



# BROADBAND PLANS

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Version 1

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## General

These terms apply to new and existing consumer customers on the following EE Broadband Plans:

- a) Essentials
- b) All Rounder
- c) Full Works
- d) Busiest Home Bundle

### What is included in my broadband plan?

|                     | SMART HUB | SMART HUB PLUS | WIFI CONTROLS | KEEP CONNECTED PROMISE | EXPERT VISIT FROM EE GUIDE | SMART WIFI | SMART HYBRID CONNECT | CYBER SECURITY | WIFI ENHANCER | PROACTIVE SERVICE |
|---------------------|-----------|----------------|---------------|------------------------|----------------------------|------------|----------------------|----------------|---------------|-------------------|
| ESSENTIALS*         | ✓         |                | ✓             |                        |                            |            |                      |                |               | ✓                 |
| ALL ROUNDER*        |           | ✓              | ✓             | ✓                      | ✓                          |            |                      |                |               | ✓                 |
| FULL WORKS          |           | ✓              | ✓             | ✓                      | ✓                          | ✓          | ✓                    | ✓              |               | ✓                 |
| BUSIEST HOME BUNDLE |           | ✓              | ✓             |                        |                            | ✓          |                      |                | ✓             | ✓                 |

\*Customers on an All Rounder Plan may not receive a new Smart Hub or Smart Hub Plus if their existing EE or BT hub is compatible.

### Smart Hub and Smart Hub Plus

The Smart Hub and Smart Hub Plus are the broadband routers allowing you to access WiFi across the home. All new customers will be provided with either a Smart Hub or a Smart Hub Plus. WiFi controls are activated via the My EE app. If you are an existing BT or EE broadband customer who is upgrading to one of the EE Broadband packages above, you may not receive a Smart Hub Plus as your current broadband router may be compatible.

#### Smart Hub

**Parental Controls:** Parental controls at account level allow pre-defined filters, or you can add websites manually, will apply to any device connected. One profile per connection. Websites may not be restricted if using a Virtual Private Network (VPN), or any feature that encrypts browser traffic (such as Apple Private Relay). We cannot guarantee 100% coverage.

**WiFi Pause:** Allows you to temporarily halt your WiFi or set up freeze schedules. Only restricts WiFi access, individual device data allowance not restricted. Some 3rd party services may take a few minutes to pause.

**Web Protect:** We'll help protect you from viruses, scams, and phishing attacks by warning you if you're about to visit a dodgy website. One EE profile per connection.

**Manage your devices:** See all your connected devices. You can create groups of devices allowing to you to control who goes online or even pause/freeze all the devices in a specific group. Devices using features such as Apple Private Relay will appear as "unknown" in your list of connected devices.

**Share your WiFi:** Give your family and friends speedy access to your WiFi by either sharing a QR code or by sending the password link from the WiFi Controls.

#### Smart Hub Plus

**Parental Controls device level:** Device-level Parental controls lets you quickly and easily set controls on what your household has access to online. You can tailor access at device or profile level.

**WiFi Pause:** Allows you to temporarily halt your WiFi or set up freeze schedules. Only restricts WiFi access, individual device data allowance not restricted. Some 3rd party services may take a few minutes to pause.

**Advanced Web Protect:** Advanced Web Protect keeps you safer than ever. It protects every connected device on your network from threats—you can even check out which threats have been blocked in the EE app. It'll also protect you from viruses, scams, and phishing attacks by preventing you from visiting dodgy websites. One EE profile per connection.

**Manage your devices:** See all your connected devices with easily recognisable names. You can create groups of devices allowing to you to control who goes online or even pause/freeze all the devices in a specific group. Devices using features such as Apple Private Relay may appear as "unknown" in your list of connected devices.

**Device Usage:** Monitor how long a device or group of devices has been online, activate capability via the EE app.

**Password sharing and guest WiFi:** Give your family and friends speedy access to your WiFi by either sharing a QR code or by sending the password link from the WiFi Controls. Use guest WiFi to provide visitors with their own connection, keeping yours totally secure.

## Pro-active service

We'll run health checks on your WiFi to make sure it's working at its best. If we think things could be improved when you first get connected or you have an outage, we'll proactively offer a solution or we'll guide you through an optimisation journey via our app.

## Keep Connected Promise

If you have a broadband fault or are moving home and taking your EE Broadband plan with you then you will benefit from one of two solutions to keep you connected. The Keep Connected Promise is available to customers on either the All Rounder or Full Works broadband plans. If you are an All Rounder customer, please refer to the Mini Hub section below. If you are a Full Works customer or have Smart Hybrid Connect as an **additional service**, please refer to Smart Hybrid Connect below.

## Mini Hub

Available to customers who have access to a Mini Hub included as part of their All Rounder Broadband plan. You may be entitled to a Mini Hub with unlimited data if you have a broadband fault or are moving home and are taking your All Rounder Broadband plan with you.

**What is a Mini Hub?** The Mini Hub uses a mobile SIM card to provide WiFi signal in your home, so that you can keep your devices connected until your fault has been fixed or we get you up and running in your new home. This means that you will need to have EE Mobile network coverage in your home for it to work. It's just for use in your home and you won't be able to use it overseas.

**When will I get a Mini Hub?** You may be eligible for a Mini Hub if you have a qualifying broadband fault. This includes where we determine that you either a) have no broadband service, b) have a continuously dropping connection (5 or more drops in the previous 24 hours), or c) a qualifying home move order. This includes where the home move order includes the cease of your services at your current address and the provision of your services at your new address.

**Do I get a new Mini Hub for each fault and home move?** Yes. We'll send you a Mini Hub for your fault or home move which you'll need to return. For subsequent faults or home moves, we will send you a new Mini Hub.

**How do I ask for a Mini Hub if I have a fault?** You'll need to contact us to report you have one of the broadband issues above. You can do this online at [ee.co.uk/help/broadband](https://ee.co.uk/help/broadband) or by calling 0800 800 150. We will then run diagnostics to check everything is okay with your line. This will involve a few online tests. We might ask you to turn your Hub off and on again, check wiring within your home, or unplug your devices. This is so we can determine the cause of the fault. We will determine whether you meet the definition of qualifying broadband fault.

If we can't resolve your fault through these diagnostics, we will send you a Mini Hub in the post. If we're sending you a new Mini Hub, we'll send it out straight away once these diagnostics are finished and it will be delivered in your letterbox (you won't need to sign to accept it). This will usually be the next working day after diagnostics are finished, but it depends on where you are in the UK and what time of the day and week your fault was reported. In some circumstances we might send an engineer to your home as part of our diagnostics – but we'll send out the Mini Hub before their visit.

**What if I move home?** When you're moving home, you just need to let us know that you would like a Mini Hub. You can do this by calling us on 0330 123 1105. The Mini Hub will stay active until your EE Broadband is set up in your new home. If it takes longer than expected, we may call you to discuss keeping your Mini Hub activated.

### When won't I get a Mini Hub?

You're not entitled to a Mini Hub (or for your existing Mini Hub to be reactivated) if:

- a) Your fault is caused by an issue within your home environment (for example, if your Hub needs to be rebooted or if you have home wiring issues);
- b) Your fault is caused by faulty equipment (including your Hub or a device you're using);
- c) We reasonably suspect that your fault is not genuine or is the result of fraud, or if you've broken the terms of your service at [bt.com/legalstuff](https://bt.com/legalstuff) (for example, if you haven't paid a BT bill); or
- d) You lose or damage the Mini Hub (we may provide a replacement Mini Hub for future faults or home move at our discretion).

**What happens after my fault is resolved or my home move is complete?** We will contact you once your fault has been resolved or your home move order has completed. We'll switch off the Mini Hub and you'll go back to using your broadband hub as normal. You'll need to return the Mini Hub, we'll provide details on how to do this.

## Smart Hybrid Connect

Available to customers who add Smart Hybrid Connect as an **additional service** or who have it as standard with their Full Works Broadband plan. Your Smart Hybrid Connect device will automatically be activated if you experience a broadband fault or if you have told us you are moving home and taking your Full Works Broadband plan with you.

**What is Smart Hybrid Connect?** Smart Hybrid Connect is our new hybrid broadband connection that combines the EE Fibre Broadband with the EE 4G mobile network. The Smart Hybrid Connect device is provided to connect to the EE 4G mobile network if required.

**How does it work?** If you don't already have one, we send you a Smart Hub and a new Smart Hybrid Connect device, which you need to plug in. The Smart Hybrid Connect device contains a SIM with unlimited data. The Smart Hub connects to the Smart Hybrid Connect device, so if your broadband connection ever goes down, you will stay connected by the EE 4G mobile network.

**What happens if my broadband goes down?** With the Smart Hybrid Connect service, the Smart Hybrid Connect device kicks in and keeps you connected if there's ever a problem. 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 Smart Hybrid Connect 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.

**Does my Smart Hybrid Connect device depend on the 4G coverage in my area?** The Smart Hybrid Connect 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.com/coverage-checker](https://ee.com/coverage-checker) gives an estimate of what coverage is available, but we can't guarantee it's always accurate or up to date. Smart Hybrid Connect provides speeds up to 30Mb.

For full terms and conditions for Smart Hybrid Connect please visit [ee.co.uk/terms](https://ee.co.uk/terms)

## Expert Visit from an EE Guide

**What is an EE Guide?** Our EE Guides are trained to install, repair, and optimise EE products and services (e.g. Smart Hub, EE TV, My EE app, Smart WiFi and Smart Hybrid Connect) whilst visiting you at home, we call this an Expert Visit. Our EE Guides may also sometimes be able to help you connect non-EE devices to the Smart Hub over WiFi. EE Guides will provide advice on the full range EE's products and services, some of which you may choose to purchase during the visit.

**When can I request an Expert Visit?** You can benefit from a free Expert Visit from an EE Guide, if you are an All Rounder or Full Works customer, once in every 12-month period until the end of your minimum term. Other EE Broadband customers can also request an Expert Visit from an EE Guide however these will be chargeable. If you are an All Rounder or Full Works customer, charges may apply for any additional visits made at your request.

As an All Rounder or Full Works customers, you are eligible for a free visit either:

- i. When you renew or upgrade to an EE All Rounder or Full Works plan; or
  - ii. When you add certain products and services (such as Smart WiFi);
- or
- iii. When you request an Annual Health Check.

We may also send an EE Guide if you tell us you have a fault with your Broadband and/or EE TV service and we determine that the problem may be within your home.

**What is the Annual Health Check?** This is where an EE Guide will visit your home during an Expert Visit and check that your EE Products and Services (e.g. EE TV, Smart WiFi) are set-up correctly, make recommendations that could improve your services (e.g. Replace the EE master socket, installation of Smart WiFi, fix internal wiring problems), and carry out any improvements with your agreement.

**How do I request an Expert Visit?** If you are placing an order for, renewing, or upgrading an EE Broadband plan you may be asked at the time. Otherwise, you can book an Expert Visit online at any time or by calling 0330 123 1105. There may be circumstances where you need Openreach to visit your property. An Openreach engineer may need to install something in your home for the first time – this can include a new phone line or new fibre broadband technology. If this is the case, you will be able to book an Expert Visit once Openreach have completed any necessary work to install your services.

## Smart WiFi and Smart WiFi Plus

**What equipment will I receive?** We'll send you a WiFi Device to extend your WiFi signal around the home - this is enough for the majority of homes to get a signal everywhere.

**What is the Smart WiFi Guarantee?** We'll send you up-to two more devices to ensure a strong signal in every room of your home. If you still can't get a strong signal, we'll give you a one-off credit of £100 on your next EE bill. The guarantee only applies when your Smart Hub is connected to the fixed broadband network, and not the 4G mobile network. It does not cover broadband faults.



**How does Smart WiFi work?** If you've set up your Smart Hub and your WiFi Device in your home and you don't have a strong WiFi signal in every room, we'll run some diagnostic tests and if eligible we'll send you another WiFi Device. If you're still unable to get a strong WiFi signal in every room, we'll send you a third (and final) WiFi Device. We'll also carry out a series of diagnostic tests and send out an engineer to ensure your WiFi Devices are positioned in the best place within your home to enhance your WiFi signal. If you still don't have a strong WiFi signal in every room, you can get a one-off credit of £100 on your next EE bill.

**How can I test the WiFi signal strength in each room of my home?** You can test the WiFi signal strength in your home by logging into the My EE App and navigating to the "Your WiFi network" section. There are two options:

a) You'll see a list of any devices connected to your home WiFi with the signal strength (strong / weak) displayed next to each one; or

b) Alternatively, you can go to the signal checker in the My EE app. This enables you to test the signal on the device the My EE app is installed on. Before you press 'check signal' please ensure that you're standing in the middle of the room that you want to check the WiFi signal strength. Within a few seconds you'll receive the outcome of the WiFi signal strength. If your WiFi signal strength isn't strong, please contact us.

You can also use the My EE App to find the best location for your WiFi Devices and complete the setup experience.

**How do I claim a £100 bill credit if I don't have signal in every room?** If you don't have signal in every room, contact us at 0800 800 150 and if we're unable to resolve the issue, we'll arrange for a one-off credit of £100 to be applied to your next EE Bill.

**What information will EE collect as part of the Smart WiFi service?** We need to use information about the devices connected to your Smart Hub (such as the manufacturer and software version), and the connectivity experience (is it slow or dropping out?) 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](#).

For full terms and conditions for Smart WiFi please visit [ee.co.uk/terms](http://ee.co.uk/terms)

## Cyber Security

Available to mobile and broadband customers who add EE Cyber Security as an **additional service** or those who have it as standard with their Full Works Broadband plan (Cyber Security Multi).

**What products are available?** There are two products available, Cyber Security Duo (covers 2 devices) and Cyber Security Multi (covers 15 devices).

**How does EE Cyber Security , powered by Norton™ work?** An all in-one service which protects your devices and identity wherever you are.

**What features are available?** There are a range of security features available including, Dark Web Monitoring, Device Security, Online Threat Protection, Social Media Monitoring, SMS Security, Report Card and Norton™ Password Manager.

**Do any of the features require additional set up?** Dark Web Monitoring, Social Media Monitoring, Password Manager and ID Theft Protection require additional set-up, please log into the My EE App and choose Manage.

For full terms and conditions for Cyber Security please visit [ee.co.uk/terms](http://ee.co.uk/terms)

## WiFi Enhancer

Available to customers who add WiFi Enhancer as an **additional service** or who have it as standard with their Full Works or Busiest Home Bundle Broadband plan.

**How does WiFi Enhancer work?** A broadband add-on for your Smart Hub Plus that lets you boost your WiFi connection whenever you're using games or apps like Zoom or Teams.

**What features are available?**

- Game Mode or Work Mode which automatically prioritise online traffic and boost your home WiFi every time you fire up games and work-related apps.
- Geo-filter, which helps you pick the best server for the game you're using.
- Ping Optimiser to keep your ping low and curb buffering.

Download the My EE App and choose WiFi Controls from the home screen, then tap WiFi Enhancer.

For full terms and conditions for WiFi Enhancer please visit [ee.co.uk/terms](http://ee.co.uk/terms)

