



EE Price Guide for Small Business

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



This Price Guide and the terms in here will apply to you if you have signed up to any of the subscription options, or purchased any of the products set out below either from EE directly in one of our stores, online, through our telesales team; or through one of our indirect partners. Some subscription options and products may not be available through our Indirect Partners. The information in here was correct at the time of publication. We will keep it up to date and notify you of any changes where the terms of our agreement with you would require us to do so. Don't forget that if you do have any questions you can call us on 150 from an EE mobile or +44 (0)7953 966 150 from any other phone.

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

CONTENTS

<i>Business Value plans</i>	4	<i>Business shared plans</i>	32
<i>Business Handset plans</i>	4	<i>4GEE WiFi (Mobile Broadband and Dongles)</i>	34
<i>Business Extra Handset plans</i>	4	In-Building Coverage Terms	36
<i>Business Promotional Plans</i>	5	<i>Signal Box</i>	36
<i>Business SIM Only Plans</i>	6	Terms Applying to All Subscription Options	37
<i>Single User Plan Benefits</i>	6	<i>Changes to Your Service Plan</i>	37
<i>Business Shared Plans</i>	7	<i>SIM Only Option</i>	37
<i>Business Connect</i>	8	<i>UK Data Add-Ons</i>	37
<i>Single User Add-Ons for Business, Business Connect, & Shared Plans</i>	9	<i>Using Your Device Abroad – Voice and Data Roaming</i>	37
<i>Out-of-Bundle Charges</i>	11	<i>International Data Roaming Add-Ons</i>	37
<i>Additional Charges</i>	11	<i>Euro Pass Add On</i>	38
<i>Insurance and Protection</i>	11	<i>Euro Data Pass Add on</i>	39
<i>Mobile Device Management</i>	13	<i>Calling Abroad from the UK Bundles</i>	39
<i>EE Pocket Landline</i>	13	<i>Photo Messages</i>	39
<i>4GEE WiFi (mobile broadband & dongles) & Tablet plans</i>	15	<i>WiFi Calling</i>	40
<i>4GEE Fixed Broadband</i>	16	<i>Business Service</i>	40
<i>Business Broadband and Landline</i>	17	<i>Business Plus</i>	41
<i>International Direct Dial Zones</i>	24	<i>Business First</i>	42
<i>Euro Pass (£3.33) and Euro Data Pass (£2.50) – Our Europe Zone</i>	24	<i>Phone Replacement</i>	42
<i>Data Roaming Zones</i>	25	<i>Group Calling</i>	47
<i>Voice & SMS Roaming Zones</i>	26	<i>Charges</i>	47
<i>Terms Applying to Business Plans & Bundles</i>	30	<i>Network Terms</i>	47
<i>Business phone plan and Business Connect plan Subscriptions</i>	30	List of Changes	48

Small Business Subscription Options

Please note that starting from July 1 2015, you will not be charged for calls to numbers beginning 0800, 0808 or 116. For calls to numbers beginning 084, 087, 09 and 118, please see our current pricing information available [here](#), which, due to Ofcom's reforms, may differ from that in your original price plan. For calls to these numbers you will be charged EE's access charge of 37 pence per minute excluding VAT and the applicable service charge, [click here](#). The changes for 084, 087, 09 and 118 numbers do not apply to calls to these numbers made from our Small Business Landline services.

Charges are per Connection per month. See the Terms and Conditions section for more information. Plans from £32 and above can be used as Shared Plans.

Business Value plans

Our Business Value plans will give you access to our 4GEE Network, with average download speeds of 12-15Mbps. These plans are only available with selected devices.

12 month Minimum Term		
	£20	£24
Data	2GB	
UK Minutes	Unlimited	
UK Texts	Unlimited	

Business Handset plans

Our Business plans will give you access to our 4GEE Network, with average download speeds of 12-15Mbps.

12 month Minimum Term					
	£47				
Data	2GB				
UK Minutes	Unlimited				
Texts	Unlimited				
24 month Minimum Term					
	£12.50	£17	£22	£27	£32
UK Data	250MB	500MB	750MB	1GB	2GB
UK Minutes	250	500	750	1000	Unlimited
UK Texts	250	500	750	1000	Unlimited

Business Extra Handset plans

Our Business Extra plans give you access to our 4GEE Network and, where we've rolled it out, you will also benefit from Double Speed 4GEE with average download speeds of 24-30Mbps.

12 month Minimum Term		
	£52	£57
Data	4GB	8GB
UK Minutes	Unlimited	Unlimited
Texts	Unlimited	Unlimited
International Direct Dial & Roaming Minutes	180 Minutes for international calls from the UK to, or roaming calls while in, Europe* and the USA	

24 month Minimum Term			
	£37	£42	£48
UK Data	4GB	8GB	12GB
UK Minutes	Unlimited		
UK Texts	Unlimited		
International Direct Dial & Roaming Minutes	180 Minutes for international calls from the UK to, or roaming calls while in, Europe* and the USA		

*IDD & Roaming: 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

24 month Minimum Term		
	£60	£95
UK Data	20GB	50GB
UK Minutes	Unlimited	
UK Texts	Unlimited	
UK Picture Messages	Unlimited	
International Direct Dial (IDD) & Roaming Minutes*	300 Minutes for international calls from the UK to, or roaming calls while in our Business Zone destinations	1200 Minutes for international calls from the UK to, or roaming calls while in our Business Zone destinations
International Direct Dial (IDD) & Roaming Texts*	300 Texts to use for sending texts from the UK to, or while roaming in our Business Zone destinations	1200 Texts to use for sending texts from the UK to, or while roaming in our Business Zone destinations
EU Roaming Data^	100MB	500MB

*IDD & Roaming Minutes & Texts: Europe (including 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), USA, Canada, Turkey, Israel, China, India, Pakistan, New Zealand, Australia, US Virgin Islands. **Roaming only:** Lithuania, Latvia, Azores, Canary Islands, French Guiana, Guadeloupe, Martinique, Reunion Islands, Saint Martin and Saint Barthelemy, Vatican City

^EU Roaming data is applicable to Zone 1 (EU Roaming Data) zone only. Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the EE Europe Roaming Zone, 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.

Business Promotional Plans

From time-to-time, we offer promotions on our existing tariffs. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability.

Business Extra £95 Promotional Offer

This promotion is available only to new and Upgrading EE customers from 17th July 2015 (Telesales), 21st July 2015 (ee.co.uk), 24th July 2015 (EE Retail Store). This offer has been extended and will now expire on 22nd September 2015. This offer is not available for any device on pre-order.

24 month Minimum Term	
24 Month Contract	£95 NOW £45
UK Data	50GB
UK Minutes	Unlimited
UK Texts	Unlimited
UK Picture Messages	Unlimited
International Direct Dial (IDD) & Roaming Minutes*	1200 Minutes for international calls from the UK to, or roaming calls while in our Business Zone destinations
International Direct Dial (IDD) & Roaming Texts*	1200 Texts to use for sending texts from the UK to, or while roaming in our Business Zone destinations
EU Roaming Data^	500MB
Network Speed	4GEE Double Speed

*IDD & Roaming Minutes & Texts: Europe (including 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), USA, Canada, Turkey, Israel, China, India, Pakistan, New Zealand, Australia, US Virgin Islands. **Roaming only:** Lithuania, Latvia, Azores, Canary Islands, French Guiana, Guadeloupe, Martinique, Reunion Islands, Saint Martin and Saint Barthelemy, Vatican City

^EU Roaming data is applicable to Zone 1 (EU Roaming Data) zone only. Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the EE Europe Roaming Zone, 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.

Offer Terms and Conditions:

- A monthly discount of £50 will be applied to this handset plan within the first month of purchase, but a non-discounted pro-rated charge will be payable until the first billing date following the customer joining or upgrading. The discount will be applied for the duration of the 24 month Minimum Term, after which the discount will be removed and your contract will continue until terminated and the standard Monthly Charge of £95 will apply.

- This offer is only available to new customers and existing EE customers that Upgrade to this plan during the promotional period set out above. Upgrades are at our sole discretion and we do not have to provide you with an Upgrade.
- 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 Upgrade that customer.
- The tariff is not eligible for Sharing as a Shared Leader.
- This offer is not available with any other discount or promotion.

Business SIM Only Plans

SIM Only plans marked with 4GEE Double Speed include access to Double Speed 4GEE where available with average download speeds of 24-30Mbps compared to 12-15Mbps for 4GEE (source: EE data 2014). Check ee.co.uk/coverage to see if you can benefit from Double Speed 4GEE.

30 day Minimum Term					
	£17	£21	£25		
Data	2GB	4GB	8GB		
Minutes	Unlimited				
Texts	Unlimited				
Network Speed	4GEE	4GEE Double Speed			
12 month Minimum Term					
	£8	£14	£16	£19	£23
Data	250MB	1GB	2GB	4GB	8GB
Minutes	250	Unlimited			
Texts	250	Unlimited			
Network Speed	4GEE			4GEE Double Speed	
24 month Minimum Term					
	£5.05	£19	£23		
Data	100MB	4GB	8GB		
Minutes	100	Unlimited			

Texts	100	Unlimited
Network Speed	4GEE	4GEE Double Speed

Single User Plan Benefits

Included with all Single User Plans
WiFi on the Underground*, Tethering
Itemised Online Billing
Faulty Replacement service for phones*
Inclusive Voicemail / Visual Voicemail (subject to OS compatibility)
UK Based Business Customer Service
Conference Calling

*Separate terms apply

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 (or up to two Connections if buying through one of our indirect channels).

How it Works

Step1 – Choose an eligible 24 month Business Phone Plan contract (eligible plans start at £30 per month). This cannot be a SIM Only 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 or a Dongle), or a voice / data SIM only Connection.

24 month shared device options

Device Category	Monthly Sharer Fee	
	Before 28/05/15	From 28/05/15
Mobile WiFi / USB Dongle Draws on lead data allowance	£9.00	£9.08
Tablet* Draws on lead data allowance	£21.00	£21.18
Smartphone* Draws on lead data allowance plus unlimited UK minutes & UK texts	£18.00	£18.16
	£27.00	£27.23
Device Category	Monthly Sharer Fee	
	Before 26/03/15	From 26/03/15
Mobile WiFi / USB Dongle Draws on lead data allowance	£7.00	£7.07
Tablet* Draws on lead data allowance	£18.00	£18.19
Smartphone* Draws on lead data allowance plus unlimited UK minutes & UK texts	£14.00	£14.15

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

SIM Only shared options

Category of SIM	Tenure	Monthly Sharer Fee	
		Before 28/05/15	From 28/05/15
Data Only	30 Days	£7.00	£7.06
	24 Months	£4.00	£4.02
Voice (includes unlimited minutes & texts)	30 Days	£14.00	£14.12
	12 Months	£10	£10.09

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

Business Connect

At least one Connection on this plan must be on 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 / month. Shared allowances are charged per account. See the Terms and Conditions section for more information. Each Business Connect account includes MobileIron Cloud licences at no extra cost for the first 5 Connections (see Mobile Device Management in this Price Guide for more detail). Additional licences are available on a chargeable basis.

Step 1 – Choose a plan for each User or device

New phone or phone SIM Line Rental – 24 Month Minimum Term					
	SIM only		Handset Plans		
Individual Inclusions	£10	£20	£32	£38	£45
UK Data	0GB (Add data in step 2)	0GB (Add data in step 2)	2GB	5GB	10GB
UK Minutes	Unlimited Colleague** & Landline calls (Add more minutes in steps 3)		Unlimited		
UK Texts	Add texts in step 3		Unlimited		
International Direct Dial Minutes	-		180 Minutes for international calls to Europe± and the USA	180 minutes for calls TO & FROM Europe± & USA	
Roaming minutes Europe & USA	-		-		

New phone or phone SIM Line Rental – Other Minimum Term periods		
	SIM only	Handset Plan
Individual Inclusions	£10	£47
UK Data	No inclusive allowance* Go to steps 2 & 3	2GB
UK Minutes		Unlimited
UK Texts		Unlimited
International Direct Dial Minutes		180 Minutes for international calls to Europe± and the USA
Tenure	1 Month	12 Months

New Tablet, Mobile WiFi, or Data SIM					
	Tablet, Mobile Wi-Fi			Data SIM only	
Individual inclusions	£11	£15	£25	£4	£8
UK Data	4GB	4GB	8GB	No inclusive allowance* Go to steps 2	
Minimum Term	36 Months	24 Months			1 Month

If data SIM is used in a device that sends texts and can make calls, the minutes and texts will be charged at EE's standard rates.

*Out of bundle charges will apply if no allowance is added at step 2.

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

± Countries included for IDD & Roaming: 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

Step 2 – Add shared data

Data		1GB	2GB	5GB	10GB	20GB	50GB	100GB
For use in the UK	24 months	£8	£12	£20	£30	£60	£125	£200
	30 Days	£8.50	N/A					

Once this allowance is used up you will be charged 1.6p/MB in the UK.

Step 3 – Add shared minutes and texts

Minutes and Texts		500	1000	1500	2000	3000	5000	7000	10000
For use in UK and from UK to Europe & USA	24 months	£20	£40	£60	£80	£120	£200	£280	£400
For use in UK and from UK to Europe, USA PLUS Business Zone [†]	30 days	£30	£60	£90	£120	£180	£300	£420	£600

Shared minutes and texts can be used for calls to UK mobiles, landlines starting 01/02/03, and for IDD calls to Europe, USA, and Canada (Zones 1, 2, and 3), Note that some MVNO numbers are not included in this allowance and will be charged at our Out-of-Bundle rate.

Step 4 – Add shared roaming minutes and texts

Roaming Minutes		100	250	500	1000	2000
Roaming Texts		20	50	100	200	400
Europe & USA	30 days	£14	£35	£70	£140	£280
Europe, USA, plus Business Zones [†]		£49	£122	£245	£490	£980

[†]Business zone countries include Australia, Canada, China, India, Israel, New Zealand, Pakistan, and Turkey.

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

Add-Ons	Monthly subscription fee
500MB Data [†]	£5.00
1GB Data [†]	£8.00
2GB Data [†]	£12.50
4GB Data [†]	£16.50
4GEE Double Speed Enabler#	£2.00
200 Minutes to UK Mobiles from within the UK	£3.33
Unlimited Minutes to UK Mobiles from within the UK	£10.00
Unlimited SMS to UK Mobiles from within the UK	£4.17
Unlimited UK Photo Messages	£4.00
500 Minutes to UK Landlines starting 01, 02, or 03	£5.00
50 Photo Messages	£5.00
100 photo messages	£8.33
100 UK to EU Minutes	£5.00
50 UK to Anywhere Minutes	£5.00
100 EU Roaming Minutes	£8.33
60 Global Roaming Minutes	£8.33
50 UK minutes to UK 084 & 087 Numbers	£3.33
100 UK minutes to UK 084 & 087 Numbers	£5.00
200 UK minutes to UK 084 & 087 Numbers	£7.50
300 UK minutes to UK 084 & 087 Numbers	£2.50
180 Business International Minutes Mins to/from Europe* & USA	£10.00
180 Business International Minutes Mins to/from Europe* & USA (12 Month Contract [†])	£7.50
300 International Mins and 300 International texts to/from Europe*, USA and Business Zone^ countries	£40.00
1200 International Mins and 1200 International texts to/from Europe*, USA and Business Zone^ countries	£80.00
50 International Texts	£5.00
100 International Texts	£7.50
200 International Texts	£10.00

[†] 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 can also be bought via your device. You will be charged the full charge that you select and you have the data to use until your next bill cycle.

All Single-User voice and message bundles that are subject to a capped allowance and are added part way through a month will provide the full monthly allowance at a pro-rated charge from the point of addition to your account until the end of that month. The allowances then recur on a 30-day basis (unless otherwise stated) until removed from your account. Business Connect allowances are pro-rated in the first month you add them, and the full allowance will be received in the first full month of usage.

4GEE Double Speed Enabler is only available to price plans that do not already include 4GEE Double Speed as standard. Where we've rolled it out, the enabler gives you access to Double Speed 4GEE Network and, with average download speeds of 24-30Mbps. Check www.ee.co.uk/coverage to check your location to see if you can benefit from Double Speed 4GEE prior to purchasing.

*Countries included for IDD & Roaming: 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.

† Early Termination fees apply

Data Roaming Add-On†	Expiry	Zone 1 (Europe)*	Zone A	Zone B	Zone C	Zone D	Zone E
4MB	24 hours					£5†	
5MB					£5†		
10MB				£5†		£12†	£55
20MB			£3		£18†		
25MB				£10†			
50MB		£2.50					
100MB		£4.17	£10				
20MB	7 days				£20†	£25†	
40MB							
50MB					£45†	£60†	
100MB				£40†	£90		
200MB		£10	£20				
500MB		£20.83	£40				
2GB	12 months	£75	£175				

*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 MBB devices

Out-of-Bundle Charges

Activity	Charge
Calls to UK regional landlines	35p / minute
Calls to UK mobiles	35p / minute
Calls to 0800, 0808 and 116 numbers	Free
Calls to 084, 087, 118 and 09 numbers	37p / minute + Service Charge^
Text Messages	10p / message
Photo Messages	25p / message
UK Data (applies to Business Connect - only)	1.6p MB
Data Roaming in Zone 1	16.5p / MB±
Data Roaming Zone 2	£7.50 / MB±

±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>.

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/businessterms

Additional Charges

Activity	Charge
Itemised Paper Bill	£1.25 per account per month
Non-Direct Debit Payment Charge	£2.92 per month

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/businessterms 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 £5.50 / month	Full Cover for Business £9 / month
24 hour replacement for claims [†]	<ul style="list-style-type: none"> - 24 hour replacement for loss, theft, damage claims[†] - Upgrade discount of 25% minimum - Lookout Premium EE edition for Android Customers.[†]

[†]Subject to Lookout End User Licence Agreement

[‡] 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

Discounts on Early Upgrade Fee (Full Cover for Business only)

When you have had Full Cover for Business for a continuous period of 6 months or more, and are up to 18 months in to your airtime plan, you can get a minimum of 25% off your Early Upgrade Fee if you want to upgrade early. This offer is only available if you upgrade to a plan on EE (not for upgrades on Orange or T-Mobile plans). It is not available for customers with a tablet device and some plans may be excluded. Once you've used your early upgrade benefit you'll have to wait at least 6 months before being able to get another early upgrade benefit. Additional terms apply to upgrading early, see ee.co.uk/business/terms. We may change or withdraw this benefit at any time without notice.

An early upgrade fee is payable when you upgrade before the end of your current pay monthly plan to a new 24 month plan with phone and is calculated based on the total monthly line rental due for the remainder of

your minimum term. You must be more than 18 months into your plan with more than 45 days to go before the end of your minimum term. Full Cover for Business will give you a minimum of 25% discount on this fee only and can only be used when upgrading to an EE plan, not when upgrading to a plan on Orange or T-Mobile. The cost of any new plan or device you choose will not be discounted.

Lookout Premium (Full Cover for Business only)

Available for Android users only. Download the Premium Lookout Mobile Security - EE – edition app and follow the steps to activate. Lookout terms and conditions apply, see lookout.com for details.

Damage / Loss / Theft Excess Fee			
Excess Band	A	B	C
Charge to Customer	£35	£55	£75

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. There is a minimum initial order of 5 licences and a Minimum Term of 12 months applies to each licence ordered, from the date of activation. Full terms are in the Terms and Conditions section of this Price Guide.

Your Service Plan	What You Get
Business Phone Plan	£3 per month per licence
Business Connect	First 5 licences included with your service plan. Additional licences are £3 per month per licence.

A Minimum Connection Period of 12 months (or greater if specified in the your Agreement with EE) applies to all Mobile Device Management licences. 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://anyware.com/privacy.html>, 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
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.

4GEE WiFi (mobile broadband & dongles) & Tablet plans

All Mobile Broadband plans include access to our 4GEE Network and WiFi on the Tube. Note: If MBB SIM is used in a handset, voice out of bundle charges will apply.

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 SIM Only Mobile Broadband Plans

The following plans are only available to selected accounts

Minimum Term	24 month
Monthly charge	£3.50
UK Data	500MB
UK Minutes	200 to UK Landlines
Network Speed	4G

Minimum Term	12 month	24 month
Monthly charge before 26/03/15	£2.50	£5.00
Monthly charge after 26/03/15	£2.53	£5.05
UK Data	100MB	500MB
UK Minutes	N/A	200 to UK Landlines
Network Speed	4G	

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

4GEE WiFi and Tablet Plans

Our 4GEE WiFi and Tablet Plans will give you access to our 4GEE Network, with average download speeds of 12-15Mbps.

All 4GEE Tablet Plans are subject to a Minimum Term of 12, 24 or 36 months. Upfront Device cost varies depending on your monthly charge.

12 month Minimum Term	
Monthly charge	£20
UK Data	4GB
Network Speed	4G

24 month Minimum Term					
Monthly charge	£10	£10	£15	£25	Before 26/03/2015: £100 After 26/03/2015: £101.07
UK Data	1GB	2GB	4GB	8GB	80GB
Network Speed	4G				

36 month Minimum Term			
Monthly charge	£7.50	£11	£18.50
UK Data	2GB	4GB	8GB
Network Speed	4G		

Our 4GEE WiFi and Tablet Extra Plans give you access to our 4GEE Network and, where we've rolled it out, you will also benefit from Double Speed 4GEE with average download speeds of 24-30Mbps.

24 month Minimum Term		
Monthly charge	£30	£35
UK Data	12GB	16GB
Network Speed	4GEE Double Speed	
EU Data^	100MB	

36 month Minimum Term		
Monthly charge	£22.50	£25
UK Data	12GB	16GB
Network Speed	4GEE Double Speed	
EU Data^	100MB	

^EU Roaming data is applicable to Zone 1 (EU Roaming Data) zone only. Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the EE Europe Roaming Zone, 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.

Additional UK data add-ons can be purchased either on a one off basis, or recurring.

4GEE Data Roaming Plan

Our 4GEE Data Roaming Plan gives you access to our 4GEE Network and, where we've rolled it out, you will also benefit from Double Speed 4GEE with average download speeds of 24-30Mbps.

This plan includes data usage in the UK and abroad in Zone A* countries. It includes 8GB of monthly recurring UK data and 1GB of annual recurring Zone A data for use in a MBB device or a Tablet.

	8GB
24 Month	£35
Network Speed	4GEE Double Speed
Inclusive Zone A Data* (Annual)	1GB

*Zone A Countries: Armenia, Australia, Canada, China, Israel, Mexico, New Zealand, Peru, Russia, Singapore, Turkey, Ukraine, United States of America Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. If you go outside of the countries in the Roaming Zone2A, 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.

Additional Data Roaming Add-Ons can be purchased either on a one off basis, or recurring (see above). All handset data roaming add-ons are compatible with all 4GEE Mobile Broadband and Tablet Plans.

4GEE Fixed Broadband

A minimum term of 24 months applies to 4GEE Fixed Broadband Connections. You must live in a qualifying post-code area to be able to purchase 4GEE Fixed. Qualifying areas currently include postcodes in: Newcastle, Manchester, Hull, Cumbria, Basingstoke, Vale of Aylesbury, South Gloucestershire, Derby and County Durham.

4GEE Fixed Broadband is portable enabling you to take it with you around the office or from office to office within the qualifying post-code areas. However the 4GEE Fixed Broadband can only be used at one address at any given time which must be agreed with EE. You must notify EE in writing if 4GEE Fixed Broadband is moved to any other address.

24 month Minimum Term		
Price Before 26/03/15	£120	£140
Price After 26/03/15	£121.28	£141.50
Data	100GB	120GB

If you use your allowance up, you will need to purchase a Data Pass to keep accessing the internet until your next bill date.

Data Passes		
Allowance	Charge	Available on
5GB	£8.33	All Plans
10GB	£12.50	
20GB	£16.67	
20GB	£30	100GB and 120GB Plans only
30GB	£40	
50GB	£60	

Business Broadband and Landline

Our fixed line services are subject to our EE Business Broadband and Landline Terms for Small Business, available at www.ee.co.uk/business/terms.

Landline

Two types of landline service are available, Basic Landline that supports connections to a standard line box or a Premium Landline that can be connected to an optional network termination point and comes with Smart Divert and Presentation number call line features. All line types and Landline plans come with the Landline Service (next working day) care level as standard; A Minimum Term of 24 months applies to all landline Phone Services. All prices displayed include a converged discount of £2.50 per month for being an EE mobile and fixed line customer. You will cease to be eligible for the £2.50 per month discount if either your mobile or fixed contract terminates.

Landline Tariff

Standard Charges for Non-Bundle Calls:

Call type	Price per minute	Minimum call charge
UK Landlines (01, 02 and 03 numbers)	3.00p	5.00p
UK Mobiles	8.00p	1.00p
0870	1.45p	N/A
0845	3.90p	N/A

Please note: the recent changes to the way we charge for 084, 087, 09 and 118 numbers (as stated at www.ee.co.uk/ukcalling) do not apply to calls to these numbers made from our Landline Services.

Basic Landline

Plan	Inclusive Calls	Call Network Features	Monthly Charge
Basic Line Rental	N/A	N/A	£12.50
Basic Line Rental with landline calls	Unlimited UK local and national calls*	Call Waiting	£19.00
Basic Line Rental with landline and mobile calls	Unlimited UK local and national calls* and 1000 mins to mobiles**	Call Waiting	£22.50
Basic Line Rental with landline and international calls	Unlimited UK local and national calls* and 1000 mins to 30 international destinations***	Call Waiting	£22.50
Basic Line Rental with all calls	Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations***	Call Waiting, Three-way Calling, Call Divert & Ringback	£26.00

Premium Landline

Plan	Inclusive Calls	Call Network Features	Monthly Charge
Premium Line Rental	N/A	N/A	£20.00
Premium Line Rental with landline calls	Unlimited UK local and national calls*	Call Waiting	£25.00
Premium Line Rental with landline and mobile calls	Unlimited UK local and national calls* and 1000 mins to UK mobiles**	Call Waiting	£30.00
Premium Line Rental with landline and international calls	Unlimited UK local and national calls* and 1000 mins to 30 international destinations***	Call Waiting	£30.00
Premium Line Rental with all calls	Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations***	Call Waiting, Three-way Calling, Call Divert & Ringback	£35.00

*National calls include

Unlimited landline calls to UK local and national numbers beginning with 01, 02, 03, 0845 & 0870

**Mobile calls include

1000 landline minutes to UK mobiles beginning with 07, excluding MVNO numbers and 070

***International Destinations include

Australia, Austria, Belgium, China, Canada (incl mobiles), Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Poland, Portugal, Singapore, Slovakia, Slovenia, Spain, Sweden, USA (incl mobiles).

Non-inclusive international calls will be charged at the prices set out in the Non-standard Price Guide for EE Small Business (see www.ee.co.uk/business/terms).

Half price launch offer Terms & Conditions: Subject to eligibility and availability. The following offer is available to existing or new pay monthly mobile customers. A 50% discount will be applied to the Monthly Charge of all Landline and call plans for the first 6 months of the 24 month Minimum Term. You will still have to pay for calls made outside of Your inclusive allowance. At the end of the 6 months, the discount will be removed and full Monthly Charge for the plan will apply for the remainder of the Agreement. Only one recurring offer is available per line. EE reserves the right to withdraw this offer at any time by updating this Price Guide.

Broadband

ADSL and Fibre broadband speeds are available. A Minimum Term of 24 months applies to all Broadband Services. All Line types and Broadband plans come with the Broadband Service (48 hours) care level as standard.

All prices displayed include a converged discount of £2.50 for being an EE mobile and fixed line customer. You will cease to be eligible for the £2.50 per month discount if either your mobile or fixed contract terminates. All plans come with a router to support the broadband type chosen (router remains owned by EE). If you purchase Broadband only services from us (without Landline), you will need to purchase a landline from another provider and to pay related line rental.

Broadband				
Plan	Download Speed+ (Up to)	Upload Speed+ (Up to)	Data Usage	Monthly Charge
Business Broadband (Market B)	17Mbps	448 kbit/s	Unlimited	£15.50
Business Fibre 38Mb/sec	38Mbps	10 Mbps	Unlimited	£19.00
Business Fibre 76Mb/sec	76Mbps	20 Mbps	Unlimited	£22.50
Business Broadband (Market A)	17Mbps	448 kbit/s	Unlimited	£22.50

+Download speeds vary depending on the pricing option chosen, the EE broadband Network area, the Line quality and distance from the exchange.

Connection to our ADSL and Fibre Broadband plans is subject to availability at the address (es) you wish to have connected. We will advise you whether our broadband products are available at your address at the time of order, or when you notify us that you are moving house. If you are an Indirect Customer you must also complete a customer requirements form before we will be able to provide you with fixed Broadband.

Our Business Broadband service requires a BT compatible landline, which must be purchased and installed before we will be able to provide you with ADSL or Fibre Broadband.

Fibre Broadband requires an engineer to visit your property to connect you to the Fibre network. If you need to change your installation appointment

for any reason, you must notify give Us 72 hours' notice. If you do not notify EE, and you are not available when the installer attends you may be charged the full installation fee and will need to book a new appointment. EE can change the scheduled installation time, but will contact you to agree a new date and time if this is necessary.

Broadband & Landline

All Broadband & Landline plans are available with either a 12 or 24 month Minimum Term. Plans with a 12 month Minimum Term are subject to an additional £3 charge per month on top of the Monthly Charge. For Customers within Market A the Monthly Charge will be an additional £20 on top of the Monthly Charge quoted below to enable EE to provide the services to rural locations. All Line types and Broadband & Landline plans come with the Landline Service (next working day) care level as standard. All prices displayed include a Line Rental Charge (of £12.50 per month) and a converged discount of £5 for being an EE mobile and fixed line customer. You will cease to be eligible for the £5 per month discount if either your mobile or fixed contract terminates. All plans come with a router to support the broadband type chosen (router remains owned by EE).

Broadband & Landline				
Plan	Download Speed+ (Up to)	Inclusive Calls	Call Network Features	Monthly Charge
Business Broadband and line rental	17Mbps	N/A	N/A	£25.00
Business Fibre 38Mb/sec and line rental	38Mbps	N/A	N/A	£37.00
Business Fibre 76Mb/sec and line rental	76Mbps	N/A	N/A	£42.00
Business Broadband with	17Mbps	Unlimited UK local and national calls*	Call Waiting	£30.00

landline calls				
Business Fibre 38Mb/sec with landline calls	38Mbps	Unlimited UK local and national calls*	Call Waiting	£42.00
Business Fibre 76Mb/sec with landline calls	76Mbps	Unlimited UK local and national calls*	Call Waiting	£47.00
Business Broadband with landline and mobile calls	17Mbps	Unlimited UK local and national calls* and 1000 mins to UK mobiles**	Call Waiting	£35.00
Business Fibre 38Mb/sec with landline and mobile calls	38Mbps	Unlimited UK local and national calls* and 1000 mins to UK mobiles**	Call Waiting	£47.00
Business Fibre 76Mb/sec with landline and mobile calls	76Mbps	Unlimited UK local and national calls* and 1000 mins to UK mobiles**	Call Waiting	£52.00
Business Broadband with landline and international calls	17Mbps	Unlimited UK local and national calls* and 1000 mins to 30 international destinations***	Call Waiting	£35.00
Business Fibre 38Mb/sec with landline and international calls	38Mbps	Unlimited UK local and national calls* and 1000 mins to 30 international destinations***	Call Waiting	£47.00
Business Fibre 76Mb/sec with landline and international calls	76Mbps	Unlimited UK local and national calls* and 1000 mins to 30 international destinations***	Call Waiting	£52.00
Business Broadband with landline, mobile and international calls	17Mbps	Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations***	Call Waiting, Three-way Calling, Call Divert & Ring back	£40.00

Business Fibre 38Mb/sec with landline, mobile and international calls	38Mbps	Unlimited UK local and national calls*, 1000 minutes to UK mobiles** and 1000 mins to 30 international destinations***	Call Waiting, Three-way Calling, Call Divert & Ringback	£52.00
--	--------	--	---	--------

+ Download speeds vary depending on the pricing option chosen, the EE broadband Network area, the Line quality and distance from the exchange.

***National calls include**

Unlimited landline calls to UK local and national numbers beginning with 01, 02, 03, 0845 & 0870

****Mobile calls include**

1000 landline minutes to UK mobiles beginning with 07, excluding MVNO and 070

*****International Destinations include**

Australia, Austria, Belgium, China, Canada (incl mobiles), Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hungary, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, New Zealand, Poland, Portugal, Singapore, Slovakia, Slovenia, Spain, Sweden, USA (incl mobiles).

Call rates per minute are charged at the same rates as set out for Landline tariff above.

Half price launch offer Terms & Conditions: Subject to eligibility and availability. The following offer is available to existing or new pay monthly mobile customers who take a 24 month Minimum Term Broadband & Landline plan. A 50% discount will be applied to the Monthly Charge for the first 12 months of the Minimum Term only. The discount will not apply to the Line Rental element of the Monthly Charge and You will still have to pay for calls made outside of Your inclusive allowance. At the end of the 12

months, the discount will be removed and full Monthly Charge for the plan will apply for the remainder of the Agreement. Only one recurring offer is available per line. EE reserves the right to withdraw this offer at any time by updating this Price Guide.

Business Connect launch offer: Subject to eligibility and availability. The following offer is available only to new or existing pay monthly mobile customers with 5 or more connections on the EE Business Connect plan (excluding the £4/pm data SIM only plan) who take a 24 month Broadband & Landline plan. A 50% discount will be applied to the Monthly Charge of the broadband and calls plan price (excluding line rental) for the 24 month Minimum Term. You will still have to pay for calls made outside of your inclusive allowance and line rental of £12.50 a month. After 24 months the discount will be automatically removed and the full monthly charge for the relevant plan will be payable for the remainder of the Agreement. Only one recurring offer is available per line. EE reserves the right to withdraw this offer at any time by updating this Price Guide.

One-off Connection Charges

Service	Charge
New Line Charge (installation)	£90
Fibre Connection	£50
Fibre Transfer from existing provider	£20

Call Line Features Charges

Call line features are not subject to a Minimum Term and can be changed on monthly basis. The cost of the feature will be added to your monthly bill.

Call Line Feature	Monthly Charge
Call bolt-on bundle (Three way calling, Call Waiting & Ringback)	£2.50
1571/Voicemail	£1.50
Call sign	£1.50
Ring back	£1.50

Reminder call	£1.50
Call waiting	£1.50
Call divert	£1.50
Choose to refuse	£1.50
Call display	£1.50
Three-way calling	£1.50

Call Bolt-on Charges

Call bolt-ons are not subject to a Minimum Term and can be changed on monthly basis. The cost will be added to your monthly bill. Call bolt-ons can only be applied to plans that have the equivalent call package option. The monthly charge for and the minutes available under Call Bolt-ons added mid-month will both be pro-rated. If you don't use all your minutes in the applicable month, they will not roll onto the next month.

Bolt-on	Monthly Charge
2000 mins to UK Mobiles	£7.50
5000 mins to UK Mobiles	£12.50
1500 mins to 40 international destinations*	£7.50
2000 mins to 50 international destinations**	£12.50

*40 International Destinations include the following additional countries

Japan, Romania, Malaysia, Switzerland, Canary Islands, Croatia, Madeira, Hong Kong, Norway, India

**50 International Destinations include the following additional countries

Andorra, Monaco, Vatican City, Gibraltar, Iceland, The Azores, San Marino, Bulgaria, Israel, Turks and Caicos.

Broadband Features Charges

Broadband features are not subject to a Minimum Term and can be changed on monthly basis. The cost of the feature will be added to your monthly bill.

Fixed Service	Monthly Charge
Elevated Throughput*	£6.00
Static IP block – 4 (one-off)	£5.00
Static IP block – 8 (one-off)	£10.00
Static IP block – 16 (one-off)	£15.00

* Elevated Throughput speeds

Product Variant	Throughput SLA (minimum throughput 90% of busiest 3 hours)
WBC ADSL Standard	8 Mbit/s
WBC ADSL Elevated	12 Mbit/s
WBC FTTC 40 Standard	20 Mbit/s
WBC FTTC 40 Elevated	30 Mbit/s
WBC FTTC 80 Standard	40 Mbit/s
WBC FTTC 80 Elevated	60 Mbit/s

Replacement Router Charges

Fixed Service	Charge
Bright box	£30.00
Bright box 2	£35.00

Care Level Charges

Landline and broadband care levels upgrades are not subject to a Minimum Term and can be changed on monthly basis. Changes to care levels will be activated within 7 days of being requested.

Care Level	Monthly Charge
Landline service (8 hours anytime)	£6.00
Broadband service (24 hours)	£10.00
Broadband service (8 hours)	£12.00

The following target fix times apply to the care levels. The target fix times are calculated from the point the report of the fault is accepted by EE. Wi-Fi access is not covered by these care levels

Care Level	Days of operation	Target fix times
Landline Service (next working day)	Monday to Saturday, excluding public and bank holidays	23:59 of next working day (e.g. report Tuesday, fix Wednesday)
Landline service (8 hours anytime)	Monday to Sunday	8hrs from fault report time
Broadband Service (48 hours)	For the reporting of faults, this service operates 24/7. Engineering visits to a site (to your or end user premises, or BT exchange) operate between 08:00 and 18:00 Monday to Saturday, excluding regional public and bank holidays.	23:59 of next working day +1 (working day) (e.g. report Tuesday, fix Thursday) Where an engineer visit is required, Sundays and regional public and bank holidays will not be included as part of any on-time repair measurement.
Broadband Service (24 hours)	For the reporting of faults, this service operates 24/7. Engineering visits to a site (to your or end user premises, or BT exchange) operate between 08:00 and 18:00 Monday to Sunday, including regional public and bank holidays.	23:59 of next working day (e.g. report Tuesday, fix Wednesday)
Broadband service (8 hours)	Monday to Sunday Not available in the	8hrs from fault report time

Care Level	Days of operation	Target fix times
	Highlands and Islands of Scotland	

If a fault is reported during a day when the care level is not in operation, then the target fix times will commence from 00:00 on the next Working Day.

Recording of time for the purposes of measuring fault fix timeframes will be paused in the following circumstances, and the target fix times set out above will be revised accordingly:

- (i) If you or the relevant end user do not provide access to the relevant premises at the agreed appointment time. The clock will be restarted at the next appointment time where access is provided to the premises;
- (ii) If you or the relevant end user are unavailable to respond to queries in relation to the fault. The clock will be restarted when the required response has been provided;
- (iii) if you or the relevant end user do not accept the first appointment offered to you, the clock will stop at the time of the first available appointment and will restart at the commencement of the alternative agreed appointment time;
- (iv) If there is an action caused by you or a third party (other than us or our wholesale suppliers) that directly causes us or our wholesale suppliers to be unable to comply with our obligations. The clock will be restarted when such action is rectified; and/or
- (v) in relation to the 24 hour care levels, if we or our wholesale suppliers are unable to gain access to the relevant premises to enable us to fix the fault within 20 hours. The clock will be restarted once such access is provided.

Expedite Care Level Charges

Expedite products are one off charges that apply for resolving a specific fault only. Customers can make a one off purchase if they encounter a

service impacting issue that requires immediate resolution which would not be supported by their existing care level terms. You will remain on your original care level product unless you change it by modifying your order or upgrade to another service.

Product Name	Bill Display Name	Price
Landline Expedite Care Level 1 To 2	Expedite to landline support level 2	£100.00
Landline Expedite Care Level 1 To 3	Expedite to landline support plus	£650.00
Landline Expedite Care Level 1 To 4	Expedite to landline support max	£850.00
Landline Expedite Care Level 2 To 3	Expedite to landline support plus	£600.00
Landline Expedite Care Level 2 To 4	Expedite to landline support max	£750.00
Landline Expedite Care Level 3 To 4	Expedite to landline support max	£200.00

Other Services

Service	One off charge
Late Payment Fee/Failed Payment	£2.00
Flexible appointment charge, options: Monday to Friday = 7am to 8am Monday to Friday = 6pm to 9pm Saturday = 8am to 12.59am, or 1pm to 6pm.	£15.00
Disconnection charge for cancelling the Service without moving to another provider	£30.00
New number charge	£15.00
Premises move	£75.00
Nuisance call charge	£170.00
Short duration line supplementary line	£200.00
NSP survey charge	£400.00
Superfast visit assurance	£200.00
Broadband special faults investigation charge	£180.00

Fast Track expedite broadband	£250.00
-------------------------------	---------

Service	Monthly charge
Paper Bill	£2.00
Credit card payment	£1.00
Debit card payment	£1.00
American Express card payment	£1.00

International Direct Dial Zones

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			
Guernsey	Ireland	Isle of Man	Jersey

Zone 3		
Canada	USA	US Virgin Islands

Zone 4	
Australia	New Zealand

Zone 5
Rest of World

Euro Pass (£3.33) and Euro Data Pass (£2.50) – Our Europe Zone

Euro Pass and Euro Data Pass - Our Europe Zone							
Austria	Azores	Belgium	Bulgaria	Croatia	Cyprus	Czech Republic	Canary Islands
Denmark	Estonia	Finland	France	French Guyana	Germany	Gibraltar	Greece
Guadeloupe	Guernsey	Hungary	Iceland	Ireland	Isle of Man	Italy	Jersey
Latvia	Liechtenstein	Lithuania	Luxembourg	Madera	Martinique	Malta	Monaco
Netherlands	Norway	Poland	Portugal	Reunion Islands	Romania	Saint Martin	Saint Barthelemy

San Marino	Slovakia	Slovenia	Spain	Sweden	Switzerland	Vatican City (Italy)	-
------------	----------	----------	-------	--------	-------------	----------------------	---

Data Roaming Zones

Switzerland	Vatican City (Italy)						
-------------	----------------------	--	--	--	--	--	--

Zone A							
Armenia	Australia	Canada	China	Israel	Mexico	New Zealand	Peru
Russia	Singapore	Turkey	Ukraine	United States of America			
Zone B							
Argentina	Bermuda	Brazil	Caribbean	Columbia	Ecuador	Hong Kong	India
Indonesia	Isle of Mann	Malaysia	Moldova	Mongolia	Montserrat	Nicaragua	Philippines
Qatar	Saudi Arabia	Serbia	South Africa	Taiwan	Thailand	United Arab Emirates	Uruguay
Venezuela							

Zone C							
Albania	Botswana	Cameroon	Dominican Republic	Egypt	Gabon	Ghana	Guinea
Ivory Coast	Kuwait	Macedonia	Madagascar	Mali	Montenegro	Nigeria	Panama
Senegal	Seychelles	South Korea	Sri Lanka	Sudan	Tanzania	Tunisia	Vietnam
Zambia							
Zone D							
Afghanistan	Algeria	Andorra*	Angola*	Azerbaijan*	Bahrain	Bangladesh	Belarus

Belize	Benin	Bhutan	Bolivia*	Bosnia and Herzegovina	Brunei Darussalam*	Burkina Faso	Burundi
Cambodia	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	Greenland*	Guam	Guatemala	Guyana	Honduras
Iran	Iraq	Japan	Jordan	Kazakhstan	Kenya	Kyrgyzstan	Laos*
Lebanon*	Lesotho	Liberia	Libya	Macau	Malawi	Maldives	Mauritius
Morocco	Mozambique*	Namibia	Nepal	Netherland Antillies	Niger	Oman	Pakistan
Palestine	Papua New Guinea	Paraguay	Rwanda*	Sierra Leone	Suriname	Swaziland	Syria
Tajikistan	Uganda	Uzbekistan	Yemen*	Zimbabwe			
Zone E							
Air and Maritime							

* Country is temporarily blocked from roaming (correct as at 29th July)

Voice & SMS Roaming Zones

Zone 1 – Republic of Ireland & Isle of Man

Zone 1A – Jersey & Guernsey

Iceland	Canary Islands	French Guyana	Gibraltar
Guadeloupe	Liechtenstein	Martinique	Norway
Reunion	San Marino	Vatican City	

Zone 2B

France	Austria	Azores	Balearic Islands	Belgium	Bulgaria	Southern Cyprus	Croatia
Czech Republic	Denmark	Estonia	Finland	Germany	Greece	Hungary	Italy
Latvia	Lithuania	Luxembourg	Madeira	Malta	Monaco	Netherlands	Poland
Portugal	Romania	Slovak Republic	Slovenia	Spain	Sweden	Romania	

Zone 3 – Andorra, Faroe Islands & Switzerland

Zone 4 – USA & Canada

Zone 5 – Australia & New Zealand

Zone 6							
Afghanistan	Albania	Algeria	Angola	Anguilla	Antigua & Barbuda	Argentina	Armenia
Aruba	Azerbaijan	Bahrain	Bangladesh	Barbados	Belarus	Belize	Benin
Bermuda	Bhutan	Bolivia	Botswana	Brazil	British Virgin Islands	Brunei	Burkina Faso
Burundi	Cambodia	Cameroon	Cayman Islands	Central African Republic	Chile	China	Colombia
Congo (Dem Republic of)	Cook Islands	Costa Rica	Dominica	Dominican Republic	Dutch Antilles	Ecuador	Egypt
El Salvador	Equatorial Guinea	Ethiopia	Fiji	French West Indies	Gabon	Gambia	Georgia
Ghana	Greenland	Grenada	Guam	Guatemala	Guinea	Guyana	Honduras
Hong Kong	India	Indonesia	Iran	Iraq	Israel	Ivory Coast	Jamaica
Japan	Jordan	Kazakhstan	Kenya	Kosovo	Kyrgyzstan	Lebanon	Lesotho
Liberia	Libya	Macau	Macedonia	Madagascar	Malawi	Malaysia	Mali
Mauritania	Mauritius	Mexico	Moldova	Montenegro	Montserrat	Morocco	Mozambique
Namibia	Nepal	Nicaragua	Niger	Nigeria	Oman	Pakistan	Palestinian Authority
Panama	Papua New Guinea	Paraguay	Peru	Philippines	Puerto Rico	Qatar	Russia
Rwanda	Saudi Arabia	Senegal	Serbia	Seychelles	Sierra Leone	Singapore	South Africa
South Korea	Sri Lanka	St Kitts & Nevis	St Lucia	St Vincent & The Grenadines	Sudan	Suriname	Swaziland
Syria	Taiwan	Tanzania	Thailand	Togo	Trinidad & Tobago	Turkey (Inc Northern Cyprus)	Turks & Caicos Islands
Uganda	Ukraine	United Arab Emirates	Uruguay	US Virgin Islands	Venezuela	Vietnam	Yemen
Zambia	Zimbabwe						

Zone 7 – Maritime (excluding satellite phones)

Zone 8							
Cuba	Bahamas	Cape Verde	Chad	Congo	Djibouti	Falkland Islands	Kuwait
Laos	Maldives	Mongolia	Palau	Tajikistan	Tunisia	Turkmenistan	Uzbekistan

Zone 9 – Aeronautical

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 in the UK

Our 4G network only carries data, so to make mobile voice calls you must be in an area with 2G or 3G coverage.

If you are on a Business Connect plan you can have up to 100 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. One Connection on your Business Connect Plan must be set up on a 24 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.

Minutes and texts included in your bundle, unless stated otherwise, are to mobiles on the EE Network, and to customers on other UK mobile networks (including Orange and T-Mobile), or regional UK landline numbers (excluding Jersey, Guernsey, and the Isle of Man). 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 more details 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 £1/min. For further information see the Non-Standard Price Guide for EE Small Business at www.ee.co.uk/business/terms.

If you are on our Business phone plan (excluding 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 are free, but will be charged at standard call rates when you are roaming.

Where your service plan includes bundled roaming 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. Without limitation, you must not use these plans to provide a backhaul for a public WiFi service, for machine to machine purposes, or for anything similar. 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.

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.

Mobile Data in the UK

You can check the mobile internet coverage in your area at www.ee.co.uk/coverage

4GEE data bundles include access to Our 4G, 3G and 2G mobile data networks, and to Wi-Fi services through our chosen Wi-Fi partner, presently BT Wi-Fi (separate terms apply). 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.

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 any 4G networks outside the UK. If you are on the 4GEE Business Connect (sharer) plan you will use any individual data allowance 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.

A fair use policy applies to data usage, so if you are using data excessively We may restrict your access or ask you to move to a more appropriate plan to protect Our Network for all our Users.

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. 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 chose 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.

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 but you will always be charged for a full month each time you add a bundle (even if you add a bundle part way through a month), unless you add a capped Single User voice or message bundle part way through a month. 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 pro-rated in the first month that you add them, with the full allowance being received in the first full month of usage.

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), or if purchasing through one of our indirect channels, a maximum of two 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. Anyone from the Group will be prompted to purchase a data roaming add-on when roaming outside the UK. Roaming data 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.

Each member of the Group (except on SIM only, Dongle or Mobile WiFi plans) will also receive a content add-on as part of your plan, or on tablet plans, a 500MB additional data allowance in the first month. These are subscriptions specific to the relevant phone or mobile broadband number. The data used as part of these content add-ons is shared, but all other

functionality and storage of the content add-on will be controlled by the relevant Group member on their device.

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 unless you select a 30 day SIM only option. 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 (Mobile Broadband and Dongles)

You'll have to promise to stay with us for the length of your service plan (either 30 days, 12 months or 24 months) and pass our standard credit check.

Your monthly payment is for an allowance of UK 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 mobile broadband data accessed using your own dongle, mobile Wi-Fi device or iPad to connect to the internet.

If you join an EE Extra plan, you'll also get access to double speed 4GEE (where available) and a 100MB allowance of data that can be used when you're travelling in a EE Europe Roaming Zone country (described below). Once you've used your inclusive allowance of roaming data, you'll have to buy a data add-on to continue using the internet abroad. In addition if you go outside of the countries in the EE Europe Roaming Zone, 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. 4G is currently only available in select cities in the UK. 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.

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 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.

EE Europe Roaming Zone countries are: Austria, Belgium, Bulgaria, Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, Slovakia, Slovenia, Spain, Sweden and Switzerland. This does not include Isle of Man and Guernsey.

Additional terms and conditions applicable to 30 Days and 12 month SIM Only Plans for Mobile Broadband (4GEE WiFi)

The following terms apply to 30 Days and 12 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 3GB or less, you can experience speeds of up to 30Mbps only. 4GEE WiFi Extra plans with a data allowance of 4GB or more could experience 4GEE speeds over 30Mbps, where double speed 4GEE is available and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. Check your coverage at ee.co.uk/doublespeed.

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

The following terms apply to 24 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 2GB , you can experience speeds of up to 30Mbps only. If you join a plan with a data allowance of 10GB or more could experience 4GEE speeds over 30Mbps, where double speed 4GEE is available and depending on a range of factors affecting speed and coverage such as your location; whether any trees or buildings are affecting your signal; and what the building is made from if you're using your phone indoors. Check your coverage at www.ee.co.uk/doublespeed.

4GEE Fixed Broadband

You'll have to promise to stay with us for the length of your service plan (either 12 months or 24 months) and pass our standard credit check. Your monthly payment is for an allowance of UK mobile broadband only. Please remember that you must also pay an Upfront Charge for the router that we provide to you. You must live in a qualifying post-code to be able to purchase 4GEE Fixed, and 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 Fixed 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 Fixed 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.

The speed of your data add-on will depend on which price plan you originally joined. For example, if you purchased a plan with a mobile broadband allowance of 4GB or more, you will experience our double 4GEE speeds. If you purchased a plan with an inclusive allowance of less than 4GB, you'll experience our standard 4GEE speeds.

If you want to use your 4GEE Fixed router and 4GEE Fixed SIM Card abroad (including in Jersey, Guernsey and the Isle of Man), you will need to have the Connection set up for roaming before you leave the UK. Connection may be subject to passing an additional credit check or payable

a refundable deposit. You will have to buy a roaming data pass to access the mobile broadband while you're abroad. If you go outside of the countries in the zone for which you have purchased the data 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. The country you're in may not have a compatible 4G network so you will have to use 3G (or whatever compatible local network technology is available). You will also be subject to the traffic management policies of the operator you are using.

You can opt out of the data roaming add-ons by calling +447973100150. Without one of our data add-ons, data will be charged in accordance with our Non-Standard Price Guide for EE Small Business. Please see www.ee.co.uk/business/terms for more information.

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 more expensive service plan at any point during the term of your Agreement with us. 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 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 text the short code to 879, 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 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.

International Data Roaming Add-Ons

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

To use internet on your phone in any of our Data Roaming countries listed above 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) you are in the EE Europe Roaming Zone (defined under the 4GEE Extra plan terms and conditions above) and have purchased a Mobile Broadband (4GEE WiFi) 4GEE Extra plan which includes 100MB allowance of data in 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. Unless you have: (a) a Data Roaming add-on; or (b) you are in the EE Europe Roaming Zone (defined under the 4GEE Extra plan terms and conditions above) and have purchased a Mobile Broadband (4GEE Wi-Fi) 4GEE Extra plan which includes 100MB allowance of data in that zone, data will be charged in accordance with our Non-Standard Price Guide for EE Small Business. Please see ee.co.uk/business/terms

Euro Pass Add On

Euro Pass: £3.33 per day for 500MB of Data and Unlimited Minutes and Texts while you're abroad in our Europe Zone (as defined on page 18).

Eligibility: Available to small business customers on selected EE pay monthly plans that do not already include an element of monthly roaming minutes, texts or data, on mobile broadband/Mobile Wi-Fi plans, and to customers on Business Connect (Sharer plans) as an individual daily allowance.

What you get: Unlimited minutes and texts to standard UK and our Europe Zone mobile and landline numbers only when you are travelling in our Europe Zone. Calls or texts to premium rate, non-geographic or other non-standard mobile or landline numbers, to countries outside of our Europe Zone or made whilst you are in the UK are not included and will be charged for separately. Picture messages are also not included.

You also get 500MB of data per day. The first 100MB will be at the highest available speed in the country you are in with the remaining 400MB at a slower speed. This slower speed will allow you to browse, email and message but you won't be able to stream or download/upload large files. If you want to keep using data at the higher speed, or you've used up 500MB and still want more data, you can buy another pass.

What it costs: The Euro Pass daily charge of £3.33 (excl VAT) per user will automatically trigger each and every day that you're abroad in our Europe Zone when you make a call, receive a call, send a text or use mobile data. A day is from 00:00:01 until midnight UK time. Note that your phone will use data if you have apps on it which 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. Receiving a call when you are in our Europe Zone will also trigger the daily charge, even if you only receive a single call on a particular day but do not make any calls or send text message(s).

How to get it: Opt-in to Euro Pass by texting EUROPASS to 150 or by calling 150 on your phone. It may take up to 24 hours to add it to your account and you will receive a text message to confirm it has been added. If you prefer to be charged our standard roaming rates, you can opt out of Euro Pass anytime by texting STOP EUROPASS to 150. It may take up to 24 hours for Euro Pass to be removed from your account.

General: If you're using the Euro Pass contrary to your terms of service or these terms, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for data 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. Euro 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. The maximum call duration per call with Euro Pass is 120 minutes after which time, you must redial to continue the call. The countries

in our Europe Zone are subject to change from time to time and details are available at ee.co.uk/roaming.

Euro Data Pass Add on

Euro Data Pass: £2.50 per day for 500MB of data while you're abroad in our Europe Zone (as defined on page 18)

Eligibility: Available to Small Business customers on Business Extra plans that do not already include any monthly roaming data.

What you get: 500MB of data per day when roaming in our Europe Zone. The first 100MB will be at the highest available speed in the country you are in with the remaining 400MB at a slower speed. This slower speed will allow you to browse, email and message but you won't be able to stream or download/upload large files. If you want to keep using data at the higher speed, or you've used up 500MB and still want more data, you can buy another pass.

What it costs: The Euro Data Pass daily charge of £2.50 (excl VAT) will automatically trigger each and every day that you're abroad in our Europe Zone when you use mobile data. A day is from 00:00:01 to midnight UK time. Note that your phone will use data if you have apps on it which 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.

How to get it: Opt-in to Euro Data Pass by texting EURODATA to 150 or by calling 150 on your phone. It may take up to 24 hours to add it to your account and you will receive a text message to confirm it has been added.

If you prefer to be charged our standard roaming rates, you can opt out of Euro Data Pass anytime by texting STOP EURODATA to 150. It may take up to 24 hours for Euro Data Pass to be removed from your account.

General: If you're using the Euro Data Pass contrary to your terms of service or these terms, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for data 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. The countries in our Europe Zone are subject to change from time to time and details are available at ee.co.uk/roaming.

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.

you get an equivalent experience. Use of the BT Wi-Fi service is subject to a fair use policy of 3GB / month per User. If you exceed this fair use policy, access to the service may be restricted by BT.

Photo Messages

To choose 50 photo messages add-on, text the short code to 879; call 150 from your EE handset or visit your online account at MyEE. You will be charged from the day that you choose the add-on. The first bill will include a pro-rated charge depending on when you added the add-on to your account during the month. The cost will then be added to your bill and then every bill each month until you ask us to remove it. We'll send you a text to let you

know when your add-on is ready to use. You can remove your add-on by visiting your online account at MyEE; by calling 150 or text the removal short code to 879. Your add-on gives you 50 photo messages each month to send to UK mobiles. If you don't use all 50 photo messages in any month, they will not be rolled over to the next month and you'll lose them.

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.

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 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 1.2) (17 June 2015)

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. For new Devices provided to customers with Agreements that pre-date 17 June 2015 and which were eligible for the Faulty Replacement Service, the Faulty Replacement Service will apply (see the Legacy Price Guide for Business for applicable terms).

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.

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 £60 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 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.

Fast Phone Replacement
£60

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

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 either on the same calendar day if Your claim is received and accepted before 10.30am, or 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.

Same day or 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. Same day delivery is also not available to: Aberdeen (unless the claim is received and accepted by EE before 9am), Channel Islands,

Isle of Man, Isle of Wight or Orkney Islands. Only postal (not courier) delivery is available in the Channel Islands and the Isle of Man.

Deliveries under the Service may be made any time during one of the following delivery windows: 9am to 1pm; 1pm to 5pm or 6pm to 10 pm. Same day deliveries under Fast Phone Replacement are made between 6pm to 10pm. Specific timeslots/appointments are not available and 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:

- 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/businessschemes.

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.

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
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
28.11.2015	Updates of Business Phone plans and Mobile Broadband plans	All Customers

Date	Description of Change	Applicability
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
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. Business Broadband & Landline launch promotions.	All customers