM only connection;
- on PAYG; or
- on any Price Plan that expressly excludes the Service.

These terms and conditions do not cover network services. Network service is subject to Your Agreement.

5. EXCLUSIONS and LIMITATIONS

Your Device will not be replaced where there is a fault or defect caused by or consisting of:

- **(wear and tear)** – normal wear and tear, rusting or oxidation or other deterioration due to normal use or exposure or atmospheric or climatic conditions;
- **(manufacturer's guarantee or warranty exclusion)** – something specifically excluded under the terms of the manufacturer's guarantee or warranty for the Device or that is the subject of a manufacturer's recall of faulty products;
- **(network service)** – breakdown or interruption of the network service;
- **(unauthorised maintenance or faulty workmanship)** – damage during any testing, repairing, adjusting, servicing or maintenance operation or caused by improper or unauthorised repair, maintenance or modification;

- **(cosmetic damage)** – damage which does not impair the normal functions of Your Device;
- **(computer virus)** – damage caused to Your Device or Your content, software and data on Your Device by a computer virus;
- **(manufacturer’s instructions)** – disregard of the manufacturer’s instructions for operation and care of Your Device; or
- **(EE Device-specific limitation)** – anything that EE has stated to You as not being covered under the terms of the Service.

Your content, software and data on Your Device will be lost as a result of replacement under the Service. You must ensure that You have backups. EE is not liable for any such losses.

The Service does not cover You for loss of use or consequential loss of any kind (for example loss of business/unauthorised calls).

Your account with EE must be paid up to date in accordance with Your Agreement for a replacement to be made. The Service will cease immediately if any account with EE is not paid when it is due unless the non-payment is due to a delay caused by a processing error by a clearing bank or due to a genuine dispute over amounts due on Your account.

If You or anyone acting on Your behalf makes any false or fraudulent claim or supports a claim by providing false or fraudulent documentation, device or statements, this Service shall be void and will terminate and You will forfeit all rights under the Service.

6. Replacements

If Your Device is Faulty EE will replace the Device.

If your Device develops a fault that You believe qualifies it as Faulty under this Service You should contact EE by calling us on 150 from Your EE phone or 07953 966 250 from another phone. EE will carry out an initial

over-the-phone diagnosis and, if the Device appears to be Faulty, EE will arrange to provide a replacement Device and for the return of Your Faulty Device to EE. EE may at its discretion require You to return Your original Device for examination before a replacement is authorised or issued.

Replacement of any Device will only be made with an EE product and will be from refurbished stock that has been tested and is fully functional. A replacement Device may be of a different model to that sent for repair, provided that such a replacement will be (in EE’s reasonable opinion) of a similar specification.

Replacements will normally only be made of that part of Your Device which is Faulty so if the handset were faulty You will be provided with a replacement handset but You would retain the original battery, charger and SIM Card.

In the event of a claim under this Service, You are only entitled to the replacement of Your Device. There is no entitlement to any refund or compensation.

You may be charged the EE list price for any replacement Device where Your original Device is found by EE to be damaged rather than Faulty, or if no fault is found with it.

Any replacement Device will continue to be covered by this Service for the remainder of the period that the policy would apply to Your original Device (i.e. for the remainder of the Minimum Term of the Price Plan for the original Device up to a maximum of 24 months from the date the original Device was registered on the Network).

7. Delivery timescales

Replacements under Free Phone Replacement will be provided within 3 to 5 days.

Replacements under Fast Phone Replacement will be provided on the the next calendar day if Your claim is received and accepted before 7.30pm.

Fast Phone Replacement includes weekends, but excludes bank or public holidays, and is subject to delivery slot availability.

Next day deliveries under Fast Phone Replacement are not available to the following destinations: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Hebrides, Perthshire, Isles of Scilly and Shetland Isles. Please contact EE to check the delivery timescales to these destinations.

Deliveries under the Service will be made in a one hour delivery slot (from 11am to 5pm) that you select, subject to availability. You must be available at the relevant address to receive the delivery.

Delivery Charges

- The Service includes the cost of delivery of a replacement Device.
- The Service does not include the cost of aborted deliveries, for example, where You are not available to accept a replacement Device or the Faulty Device was not available for collection at a pre agreed time and place. EE reserves the right to charge You for aborted deliveries. The current charge is £16.67.

8. Return of Device to EE

Where a replacement has been supplied, the original Device is EE's property and must be returned to EE at the time the replacement is delivered. If You fail to provide the original Device at the time the replacement is delivered, then You will be charged the list price for the replacement. You should retain any removable battery, memory cards and SIM Card that you use in Your Device, and must remove any activation lock from the Device before it is returned to EE.

9. In Life Changes

If You make any changes to Your Account that mean Your Device is no longer eligible for the Service then the Service will cease from the point at which Your Device became ineligible.

If You change Your Device it is Your responsibility to check that it can still be covered by the Service.

10. Upgrading

If You Upgrade Your Device, Your entitlement to the Service will depend on whether Your Device continues to meet the eligibility criteria detailed herein. Your old Device will no longer be covered by the Service from the point of Upgrade. *The Service only applies to Your most recently Upgraded Device.*

11. General

Changes - The terms of the Service may be varied after EE has given You 30 days' notice.

Assignment - You cannot sell, assign or transfer the benefit under the Service to anyone else.

Applicable Law - English Law will apply to these terms and conditions and the English Courts shall have exclusive jurisdiction to determine any dispute.

12. Interpretation and definitions

Where the context permits any defined term in this document shall have the same meaning as in Your Agreement. In this document:

Agreement means the EE Pay Monthly Terms for Small Business.

Device means a mobile telephone or tablet provided to You by EE, or (where provided by an approved EE reseller) sourced from EE, that is connected to EE's Network, excluding Apple iPhone or iPad for the first 12 months; consisting of a handset, standard battery and SIM card, and which is either an EE Branded Device or a Qualifying Non-Branded Device.

EE Branded Device means a Device that is branded with the EE logo.

Faulty means:

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- that Your Device has developed a fault and does not operate in accordance with its normal specification or operating instructions; and
 - such fault is caused by faulty materials or workmanship; and
 - such fault (or the cause of such fault) is not otherwise excluded under these terms and conditions.

Qualifying Non-Branded Device means any Device that doesn't carry the EE logo, but which EE has designated as being eligible for the Service.

You and Your means the EE Small Business Customer who is party to the EE Pay Monthly Terms for Small Business and who has less than 50 employees at time of contract.

Group Calling

Group Call is included as standard on both Business phone plans and Business Connect (sharer) plans, and will be charged as a call to an EE mobile number.

Charges

All Charges in this Price Guide are exclusive of VAT.

All call charges will be rounded to the nearest tenth of a penny. Your first month's bill will contain a pro-rated sum depending on when you were Connected and your full subscription charges for the subsequent month.

The allowance you have used will be worked out when we print your bill. Any billing information we provide to you prior to then is an estimate only.

Network Terms

Service is subject to EE's standard network terms, as set out in your Agreement with us, the most current version of which (including fixed broadband network terms) is available online at www.ee.co.uk/business/terms.

We reserve the right to amend these terms, or to withdraw or amend any service plan in this Price Guide at any time. If We do that we will do it in accordance with the notice provisions set out in the Network Terms you have agreed to.

References to EE in these terms and conditions are to EE Limited, registered under company number 02382161, with offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.

Traffic Management

In certain circumstances, such as periods of high demand, we may manage network performance by undertaking traffic management activities such as mobile line speed reductions.

More information on our traffic management activities is set out in the '*Small Business – Traffic Management – Key Facts Indicator*' document which can be found under the 'Other Terms' tab at the following link <https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/>.

List of Changes

Date	Description of Change	Applicability
20.11.2012	Added Clone Phone pricing and Clone Phone App Service terms and conditions.	All eligible Customers
20.11.2012	Added 12 month SIM Only Plan	Available to new / migrating customers
28.02.2013	Refreshed SIM Only Offer	Customer's migrating to or resigning onto a SIM Only tariff.
09.05.2013	Added extra bundles to 4GEE phone plan and 4GEE sharer plan	Available to new and in-life customers
03.06.2013	Added EE Pocket Landline	Available to all eligible customers
01.07.2013	EU Roaming Rates Updated	All customers
25.09.2013	Added new 24 month SIM Only Plan & Refresh of ADSL & Fibre Broadband Plans	
30.10.2013	Refresh of 4GEE Phone Plan and Sharer Plans. Previous plans moved to Legacy Price Guide.	All new customers
08.01.2013	New SIM Only plans & 08 bundles	All new customers
26.03.2013	New SIMO, Business and Business Extra plans.	All new customers
14.05.2013	New 12 month SIMO tariff	New Customers
02.07.2014	Update roaming tariffs	All customers

Date	Description of Change	Applicability
01.08.2014	Retire Clone Phone and launch new Insurance proposition. Correct location of Serbia in data roaming zones tables.	All Customers
03.09.2014	Retire Business Sharer Plan. Introduce Business Connect, & 12 month handset Plans.	All Customers
02.10.2014	Addition of new Single Number add-ons	All Customers
12.11.2014	Updates of Business Connect and Mobile Broadband tariffs and terms and conditions	All Customers
28.01.2015	Updates of Business Phone plans and Mobile Broadband plans	All Customers
26.03.2015	SIMO, selected shared plans and 12 month price plan increase in line with annual March RPI	All customers
09.04.2015	New SIMO, 12 Month and Roaming MBB plan. Additional Business Connect plans. New 4GEE Data Roaming Plan.	All customers
28.05.2015	Changes to monthly prices due to RPI and updates to Pro-ration rules for bundles	All customers
09.06.2015	Changes to roaming data zones and prices. New Business Value; Business Service, Business Plus and Business First; and WiFi Calling terms.	All Customers
15.06.2015	Changes to roaming data zones and prices. New Business Value; Business Service, Business Plus and Business First; new Phone Replacement and WiFi Calling terms.	All Customers

Date	Description of Change	Applicability
01.07.2015	Changes to 08xx, 118, and 09 charging due to NGCS OFCOM regulations	All Customers
17.07.2015	Added £95 Promotional Plan	All customers
21.07.2015	Added 36 Month Tablet Plans	All Customers
29.07.2015	Clarification of minimum charging model	All Customers
31.07.2015	Updated with Euro Pass and Euro Data Pass. Tidied up countries in all data roaming zones.	All Customers
18.08.2015	Business Broadband & Landline	All new customers
04.09.2015	Updated Promotional plan dates	All Customers
30.09.2015	New Business Connect plans	All Customers
28.10.2015	New tenure for Business Value plans. Change to Voice & SMS Roaming zones. Added 4G+	All Customers Available to customers on eligible plans
06.11.2015	Added £60 -> £40 promotional plan & price corrections to broadband only table	All Customers
11.11.2015	Update to promotional plan terms for Indirect channel / Phone replacement price update	All Customers
24.11.2015	Added 4GEE Camera Data Plans, Added & Remove Single User Add-ons	All Customers
28.01.2016	Added Business Connect SIM only £22p/m plan and archiving of Business Promotional plans	All Customers
24.02.2016	Addition of new Handset, SIMO and Tablet tariffs. Update of Add-ons and EU Roaming	All Customers

Date	Description of Change	Applicability
	products. Remove Business Broadband / Business Landline promotional plans. Updated speed claims.	
30.03.2016	Addition of new Shared and MBB tariffs	All Customers
28.04.2016	Amended roaming rates and bundles for EU and Data Zone A Amended wording of Non Direct Debit Fee to Non Direct Debit Payment Handling Charge Removed Fixed Broadband and landline Added £38 promotional plan	All customers All customers Available to eligible customers only
12.05.2016	Removed reference to Euro Pass and Euro Data Pass having a slower speed after 100MB. Updated insurance terms	Available to eligible customers.
20.05.2016	£40 Business Extra+ Promotion	All Customers
01.06.2016	Business Connect new voice and data add-ons	All Customers
27.07.2016	BT Sport App Add-on Change in insurance excess limits Amended roaming add-on prices	All Customers
28.09.2016	Addition of new Business Extra plans Addition of new monthly data roaming add-ons. Addition of World Select Talk & Text Removed 4GEE camera plans Addition of Apple Music	All Customers

Date	Description of Change	Applicability
24.10.2016	Addition of Business SIMO promotion	All Customers
11.11.2016	£53 Business Extra plan promotion Travel data pass – available from 23 November 2016	Eligible customers
06.01.2017	Addition of Business SIMO promotion	All Customers
18.01.2017	Addition of new Business Handset and SIM only plans. Clarification of eligibility for roaming plans.	All customers
17.02.2017	Addition of Business Extra promotions. Addition of Business SIMO promotion	Eligible customers
29.03.2017	Addition of new Shared, Mobile Broadband and Tablet Plans.	All customers
05.03.17	Update of 4GEE Fixed broadband to state that they are UK only. Addition of Business SIMO promotion	Eligible customers
25.05.17	£53 Business Extra plan promotion & June SIMO promotions available Change to paper bill price	Eligible customers All customers
15.06.17	EU roaming updates; updates to Europe Zone	All customers
22.08.17	Updated to roaming add-ons Handset & SIMO promotions available	Eligible customers
30.08.17	SIMO promotional plans	Eligible customers
05.09.17	Mobile Broadband promotional plan	Eligible customers

Date	Description of Change	Applicability
25.10.17	Business Connect refresh plans SIMO promotional plans	All customers
04.11.17	Business Handset promotional plans	All customers
01.12.17	Multiplan Saving	Eligible customers
06.12.17	Business Smart Watch Plans SIMO Promotional plans International Add-ons Picture Messaging	All customers
13.01.2018	SIMO Promotional plans Removal of Non Direct Debit Handling fee Apple music data Add-on	All customers
07.02.2018	Business Connect add-on pro-ration change	All customers
09.02.2018	EU Data Fair Usage Policy and Stable Links update	All customers
26.02.18	Traffic management policy updated	All customers
30.03.18	Mobile Iron updates Updated monthly line rental charges Ireland Extra	All customers
12.04.18	Handset plans SIM Only plans Shared Plans Mobile Broadband and Tablet plans	All Customers

Date	Description of Change	Applicability
18.04.18	Business Connect 36 month add-ons and new device tiers	All customers
24.04.18	Insurance Proposition refresh	Eligible customers

