



DIGITAL HOME PHONE

Version 1

Date: 3rd August 2023

General

1. Our **EE Digital Home Phone** service is our new home phone service powered by your broadband connection.
2. **Digital Home Phone** service is delivered over broadband with our **Digital Home Phone** product. You can use this service either by plugging your existing phones into the socket in your broadband hub, or via a device that is paired to the broadband hub.
3. With our **Digital Home Phone** service you get top quality calls with features like Call diversion, Call Protect and Voicemail. Depending on your package, you may also receive other benefits.

Digital Home Phone

4. Customers with compatible broadband services are eligible to take our **Digital Home Phone** service, but not all broadband services will support it. To find out if you can have a **Digital Home Phone** service call 0800 0798586.
5. You may receive a new Smart Hub if you need one, this is the router for your broadband. When you upgrade to **Digital Home Phone** you'll need to connect your existing phone to your Smart Hub, or you can request an adapter if your Smart Hub is not in a suitable location.
6. **Digital Home Phone** service only supports calling numbers where the full number (including area code) is used.
7. In the event your home experiences a power outage your **Digital Home Phone** won't work, so you won't be able to make or receive calls including to any Emergency Services. We suggest you keep a mobile phone to hand for this eventuality.
8. If you are in area that suffers power outages frequently, you can buy our battery back-up unit which will keep your **Digital Home Phone** service connected for up to an hour if there's a power cut.
9. Some additional services are not compatible with our **Digital Home Phone**. If you have an additional service (such as Telecare or a home alarm service) attached to your existing phone line you **must** get confirmation from the provider that the service will work with **Digital Home Phone**.
10. Our **Digital Home Phone** service doesn't support the following services:
 - a) Services where you route calls via another provider using a three digit number. You'll have to contact the supplier of your service for alternate numbers you can use.
 - b) Loop Disconnect Dialling - the rotary dial phones, or phones that send clicks (instead of tones) when dialling.

Everything Else

11. The **Digital Home Phone** service is reliant on a working broadband service. You accept that you won't do anything to obstruct our broadband service to you. This includes using a router or hub, other than the one we gave you.
12. By taking our **Digital Home Phone** service, you accept that any existing home phone wiring, including your main phone socket, will no longer support a voice service. Any device that uses this wiring will need to be re-connected to the broadband hub. This should only be done under the guidance of the provider of these services.
13. Your call history (i.e. the last 10 numbers dialled) and contacts are stored in your broadband hub. We recommend that you delete this information before you dispose of it. You can do this by pressing the reset button on the back of your broadband hub for 10 seconds. Alternatively, you can return your broadband hub to us and we'll dispose of it securely.
14. These terms and conditions apply in addition to your EE Home Network terms (available at ee.com/terms).