



# STANDARD BROADBAND & FIBRE BROADBAND PLANS

Terms & Conditions for Consumer Customers

Version 05

Date 1<sup>st</sup> September 2020



## General

You can join one of our Standard broadband, Fibre broadband, Fibre Plus broadband, or Fibre Max broadband plans.

To join a Fibre or Fibre Plus broadband plan, you'll need to live in an EE Fibre Broadband network area; currently available to over 27.4m UK homes and businesses. To join a Fibre Max broadband plan you'll need to live in an enabled area. Please check [ee.co.uk/broadband](http://ee.co.uk/broadband) for availability of all our plans.

You can choose whether to take a Fibre, Fibre Plus or Fibre Max broadband plan with or without a landline Calling Add-on. If you do not take a landline Calling Add-on, you will have no dial tone and will not be able to make or receive calls, including calls to emergency services.

Standard broadband is only available with landline and you will need to take a Calling Add-on.

To be able to connect to our router wirelessly, you'll need a wireless enabled computer, device, or adapter.

All our Fibre, Fibre Plus, and Fibre Max broadband plans, and most of our Standard broadband plans, have an 18-month minimum connection period. EE Standard broadband is also available with a 12-month minimum connection period when you buy online at [ee.co.uk/broadband](http://ee.co.uk/broadband).

All our available plans have an unlimited data allowance and are available to consumers and small business customers using internet services at one residential or business address.

The monthly charges we promote for our broadband plans assume that you receive bills online. Additional charges will be payable if you do not pay by the date set out on your bill. For more information, please see our Price Guide [ee.co.uk/homepricing](http://ee.co.uk/homepricing).

Your plan is subject to an annual price increase each year. See your network terms or [ee.co.uk/increase](http://ee.co.uk/increase) for details of how it is calculated.

It can take up to 30 days for us to get you set up with your plan, including setting up the line required for the services.

## Broadband Speeds

- ✦ Standard broadband plan - average download speeds of 10Mb/s
- ✦ Fibre plan - average download speeds of 36Mb/s
- ✦ Fibre Plus plan - average download speeds of 67Mb/s
- ✦ Fibre Max 145 plan - average download speeds of 145Mb/s
- ✦ Fibre Max 300 plan - average download speeds of 300Mb/s

These average speeds are based on the speed available to at least 50% of customers at peak time (8-10pm). Before choosing your broadband plan, check your speeds and coverage at [ee.co.uk/broadband](http://ee.co.uk/broadband).

Remember, your broadband speeds vary significantly depending on distance from the broadband exchange or your nearest Fibre street cabinet that connects you to our network, and how many people are using the network at the same time as you.

We manage our network at peak and congested times for unlawful content only. For more information on our traffic management policies visit [ee.co.uk/homekfi](http://ee.co.uk/homekfi).

## **Calls and Calling Add-ons**

If you take Fibre, Fibre Plus or Fibre Max broadband and want a landline calls service, you will need to purchase one of our range of Calling Add-ons as set out below. If you take Standard Broadband with landline, it does not come with inclusive calls as standard and you will need to choose one of our range of Calling Add-ons. If you take broadband without a landline, in order to add a landline service and Calling Add-on you will need to agree to a new minimum term.

### Pay As You Go

Any calls you make will be charged at our standard call rates, which can be found in our Price Guide at [ee.co.uk/homepricing](http://ee.co.uk/homepricing). If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. If you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide. All calls are rounded up to the nearest minute, excluding fixed fee calls, those that are free, or for calls to service numbers.

### Weekend calls to UK landlines Add-on

Each month, the Weekend calls to UK landlines Add-on gives you inclusive calls to UK landlines starting with 01, 02, 03 when using your landline at the weekend. The weekend is defined as midnight Friday to midnight Sunday. Re-dial before 60 minutes to avoid call charges. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

### Anytime calls to UK landlines Add-on

Each month, the Anytime calls to UK landlines add-on gives you inclusive calls to UK landlines starting with 01, 02, 03 when using your landline at any time. Re-dial before 60 minutes to avoid call charges. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

### Anytime calls to UK landlines and mobiles Add-on

Each month, the Anytime calls to UK landlines and mobiles add-on gives you inclusive calls to UK landlines starting 01, 02, 03; and 1,500 minutes to call UK mobile numbers (excluding Jersey & Guernsey), when using your landline at any time. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

If you have used up your 1,500 minutes to call UK mobile numbers from your landline, a 23p connection charge will apply to each call you make to a UK mobile number and you'll be charged per minute in accordance with our Price Guide. If you don't use all 1,500 UK landline to UK mobile minutes in any month, they will not be rolled over to the next month and you'll lose them.

### Anytime UK & International calls Add-on

Each month, the Anytime UK & International calls Add-on gives you inclusive calls to UK landlines starting 01, 02, 03; 1,500 minutes to call UK mobile numbers (excluding Jersey & Guernsey), and calls to international landline numbers in 50 countries (as set out below), when using your landline at any time. This Add-on also gives you a 30% discount on our standard rates for calls from your UK landline to all other international landlines. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

You can make an international call to standard landlines in the following countries: Argentina, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Israel, Italy (including Vatican City), Japan, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Pakistan Poland, Portugal, Romania, Russia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sweden, Switzerland, Thailand, Turkey and USA. You can also make calls to standard mobiles in Canada and USA. We can change any of the included countries from the Add-on upon reasonable notice.

If you have used up your 1,500 minutes to call UK mobile numbers from your landline, a 23p connection charge will apply to each call you make to a UK mobile number and you'll be charged per minute in accordance with our Price Guide. If you don't use all 1,500 UK landline to UK mobile minutes in any month, they will not be rolled over to the next month and you'll lose them.

Calls to international landlines will be subject to a 1,000 minute fair use policy and you cannot use this allowance to make calls to non-geographic or premium rate numbers

### All Calling Add-ons

Our calls are for normal person to person use from your landline and are subject to your acceptance of our Network Terms. We monitor use in accordance with those terms. Those terms state that you can't use these plans for anything unlawful or for nuisance communications; if you appear to be using our services for improper purposes, we reserve the right to monitor your usage and/or suspend or terminate your service.

If your Calling Add-on includes an allowance of calls, you can make calls using that allowance for up to one hour. You can redial as often as you like. If your call (from your Calling Add-on's inclusive allowance) exceeds 60 minutes, you'll be charged per minute in accordance with our Price Guide [ee.co.uk/homepricing](http://ee.co.uk/homepricing). All calls are rounded up to the nearest minute, excluding fixed fee calls, those that are free, or for calls to service numbers. Please see our Price Guide.

Calls to call forwarding services, including those beginning 05, 07, 08 and 09 numbers, are not included. Please see our Price Guide for details.

As part of your Add-on, you'll also get a number of inclusive benefits, including Last Caller Information, Caller Display & Voicemail.

If you want to use Voicemail on your home phone, you'll need to activate it. When your home phone is connected, we'll send you an email explaining how. It can take up to 48 hours to activate your voicemail.

To use Caller Display you must have a compatible phone. In the following circumstances, Caller Display will not recognise or register a number dialled from: a payphone, some switchboards, a phone where a caller's number is suppressed or a network that is not supported by BT.

You can find out more information about using these services in our Price Guide.

The cost of these Add-ons will be added to your bill every month. You must keep any existing Calling Add-on for at least 30 days. You can change a Calling Add-on, but only one change can be made every 30 days, and you may only have one active Calling Add-on at any time.

If you take broadband with a landline when you first joined, then you must wait 30 days from your activation date until you can change this Add-on. If a Calling Add-on is changed part-way through your billing cycle, then the cost of the new Add-on will be pro-rated based on the number of days remaining in your billing cycle and you will receive a pro-rated bill credit for the old Add-on.

### Call Plus Add-on

In addition to one of our Calling Add-ons, you can also choose to add our Call Plus Add-on, which each month gives you access to 7 Calling & Network Features: Anonymous Call Rejection, Call Diversion, Call Waiting, Choose to Refuse, Reminder Call, Ring Back, Three-Way Calling. Details of these features, and how to set them up and use them, and be found at [ee.co.uk/help](http://ee.co.uk/help).

The cost of this Add-on will be added to your bill each month until you ask us to remove it. You must keep your current Call Plus Add-on for at least 30 days. If the Call Plus Add-on is added part-way through your billing cycle, then the cost of this Add-on will be pro-rated based on the number of days remaining in your billing cycle, but you will receive the features for the remainder of that cycle. If the Add-on is removed partway through your billing cycle, then you will receive a pro-rated bill credit based on the cost of the Add-on and the number of days remaining in your billing cycle. This Add-on does not come with any inclusive calls.

### **Smart WiFi**

When you agree to a new minimum term on your Broadband Plan you can add the Smart WiFi Add-On. An 18-month minimum term applies to the Add-On. You will receive one WiFi boosting disc when you take Smart WiFi and up to 2 further discs may be provided if required (£6.99 delivery charge may apply). You will also receive a 4GEE WiFi mini plus SIM preloaded with 2GB monthly recurring data allowance which lasts 30 days or until used. Allowances don't roll over. 3G and 4G coverage required, check [ee.co.uk/coverage](http://ee.co.uk/coverage). The 4GEE WiFi Mini supports up to 20 compatible devices and has a signal range up to 10m. The more devices you have connected at the same time, the slower your internet connection will be. If we identify a fault with your broadband service, the 4GEE WiFi mini will get a 250GB data boost. The data boost lasts 30 days and does not roll over. One data boost only in any 30-day period. You own the Smart WiFi disc and 4GEE WiFi mini device after 6 months. Further terms apply, see [ee.co.uk/terms](http://ee.co.uk/terms)

### **Additional joining charges**

When you join any Standard broadband plan, a set-up charge of £10 will be applied to your account. If you join our Fibre or Fibre Plus broadband plans, a £35 set-up charge applies. And if you join either of our Fibre Max broadband plans, a £50 set-up charge applies. Finally, please note that if you do not have a compatible line, as described in our Network Terms, a £50 charge will apply for an engineer to install a line in your home. See our Price Guide for more information.