

EE Broadband Installation service terms

What we provide

1. We will:
 - a. Install and connect your EE Hub and connect a device to the EE Broadband service;
 - b. demonstrate a working product and test your Wi-Fi signal;
2. You will be responsible for reconnecting any existing devices or equipment you may have.

Providing the Broadband installation service to you

3. In order to provide the service:
 - a. Your property must be located on the UK mainland and Northern Ireland;
 - b. You must own the property or have the permission from the landlord or agent managing the property and have permission from any other relevant authority to have the work done; and
 - c. There must be a responsible adult present in your home.

Where the person is not you, it must be someone authorised by you to make decisions regarding the location and installation of equipment.

Who will be carrying out the installation service?

4. We work with Openreach to provide installation services for technology changes that require work outside of your property (e.g. Full Fibre)

When the Broadband installation starts

5. We'll agree a date and time slot with you for the service. If there is a delay in starting the service for reasons outside of our control, then we'll let you know and take steps to reduce the delay. We will not be liable to you for such delays.
6. If we need to change or cancel any appointment date, we'll try to contact you as soon as possible before the scheduled installation date.
7. If you need to change or cancel any appointment date, you must tell us at least one working day before the scheduled appointment or we may charge you the equivalent of the installation charge. We may also charge you if the engineer is unable to access or is refused access to your property at the time of the scheduled appointment.

Cancellation

8. You may cancel your agreement for the service at any time before the engineer starts work on the installation. Once the installation has started any applicable installation charges cannot be refunded, and you'll be liable to pay for this. For details of charges see our Tariff Guide.
9. If the broadband service cannot be provided for reasons outside of our control, you will not be charged.