



SMART HUB PRO AND SMART WIFI PRO

ADD ON & ADDITIONAL SERVICE TERMS

Version 1

September 2024

GENERAL

1. **Smart Hub Pro** and **Smart WiFi Pro** is included for new and existing consumer customers on Made for Gamers and Busiest Home Bundle Broadband Plans. **Smart Hub Pro** and **Smart WiFi Pro** is also available as an **additional service** to consumer customers who purchase the **Smart Hub Pro** and **Smart WiFi Pro** as an add on to Broadband Plans of Full Fibre 150 and above.
2. **Smart Hub Pro** and **Smart WiFi Pro** 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 **Smart Hub Pro** and **Smart WiFi Pro** in MyEE, on your bill, online and when you call or text customer services.
3. For customers who have **Smart Hub Pro** and **Smart WiFi Pro** as a chargeable add-on, the **Smart Hub Pro** and **Smart WiFi Pro** 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.

SMART WIFI DEVICES

4. In addition to the **Smart Hub Pro** supplied with your Home Broadband service, all **Smart Hub Pro** and **Smart WiFi Pro** customers will receive one **Smart WiFi Pro** device (the "device") at the time of purchase to extend the WiFi signal around the home.
5. If you've set up your **Smart Hub Pro** and your **Smart WiFi Pro** device in your home and you don't get a minimum of 100 Mbps WiFi speeds in every room, we'll run some diagnostic tests and if eligible we'll send you another **device**. If you're still unable to get a minimum of 100 Mbps WiFi speeds in every room, we may send you a third (and final) **device**.
6. The second and third **device** sent to you may be subject to a delivery charge.
7. An engineer will visit your home to ensure each **device** is positioned in the best place to enhance your WiFi signal.
8. If you still don't get a minimum of 100 Mbps WiFi speeds in every room, you can call us on **0330 123 1105** and get a one-off credit of

£100 applied to your next EE bill. Only one claim is valid during the contract length.

9. This guarantee does not cover gardens or any external rooms, buildings or structures such as sheds or garden offices.
10. The above only applies when your **Smart Hub Pro** is connected to the fixed broadband network and not the 4G mobile network (for example, if you are using Smart Hybrid Connect you will be connected to the 4G mobile network). It does not cover broadband or Network faults.
11. 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 **Smart Hub Pro** and **Smart WiFi Pro** service. If you leave the **Smart Hub Pro** and **Smart WiFi Pro** 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.

WIFI CONTROLS

12. The WiFi controls section within the My EE app enables you to set up your devices and to set up WiFi access controls.
13. Anyone with access to your **Smart Hub Pro** or EE ID and password may be able to access the controls. We recommend that you change the password and do not share it with anybody else. More information on how to change the password is available in the My EE app.

EVERYTHING ELSE

14. 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.
15. We need to use information about the devices connected to your **Smart Hub Pro** (such as the manufacturer and software version), and the connectivity experience 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](#).
16. The more personal devices you have connected to your **Smart Hub Pro** and **Smart WiFi Pro** devices at the same time, the slower your internet

connection will be. Not every device will be capable of reaching the guaranteed speed.

17. The performance of your **Smart Hub Pro**, **Smart WiFi Pro** and each **device**, as well as your personal devices may be affected by a range of things, including, but not limited to, the following: Thickness of walls or materials (such as carpets or behind curtains); Electrical appliances such as TVs, microwaves or baby monitors – these give off their own signals which may interfere with your hub.
18. 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 **Smart Hub Pro** and **Smart WiFi Pro** 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).
19. **Smart Hub Pro** and **Smart WiFi Pro** is for personal and non-commercial use only.
20. 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).