



# WIFI OPTIMISER

## ADD ON & ADDITIONAL SERVICE TERMS

Version 1

Date: December 2025

## General

1. **WiFi Optimiser** is included for new and existing consumer customers on the Standard, Premium and Ultimate Broadband plans who have an eligible hub. It is also available as a monthly chargeable add-on as an **additional service** to consumer customers.
2. **WiFi Optimiser** 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 **WiFi Optimiser** in MyEE, on your bill, online and when you call or text customer services. This agreement will start when we have accepted your order. It will be available to use once your broadband is activated or once you have purchased the add-on whichever is earliest.
3. For customers who have **WiFi Optimiser** as a chargeable add-on, the **WiFi Optimiser** 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 Optimiser

4. **Wifi Optimiser** is powered by NETDUMA and allows you to prioritise online traffic in your home. There are three modes, Work Mode, Game Mode and Stream Mode which you can select to optimise your experience. A ping optimiser identifies and applies best settings to user's household, ensuring the home broadband always gets optimal ping. A geo-filter allows you to set preferences for the best gaming server locations.
5. **Wifi Optimiser** will not work if you are connected to the 4G Mobile Network using **Connectivity Backup**.
6. Not all games or apps are supported by NETDUMA, for current listings see: Geo-filter Game Compatibility List : NETDUMA and Work-From-Home Applications Supported by DumaOS : NETDUMA
7. When you boost Work, Game or Stream mode, supported games and apps are prioritised.

## Everything Else

8. The WiFi Optimiser Add-On is made available on a 30-day rolling contract. We'll apply the charge for your **Wifi Optimiser** add-on to your Account each month until you ask us to remove it. You can cancel the **Wifi Optimiser** add-on at any time, but it may take up to 48 hours to be removed from your account. As soon as the **Wifi Optimiser** add-on is removed from your account, your access to the **Wifi Optimiser add-on** will cease. If you add or remove the **Wifi Optimiser** add-on part way through a billing period, the charge will be pro-rated.
9. You agree to pay the charges for the service that appears on your bill. The charges are payable monthly in advance.
10. We may suspend access to or terminate your contract for the additional services 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 [ee.co.uk/terms](http://ee.co.uk/terms) to read the latest version of our terms and conditions).

11. 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 reasonable can.
12. If there is a fault with the service, you should contact us. Details of how to contact us can be found at <https://ee.co.uk/help/contact-ee>.
13. We'll process information in accordance with EE's privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.
14. We may occasionally 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.
15. These terms and conditions apply in addition to the terms of your service (available at [ee.co.uk/terms](http://ee.co.uk/terms)).
16. **Wifi Optimiser** is for personal and non-commercial use only.