



Web Protect & Advanced Web Protect

Version 2

Date:

Web Protect

1. The service we agree to give you is an EE network-based service for EE Broadband customers that helps protect devices (including PC's, laptops, tablets, iPads, mobile devices, and smartphones) that connect to your home internet service via an EE hub.
2. The service starts when you activate it via the MyEE App using your EE ID, unless we turn it on automatically when you buy EE Broadband from us.
3. If you do not wish to use the service, you must deactivate it via the MyEE App using your EE ID.
4. Although we endeavour 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.
5. If there is a fault with the service, you should contact us. Details of how to contact us can be found at ee.co.uk/help/contact-ee.
6. We may occasionally upgrade and/or make improvements to your service. If we do this we may provide you with instructions that you must follow if required.
7. When browsing online, you may be presented with a warning page if you attempt to visit a webpage/site that is categorised as malicious by us or our suppliers.
8. The warning page will advise that the site is malicious and advise you to browse elsewhere. You have the option to 'Continue Anyway' if cookies are enabled but you will continue to get the warning page if you visit the site again at a later point.
9. EE Web Protect won't work on iOS devices with iOS 15 or later when browsing on Safari and for some app traffic when iCloud Private Relay is enabled.
10. You acknowledge that individual websites may be categorised as malicious by our third-party supplier. We are not responsible in any way for how particular websites are categorised or that any website you access which is not classified as malicious will be safe to access.
11. If you choose to continue to the site following the warning you understand this is at your own risk and we have no responsibility in any way for any loss you may suffer as a result of visiting these websites.

Advanced Web Protect

1. The service we agree to give you is an EE service for EE Broadband customers that helps protect devices (including PC's, laptops, tablets, iPads, mobile devices, IoT devices and smartphones) that connect to your home internet service via an eligible EE broadband hub.
 2. The service starts when it is activated. You can activate it through the My EE app using your EE ID. In some circumstances, we may activate it automatically for you, including when you buy EE Broadband from us or upgrade to an EE Smart Hub 6 Plus, EE Smart Hub 7 Plus or EE Smart Hub 7 Pro for the first time. If we activate the service for you, we'll let you know.
3. If you do not wish to use the service you must deactivate it via the MyEE App using your EE ID.
4. Although we endeavour 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.
5. If there is a fault with the service you should contact us. Details of how to contact us can be found at ee.co.uk/help/contact-ee.
6. We may occasionally upgrade and/or make improvements to your service. If we do this we may provide you with instructions that you must follow if required.
7. When browsing online, you may be presented with a warning page if you attempt to visit a webpage/site that is categorised as malicious by us or our suppliers.
8. The warning page will advise that the site is malicious and advise you to browse elsewhere. You have the option to 'Continue Anyway' and gain temporary access to the site for 60 minutes after which time you may see the warning page again.
9. Attempts to browse to a malicious website and other device threats blocked will be displayed in the EE app for 30 days. Temporary access can be given to malicious websites for specific devices via the EE App.
10. EE Advanced Web Protect won't work on devices using a VPN or iOS devices with iOS 15 or later when browsing on Safari and for some app traffic when iCloud Private Relay is enabled.
11. You acknowledge that individual websites may be categorised as malicious by our third-party supplier. We are not responsible in any way for how particular websites are categorised or that any website you access which is not classified as malicious will be safe to access.
12. If you choose to continue to the site following the warning you understand this is at your own risk and we have no responsibility in any way for any loss you may suffer as a result of visiting these websites.