



# SMART HUB 7 PRO AND WIFI EXTENDER 7 PRO

ADD ON & ADDITIONAL SERVICE TERMS

Version 1

Date: December 2025

## General

1. **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** is included for new and existing consumer customers on eligible broadband plans. WiFi Extender 7 Pro is also available as a monthly chargeable add on as an **additional service** to consumer customers.
2. **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** are subject to a minimum term, the minimum term will be set out to you in your Pre Contract Information, Contract Summary and in your order confirmation email. We'll refer to it as **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** in MyEE, on your bill, online and when you call or text customer services.
3. For customers who have **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** as a chargeable add-on, the **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** service is provided to you as an **additional service**. As an **additional service** it does not form part of your Price Plan with us. Before requesting this **additional service**, you must acknowledge and understand that any change to the cost of, or content included, does not entitle you to cancel your agreement with us for your Home Broadband services.

## WiFi Extender Devices

4. In addition to the **Smart Hub 7 Pro** supplied with your Home Broadband service, all **WiFi Extender 7 Pro** customers will receive one **WiFi Extender 7 Pro** device (the "**device**") at the time of purchase to extend the WiFi signal around the home.
5. If you've set up your **Smart Hub 7 Pro** and your **WiFi Extender 7 Pro** device in your home and you don't get a minimum of 100Mbps WiFi speeds in every room, we'll run some diagnostic tests and if eligible we'll send you another **device**. If you're still unable to get a reliable WiFi connection in every room, we'll send you a third (and final) **device**.
6. The second and third **device** sent to you may be subject to a delivery charge.
7. If necessary, we may send out an engineer to ensure each **device** is positioned in the best place within your home to enhance your WiFi signal.
8. If you still don't get a minimum of 100Mbps WiFi speeds in every room, you can call us on **0330 123 1105** and get a one-off credit of £100 applied to your next EE bill. Only one claim is valid during the contract length.
9. This guarantee does not cover gardens or any external rooms, buildings or structures such as sheds or garden offices.
10. The above only applies when your **Smart Hub** is connected to the fixed broadband network and not the 4G mobile network (for example, if you are using Connectivity Backup you will be connected to the 4G mobile network). It does not cover broadband faults.
11. EE owns all the equipment (including each **device**) sent to you and allows you to use the equipment for as long as you have the **WiFi Extender 7 Pro** service. If you leave the **WiFi**

**Extender 7 Pro** service, or our agreement is terminated at any point, you must return all equipment provided. If you do not return the equipment at the end of your agreement, EE reserves the right to charge you in accordance with our network terms and conditions. These can be found at [ee.co.uk/terms](https://ee.co.uk/terms).

## WiFi Controls

12. The WiFi controls section within the My EE app enables you to set up your **devices** and to set up WiFi access controls.
13. Anyone with access to your **Smart Hub** or EE ID and password may be able to access the controls. We recommend that you change the password and do not share it with anybody else. More information on how to change the password is available in the My EE app.

## Everything Else

14. The performance of your **Smart Hub 7 Pro**, **WiFi Extender 7 Pro** and each **device** may be affected by a range of things, including, but not limited to, the following: Thickness of walls or materials (such as carpets or behind curtains); Electrical appliances such as TVs, microwaves or baby monitors – these give off their own signals which may interfere with your hub.
15. We need to use information about the devices connected to your **Smart Hub 7 Pro** (such as the manufacturer and software version), and the connectivity experience so we can best manage your service. We use this and other personal information related to the service in accordance with our privacy policy, a copy of which can be found [here](#).
16. The more personal devices you have connected to your **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** at the same time, the slower your internet connection will be.
17. 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.
18. You agree to pay the charges for the service that appears on your bill. The charges are payable monthly in advance. We may suspend access to (or terminate) your agreement for **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** 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).
19. We may occasionally change, upgrade and/or make improvements to your service. If we do this, we may give you prior notice of the change and provide you with instructions that you need to follow when a change has taken place (if applicable).
20. These terms and conditions apply in addition to the terms of your service (available at [ee.co.uk/terms](https://ee.co.uk/terms)).
21. **Smart Hub 7 Pro** and **WiFi Extender 7 Pro** is for personal and non-commercial use only.