



SERVICE SUMMARY

1. Services and Prices

Your New Plan	
Plan Name	Travel Data eSIM Plan
Plan Description	Travel Data eSIM Plan: You'll be charged in accordance with the Travel Data eSIM Plan Terms and Price Guide. See www.ee.co.uk/help/terms-and-conditions/mobile/travel-data-esim. For more plan details, please see www.ee.co.uk/mobile/travel-esim-uk. The Travel Data eSIM Plan is a data-only plan and voice and text services will not be available. To make calls and send texts, you'll need a separate SIM or eSIM, please see https://ee.co.uk/help/travel-esim-uk.
Plan Cost (inc. VAT)	£5, £10, £15, £20, £30 or £90
Plan Length	Plans last 1 day, 3 days, 7 days, 14 days, 30 days and 90 days. You must start using your Travel Data eSIM plan within 90 days from the date of purchase, or your plan will be terminated.

Prices

You'll be charged £5, £10, £15, £20, £30 or £90 for your Travel Data eSIM plan depending on the duration of the chosen plan. For more details, read the Travel Data eSIM Plan Terms and Price Guide at www.ee.co.uk/help/terms-and-conditions/mobile/travel-data-esim.

2. Service characteristics

Mobile data speeds

Mobile speeds and network coverage may be affected by a number of factors, such as building materials, tree cover, weather conditions, and how many other people are using the network. Coverage will also vary based on your device.

To access 4G or 5G you'll need EE signal coverage, a compatible mobile device and an eligible EE plan. Your 4G or 5G speed will depend on location, number of users and plan. Use our mobile coverage checker to see a detailed breakdown of network coverage in your area <https://coverage.ee.co.uk/coverage/ee>

If your speed is regularly lower than expected, you should contact us to resolve. You also have other legal options, see <https://www.citizensadvice.org.uk/>. For more details, see our terms and conditions: www.ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/network

Our Customer Complaints Code (see <https://ee.co.uk/help/help-new/safety-and-security/protecting-your-information/complaints-code-of-practice>) tells you how to contact us to sort out a problem and how we'll deal with any complaint or dispute. You may be able to refer the matter to an alternative dispute resolution service

to get an independent opinion. More details are given in our Customer Complaints Code and our terms and conditions.

Significant deviations from the respective advertised download and upload speeds could impact the exercise of the End-Users' rights laid down in Article 3(1) of Regulation (EU) 2015/2120 (the Open Internet Regulation).

3. Duration, renewal, and termination

Duration:

Your Travel Data eSIM plan will last for the number of consecutive calendar days specified in the purchased plan (1, 3, 7, 14, 30 or 90 day pass). Your Travel Data eSIM plan will start when you connect to the EE network and use data, and it will terminate at the same time of day on the final day of the plan.

If you do not start using your Travel Data eSIM plan within 90 days from the date of purchase, your plan will be terminated.

See our terms and conditions www.ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/network for more information.

Renewal:

Once your chosen Travel Data eSIM Plan duration expires, it is terminated, and it cannot be extended or renewed.

Termination:

You can terminate your Travel Data eSIM Plan in accordance with our terms and conditions. Our website sets out details of how you may terminate.

If you have activated and used your Travel Data eSIM, you will not be able to claim a refund for any portion except if we have made changes to your service or in certain circumstances.

For more details on the above see section 6 of the Pre-Service Information document and our terms and conditions www.ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/network.

4. Features for customers with disabilities

You can find out more about the products and help and advice available on our website at <https://ee.co.uk/our-company/corporate-responsibility/being-responsible/sharing-connectivity/digital-living/digital-for-all>

5. Other relevant information

For information on the right to cancel, see section 9 of the Pre-Service Information document.



PRE-SERVICE INFORMATION

This document is to help you make a comparison between service offers so you can make the right choice for you.

1. Identity and contact details of Regulated Provider

Regulated Provider	EE
Registered address	EE Ltd 1 Braham Street London E1 8EE 0330 123 1105
For complaints	EE Customer Services 6 Camberwell Way Sunderland Tyne and Wear SR3 3NX You can submit a complaint online by visiting www.ee.co.uk/contact-ee/complaint

2. Description of services and prices

Your New Plan	
Plan Name	Travel Data eSIM Plan
Plan Description	Travel Data eSIM Plan: You'll be charged in accordance with the Travel Data eSIM Plan Terms and Price Guide. See, www.ee.co.uk/help/terms-and-conditions/mobile/travel-data-esim. For more details of the plans that are available, please see: www.ee.co.uk/mobile/travel-esim-uk. The Travel Data eSIM Plan is a data-only plan and voice and text services will not be available. To make calls and send texts, you'll need a separate SIM or eSIM, please see https://ee.co.uk/help/travel-esim-uk.
Plan Cost (inc. VAT)	£5, £10, £15, £20, £30 or £90
Plan Length	Plans last 1 day, 3 days, 7 days, 14 days, 30 days or 90 days. You must start using your Travel Data eSIM plan within 90 days from the date of purchase.

Prices

You'll be charged £5, £10, £15, £20, £30 or £90 for your Travel Data eSIM plan depending on the duration of the plan you choose. For more details, read the Travel Data eSIM Plan Terms and Price Guide www.ee.co.uk/help/terms-and-conditions/mobile/travel-data-esim.

3. Service Characteristics

Mobile Data Speeds

- Mobile speeds and network coverage may be affected by a number of factors, such as building materials, tree cover, weather conditions, and how many other people are using the network. Coverage will also vary based on your device. For more details, see www.ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/network
- To access 4G or 5G you'll need EE signal coverage, a compatible mobile device and an eligible EE plan. Your 4G or 5G speed will depend on location, number of users and plan.
- Use our mobile coverage checker to see a detailed breakdown of network coverage in your area <https://coverage.ee.co.uk/coverage/ee>

Significant deviations from the respective advertised download and upload speeds could impact the exercise of the End-Users' rights laid down in Article 3(1) of Regulation (EU) 2015/2120 (the Open Internet Regulation).

4. Delivery of service

eSIM

- You'll need an eSIM compatible device.
- To connect to the EE network, you will need to be in the United Kingdom and your device must be unlocked.
- Your Travel Data eSIM will be made available for download by following the instructions on the confirmation page or sent to you by email.
- In the United Kingdom, the Travel Data eSIM will automatically activate and connect to the EE network. You may need to ensure that your Travel Data eSIM is toggled to 'on' in your device settings.

Payment options:

Card Payments: You can buy a Travel Data eSIM plan by making a direct card payment using a credit or debit card, or by using Apple, Google Pay or other available payment methods at checkout.

5. Switching to EE

Switching your mobile to EE

The Travel Data eSIM plan is a data-only plan designed for travel within the United Kingdom. The plan does not provide a number and there is no number porting capability. You will not be able to make calls, including emergency calls, or send texts while you have the plan activated on your device. To make calls or send texts, you'll need to switch or toggle to another SIM or eSIM which has voice services on your device or switch to another device containing a SIM or eSIM which has voice services.

6. Duration, renewal and termination of contract

Duration:

Your Travel Data eSIM plan will last for the number of days included within the plan that you have purchased (1 day pass, 3 day pass, 7 day pass, 14 day pass, 30 day pass and 90 day pass). Your Travel Data eSIM plan will start as soon as you download your Travel Data eSIM and activate it by using mobile data in the UK on the EE network.

See our terms and conditions www.ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/network for more information.

Renewal:

Once your Travel Data eSIM plan ends, it cannot be renewed or extended.

Termination:

You can cancel your Travel Data eSIM plan in accordance with our terms and conditions. Our website sets out details of how you may cancel.

You must start using your Travel Data eSIM plan within 90 days from the date of purchase, or your Travel Data eSIM plan will be terminated.

If you terminate your Travel Data eSIM Plan after you have activated and used it, you will not be able to claim a refund for any unused portion except if we have made changes to your service or in certain circumstances.

For more details on the above see our terms and conditions www.ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/network

7. Security

If we suspect there's been, or is likely to be, a security incident, we may lock your account to protect your details. We'll ask you to change your password before letting you log back in. You can also speak to a member of our Customer Service team through calling 150 on a device containing a SIM or eSIM with voice services if you need some support or guidance.

8. Remedies, complaints handling and dispute resolution

If you have issues with coverage, speed or other aspects of your service, you can notify us online in the Help section of the Manage Pass section of your Account. You also have other legal options, see <https://www.citizensadvice.org.uk/>. See our terms and www.ee.co.uk/help/terms-and-conditions/mobile/pay-as-you-go/network for more details.

Our Customer Complaints Code (see <https://ee.co.uk/help/help-new/safety-and-security/protecting-your-information/complaints-code-of-practice>) tells you how to contact us to sort out a problem and how we will deal with any complaint or dispute. You may be able to refer a matter to an alternative dispute resolution service to get an independent opinion. More details are given in our Customer Complaints Code and our terms and conditions.

9. Right to cancel

If your Travel Data eSIM plan has not been activated or used, you have 90 days from the date you purchased the plan to change your mind and cancel your order. You can cancel by requesting a refund online in the Help section of the Manage Pass section of your Account, see <https://ee.co.uk/help/travel-esim-uk> for details.

If you're experiencing coverage issues, our coverage doesn't meet your expectations or you are experiencing other issues that prevent you from using your Travel Data eSIM, you can seek assistance in the Help section of the Manage Pass section of your Account, see <https://ee.co.uk/help/travel-esim-uk> for details.

10. Data protection

To get you set up with our products and services, we need to collect some personal information. This happens when you register, make a purchase, or use our services. If you show interest in what we offer or download one of our apps, we'll need your details too. If the information isn't correct, we might not be able to provide the service you want.

The type of personal information we may need includes your contact details and other information to confirm your identity, like your name, gender, address, phone number, date of birth, email address, and a security question and answer. If you decide to make a purchase, we'll also need your payment and financial details. Plus, we collect certain information when you use our services, such as your IP address and other online identifiers.

If you let us know about a disability or if you need extra support, we'll mark you as a vulnerable customer. We'll only do this with your permission or if it's required for legal or regulatory reasons.

11. Customers with disabilities

Please visit ee.co.uk/go/here_for_you for more information on the support we have available.

12. Accessibility

The Travel Data eSIM Plan does not provide you with the ability to make and receive calls and texts. If you make a call from your mobile through wi-fi calling or if mobile connection is not available, emergency services will not be able to automatically access your caller location. You will need to provide this information should you make an emergency call.