



CONNECTIVITY BACKUP

ADD ON & ADDITIONAL SERVICE

Version 1

Date: December 2025

General

1. **Connectivity Backup** is included for new and existing consumer customers on the Ultimate Fibre broadband plan. **Connectivity Backup** is also available as an **additional service** to consumer customers. References to Smart Hub also includes Smart Hub 6 Plus, Smart Hub 7 Plus, and Smart Hub 7 Pro.
2. **Connectivity Backup** is 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 **Connectivity Backup** in MyEE, on your bill, online and when you call or text customer services.
3. For customers who have **Connectivity Backup** as a chargeable add-on, the **Connectivity Backup** 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.

Connectivity Backup

4. **Connectivity Backup** is our hybrid broadband connection that uses the EE 4G mobile network to ensure you stay connected to the internet when your broadband goes down. The **Connectivity Backup** device is provided to connect to the EE 4G mobile network if required.
5. The **Connectivity Backup** device will only work where you have 4G coverage in your area and its performance will be dependent on it working in the home. The service might also vary depending on where you are and what network equipment we have in that area. Our coverage checker at ee.co.uk/coverage-checker, gives an estimate of what coverage is available, but we can't guarantee it's always accurate or up to date. **Connectivity Backup** provides speeds up to 30Mb.
6. If you don't already have one, we will send you a compatible Smart Hub and a new **Connectivity Backup** device, which you need to set up and keep plugged in. The **Connectivity Backup** device contains a SIM with unlimited data. The Smart Hub connects to the **Connectivity Backup** device, so if your broadband connection ever goes down, you will stay connected using the EE 4G mobile network.
7. If you're a new broadband customer, you'll be able to connect as soon as you receive your **Connectivity Backup** device. This means you don't have to wait for your broadband to be installed.
8. The **Connectivity Backup** device kicks in and keeps you connected. EE keep an eye on your broadband connection 24/7, so if there's a problem, the Smart Hub detects the issue and connects you to the EE 4G mobile network using the **Connectivity Backup** device. When switching from a fixed broadband network to the EE 4G mobile network there may be a delay of up to two to three minutes.
9. 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 **Connectivity Backup** service. If you leave the **Connectivity Backup** 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.

10. If you no longer have an EE Broadband plan (for example, if you move to another provider or take an EE Broadband product not on Fibre or Full Fibre), your **Connectivity Backup** won't work. You'll lose this on the last day you have Broadband with us.
11. Most of the services that run over the broadband network at home will work with **Connectivity Backup** (e.g. internet browsing, streaming, smart TVs, ring doorbells etc). However, Digital Home Phone, our new home phone service, doesn't work when you are connected using the **Connectivity Backup** device, (see ee.com/terms/digitalvoice for more details). **WiFi Optimiser** will not work with **Connectivity Backup**.

Everything Else

12. The **Connectivity Backup** service doesn't affect your statutory rights or any other legal rights that you may have.
13. 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.
14. 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 **Connectivity Backup** 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).
15. 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).
16. The parental controls set for your Smart Hub will also apply for your **Connectivity Backup**.
17. The **Connectivity Backup** is designed to be used only when your fixed EE Fibre or Full Fibre broadband connection is unavailable. If you are using it in a way different to its intended use, we reserve the right to take action which may restrict your service.
18. These terms and conditions apply in addition to the terms of your service (available at ee.co.uk/terms).