



TECH ADD-ON BUNDLES

TERMS & PRICE GUIDE

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Version 6

Eligibility

1. Tech Add-on Bundles (“Bundles”) are available to Consumer and Small Business customers on a pay monthly phone, 12-month SIM plan or with a tablet on a 4GEE WiFi price plan who are UK residents. Please note customers on our SME Business Connect and Smart Watch plans are not eligible for these Bundles. New customers on a pay monthly phone plan must have been with EE for a minimum of 1 month and SIM plan customers for 6 months before adding the Bundles.
2. You cannot take more than one Bundle per eligible line registered to your Account.
3. A 24 month minimum term applies and we’ll apply the charge to your Account each month. After 24 months the Bundle will be removed from your account.
4. If you cancel the Bundle during the 24-month minimum term early termination charges will apply. After the 24 month minimum term, if at the time of cancellation you have not already been billed for that period it will be charged in full on your next bill.
5. The Bundles provides you with a selection of data and content passes as set out in the price guide below for a monthly charge, plus equipment for an upfront cost.

The EE Gamers Data Pass, EE Video Data Pass and EE Music Data Pass (the “Data Passes”)

6. The Data Passes have been tested to work on the iOS or Android operating systems. We will not stop you from using other devices but we cannot guarantee that any data you use on alternative devices or devices using an operating system other than iOS or Android will be zero rated.
7. If you are using an Apple device using iOS 15 or later and have iCloud Private Relay switched on, we will not be able to link your EE customer ID to all of your activity and some or all of the data used will not be zero rated.
8. With the EE Gamer’s Data Pass, data used whilst playing games such as Pokémon Go, FIFA Mobile, Star Wars Galaxy of Heroes, Harry Potter: Wizards Unite and streaming content on Twitch (the “Content Apps”) whilst in countries covered by your Plan allowance will not be deducted from your EE Price Plan’s inclusive data allowance.
9. With the EE Video Data Pass, data used whilst streaming and downloading video content on the content apps listed below (the “Content Apps”) whilst in countries covered by your Plan allowance will not be deducted from your EE Price Plan’s inclusive data allowance:

Amazon Prime Video,	Netflix,
BBC iPlayer,	TV Player,
BBC iPlayer Kids,	Twisted Mirror,
BritBox	YouTube,
TNT Sports,	YouTube Kids
MTV Play,	
10. With the EE Music Data Pass data used whilst streaming and downloading music content on: Apple Music, Spotify, Tidal, Deezer, BBC Sounds, Primephonic, and Global Player (collectively the “Content Apps”) whilst in countries covered by your Plan allowance will not be deducted from your EE Price Plan’s inclusive data allowance,
11. You must have a balance of your Price Plans inclusive data allowance remaining, if you do not you will not be able to use the Data Passes to play games, stream or download video content from the Content Apps using mobile data. You will still be able to stream or download video content from the Content Apps using Wifi or by purchasing a data add-on.
12. As soon as the Bundle is removed from your account data used whilst playing games, streaming and downloading content on the Content Apps will be deducted from your EE Price Plan’s inclusive data allowance.
13. If you access the Content Apps using a VPN or proxy then you will not be able to receive zero rated data as we will not be able to link your EE customer ID to your activity.
14. Not all use of the Content Apps will be zero rated. Using certain additional content in the Content Apps will be deducted from your Plan’s data allowance. Examples of this are, adverts, advertising metrics,

metadata, news articles, general browsing, images and content (including videos, music, podcasts or radio broadcasts) from third party apps or websites accessed using the Content Apps, or uploading your own content. This list gives an indication of the types of content which may be chargeable but is not exhaustive. On occasion there may be circumstances beyond our control which may lead to data being deducted from your Plan's data allowance, we will endeavour to ensure this never happens. The Data Passes each include an additional 200MB data boost. This additional data allowance will be used in the same way as your Plan's data allowance (if you are on a Sharer plan only the account lead can receive this additional 200MB). This data will be added to your account when your plan data renews each month and does not roll over. This additional 200MB is not ringfenced for use in connection with the Content Apps.

15. We will not stop you from tethering other devices to your mobile device. However, the Data Passes are not designed for this type of use and so we cannot guarantee that any data you use when tethering will be zero rated.
16. We may add or remove Content Apps from either of the Data Passes at any time. We will notify you at least 30 days in advance of removing any Content Apps, unless there are reasons we can't (for example, if a content provider doesn't give us enough notice that they're withdrawing their content).
17. In order to provide the Data Passes we will monitor your access to the Content Apps. We'll process this information in accordance with EE's privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.
18. There may be times when we have to share information about you with the suppliers of the Content Apps and vice versa. This will happen in limited circumstances that relate to the prevention of fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here www.ee.co.uk/privacy-policy.
19. The Data Passes are for personal and non-commercial use only. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. Content available via Content Apps may change from time to time.

Xbox Game Pass Ultimate

20. Xbox Game Pass Ultimate provides you with access to Xbox Game Pass (for use on games console and Windows 10 PC), Xbox Live Gold (for use on games console only) and Cloud Gaming (beta) (for use on a compatible mobile device).
21. It is only available to customers using a compatible mobile phone or tablet using Android 6.0 operating system (as at the date of these terms) or later or other compatible devices such as an Xbox console or Windows 10 PC. The list of compatible devices is subject to change. Please see <https://www.xbox.com/en-GB/xbox-game-pass> for compatible devices. Customers on an eligible plan with a device running the iOS operating system or that only uses the Huawei Mobile Services platform (where the Google Mobile Services platform is not available), may may not be able to use Cloud Gaming (beta) on their iOS or Huawei device.
22. You will receive an SMS within 7 days of receipt of your Xbox to complete activation of the Xbox Game Pass Ultimate using your Microsoft account. To access some features of the services you will be required to enter a Microsoft ID. If you do not have an existing Microsoft ID, you will be required to register for one. When registering, you must provide Microsoft with some personal information. You should register using the Microsoft Account you intend to use as the benefit cannot be transferred. The information you supply when creating a Microsoft ID will be processed in accordance with Microsoft's Privacy Statement which can be accessed via the Microsoft Services Agreement (see clause 26).
23. If you already have Xbox Game Pass Ultimate direct from Microsoft, it will automatically be updated on your next renewal date and added to your EE account.
24. If you had an Xbox Game Pass direct from Microsoft and had accrued passes prior to taking this Bundle from EE, the accrued passes may still be available so you can access the services.
25. Some content provided may require additional hardware (e.g. a controller).
26. Access to content outside of the UK is subject to the terms and conditions of Microsoft.

27. The Xbox Game Pass Ultimate is provided by Microsoft Ireland Operations Limited (“Microsoft”). You must read and accept Microsoft’s Terms and Conditions. You agree to use service at your sole risk. EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third party services. Data displayed via the service is for general informational purposes only and is not guaranteed by EE. Full terms can be found at <https://www.microsoft.com/en-gb/servicesagreement/>.

Roam Abroad

28. The Roam Abroad Pass enables you to access your standard plan allowances in the USA, Canada, Mexico, Australia and New Zealand plus 47 European destinations (listed below).
29. When you're outside the UK you're subject to the [data fair use policy \(given in your roaming plan\)](#). See ee.co.uk/terms for countries and details.
30. Allowances last until next bill or until used up, whichever comes first and do not roll over.
31. Our stable links policy applies, as set out in the Plan Terms.
32. Once you have used up the allowance, or hit your fair use amount, standard rates apply as set out in the Non-Standard Price Guide.
33. 47 European destinations:

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

Microsoft 365 Personal

34. You will receive a subscription to Microsoft 365 Personal. You will need to activate it by following the activation instructions which you will receive via a text or the Messaging App on your device.
35. If you have an existing Microsoft 365 Personal subscription, upon activation of the Microsoft 365 received via EE your subscription payments will be ceased. Any remaining period of the existing subscription will be suspended. If you have an existing Microsoft 365 Family subscription, Microsoft will contact you to advise which benefits you will no longer receive.
36. If you cancel your bundle the Microsoft 365 via EE will be cancelled and you will receive confirmation from Microsoft to confirm when access to the service will cease (taking into account any period suspended from the previous subscription). Your Microsoft account will be disabled for 90 days before being deleted. Once deleted any stored data will be unrecoverable. To reactivate your subscription you will need to contact Microsoft.
37. The Microsoft 365 Personal service is provided by Microsoft Ireland Operations Limited (“Microsoft”). EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third-party services. You must read and accept the Microsoft Terms of Use which can be found at <https://www.microsoft.com/en-gb/servicesagreement/>. You can view Microsoft’s Privacy Statement on <https://privacy.microsoft.com/en-gb/privacystatement>. In order to provide this service we’ll process this information in accordance with EE’s privacy policy, details of which can be found

TNT Sports on discovery+

38. Devices must use at least Android 5, Windows 10 or iOS 15 operating systems.
39. TV licence for the household registered to your EE account required (including app use only).

40. TNT Sports on discovery+ is for your personal, non-commercial use in the UK. You must not attempt to share, edit or adapt the content made available to you. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it.
41. Content available via the app may change from time to time.
42. When you download and use the discovery+ app, you will use data that will be deducted from your price plan's inclusive allowance. Includes access to discovery+ app.

Cyber Security Multi

43. Cyber Security Multi powered by Norton™ covers 15 devices and provides you with a range of security features including Dark Web Monitoring, Device Security, Social Media Monitoring, SMS Security (iMessages not supported) , Report Card and Norton™ Password Manager.
44. You must agree to the Norton Licence & Services Agreement (the "Norton LSA") as the EE Cyber Security Add-on is powered by software owned by Norton™. The Norton LSA is available here License & Services Agreement (nortonlifelock.com). By activating, downloading, and using the EE Cyber Security Add-on you acknowledge that you have read, understood, and agreed to the Norton LSA.
45. The services are only available to customers using a compatible device/devices. Please see ee.co.uk/help/help-new/safety-and-security/cyber-security/help for a list of compatible devices supported. The list of compatible devices is subject to change.
46. We will send you a link via text and you will need to activate the service. Once activated you will be able to download or install the software onto compatible devices.
47. Although we attempt to provide you with the best possible service, we cannot guarantee that the service will never be faulty. However, we will correct all reported faults as soon as we reasonably can.
48. If there is a fault with the service, you should contact us. Details of how to contact us can be found at Mobile (ee.co.uk)
49. Use of the software is at your own risk and in accordance with the Norton LSA. As set out in the Norton LSA, Norton will be the Controller of any personal data processed when you use the software. Use of the software is subject to any applicable laws. We have no responsibility for any goods, services, information, software, or other materials you obtain when using the software.
50. We will share information about you with Norton and vice versa. This will happen in circumstances that relate to the administration of your Subscription and to prevent and detect fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.
51. If you share your licences with a non-EE end user we are not obliged to provide any support to them and have no responsibility for any goods, services, information, software, or other materials they obtain when using the software.
52. We may occasionally change, upgrade and/or make improvements to your service. If we do this we will give you prior notice of the change and provide you with instructions that you need to follow when a change has taken place.
53. The EE Cyber Security Add-on is for personal and non-commercial use only.

Monitoring we provide by social media provider:

	Facebook	Instagram	Twitter	Linked In	You Tube
Account Takeover Protection	✓	✓	✓	✓	✓
Scam / phishing			✓		✓
Malware			✓		✓
Monitor inappropriate content			✓		✓
Monitor Hate Speech			✓		✓

Note: Facebook, Instagram and Linked In do not provide API access to user posts so only Account Takeover alerts for profile setting changes are monitored.

54. Dark Web Monitoring is not available in all countries outside of the UK. Monitored information varies based on country of residence. We do not search for all personal information on all dark web sites, and we may not find all your exposed personal information with this search. Information Monitored by Norton - 10 gamer tags, 5 email addresses, 5 phone numbers, 5 insurance or identification numbers, 10 credit card numbers, 5 physical addresses, 10 bank or investment account numbers, driver's license number and mother's maiden name.
55. Social Media Monitoring is only available on Facebook, Instagram, LinkedIn, Twitter, and YouTube. On Facebook, Instagram, and LinkedIn only account takeover feature is available. Does not include monitoring of chats or direct messages. May not identify cyberbullying, explicit, or illegal content or hate speech. You can link one account per social media type (Facebook, Instagram, Twitter, LinkedIn and YouTube)

NVIDIA GeForce NOW

56. The Bundles provide you with 6 months' membership to NVIDIA GeForce NOW Priority or Ultimate depending on the Bundle taken.
57. You will receive an SMS within 7 days of purchase with details of how to redeem your subscription. When registering, you must provide NVIDIA with some personal information.
58. You must already own or purchase titles to play them on GeForce Now.
59. GeForce Now is provided by NVIDIA. You must read and accept NVIDIA's Terms and Conditions. You agree to use service at your sole risk. EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third party services. Data displayed via the service is for general informational purposes only and is not guaranteed by EE. Full terms can be found at See GeForce NOW Terms of Use & GeForce NOW Membership Terms for additional details.

PlayStation Plus Extra Subscription

60. The Bundle includes vouchers for redemption at PS Online in exchange for 24 months subscription to PlayStation Plus Extra. Subscription automatically renews using payment details on your PlayStation Network Account.
61. PlayStation Network Account required. PS Plus Usage terms apply: <https://www.playstation.com/engb/legal/ps-plus-usage-terms/> You agree to use the service at your sole risk. EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third party services. Data displayed via the service is for general informational purposes only and is not guaranteed by EE.

Nintendo Switch Online

62. The bundle includes vouchers for redemption with Nintendo directly in exchange for 24 months' individual subscription to Nintendo Switch Online. Subscription automatically renews using payment details on your Nintendo Account.



63. Nintendo Account required. Nintendo Account terms and Nintendo Switch Online usage terms apply: <http://www.nintendo.co.uk> You agree to use the service at your sole risk. EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third party services. Data displayed via the service is for general informational purposes only and is not guaranteed by EE.

Apple Music Membership (the “Subscription”)

64. Compatible device using the iOS or Android operating system required.

65. In order to provide Apple Music Membership we will monitor your access to the Apple Music App (the “App”). We’ll process this information in accordance with EE’s privacy policy, details of which can be found here <http://ee.co.uk/privacypolicy>.

66. The Subscription provides you with access to digital music and other related content (the “Service”) on the App and allows you to stream Apple Music to a single device at a time.

67. The Service is for personal and non-commercial use only. It’s your responsibility to ensure that content accessed by under 18s is suitable for those accessing it. Content available via Apple Music may change from time to time.

68. You must download and register the App on a mobile device containing an EE SIM card that uses either the latest iOS version or Android 5.0 or above. The App and Service is provided by Apple Distribution International Limited (“Apple”). You must read and accept the Apple Media Services Terms and Conditions including the terms of use for Apple Music (unless you have already done so previously). You agree to use the App and Service at your sole risk. EE is not responsible for examining or evaluating the content or accuracy of any third-party services, and shall not be liable for any such third-party services. Data displayed by the App and Service is for general informational purposes only and is not guaranteed by EE. You must read and accept the Apple Media Services Terms and Conditions including the terms of use for Apple Music. Full terms can be found at <https://www.apple.com/uk/legal/internet-services/itunes/uk/terms.html>.

69. If you are an existing Apple Music member you will need to cancel your existing subscription directly with Apple. If you do not, you will continue to be charged by Apple.

70. To access the Service you will be required to enter an Apple ID. If you do not have an existing Apple ID, you will be required to register for one. When registering, you must provide Apple with some personal information, such as Your name, birth date, email address, passcode and responses to security questions. The information you supply when creating an Apple ID will be processed in accordance with Apple’s privacy policy. Visit <https://www.apple.com/uk/privacy/privacy-policy/> for more information. We will contact you to remind you to create an Apple ID in order to use the service.

71. We will share information about you with Apple and vice versa. This will happen in circumstances that relate to the administration of your Subscription and to prevent and detect fraudulent or unlawful activity. We’ll process this information in accordance with EE’s privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.

General

72. Availability is subject to credit status.

73. When entering into a contract for digital content you’re entitled to a 14-day cooling off period, except where you enter into a contract in store. Once you’ve entered into a contract for these Additional Services, you’ll have 14 days to tell us you’ve changed your mind. However, once you’ve accessed the services (e.g. by viewing the content or playing a game) we’ll assume that you’ve decided to waive this right to change your mind and you’ll lose your right to cancel, except in accordance with the cancellation process described above.

74. Before requesting a Tech Add-on Bundle as an Additional Service, you must acknowledge and understand that any change to the Bundle does not entitle you to cancel your Agreement with us for mobile network services.

75. We may suspend access to or terminate your contract for the Bundle if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit [here](#) to read the latest version of our terms and conditions).
76. The Bundle is for personal and non-commercial use only.
77. Separate terms will apply to your use of third party apps. EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third party services.

PRICE GUIDE

The Tech Add-on Bundles provides you with a selection of data and content passes as set out below for a monthly charge,

	£23 monthly	£25 monthly	£35 monthly	£25 monthly	£35 monthly	£25 monthly	£52 monthly	£60 monthly	£45 monthly	£45 monthly	£22 Monthly	£26 Monthly	£21 Monthly	£46 Monthly	£20 Monthly
Gaming Data Pass	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓		✓	
Video Data Pass	✓	✓	✓	✓	✓		✓	✓	✓	✓	✓	✓	✓	✓	
Music Data Pass															✓
Roam Abroad							✓	✓	✓	✓					
Microsoft 365							✓	✓				✓	✓		
Cyber Security							✓	✓				✓	✓		
Games Pass Ultimate					✓	✓		✓	✓						
GeForce NOW Priority for 6 Months	✓														
GeForce NOW Ultimate for 6 Months		✓													
PlayStation Plus Extra Subscription for 24 Months			✓							✓					
Nintendo Switch Online				✓											
TNT Sports														✓	
Apple Music Membership															✓