



DATA ADD-ONS & STAY CONNECTED DATA PASS

Available from 25 October 2023

Version 1.6

Data add-ons

Data add-ons are available on selected EE Pay Monthly mobile plans and SIM only mobile plans.

If you use up your monthly data allowance, we'll text you a link to our add-ons page (at add-on.ee.co.uk) where you can see available add-ons and buy more data if you need it.

You can also add and cancel add-ons through our EE Stores, My EE or calling customer service on 150.

The cost of each data add-on is set out in the EE Standard and Non-Standard Charges Price Guide.

The monthly price for add-ons and all out of bundle charges will increase on or after 31st March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%. See ee.co.uk/increase for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

There are three types of data add-on:

One-off data passes

- Available on selected pay monthly and SIM only mobile plans.
- These add-ons have a time limit. Some have a set duration – 24hrs, 7-days, 10-days, others until the date you get your bill for example.
- The duration starts the moment you buy it.
- Any remaining allowance data from your plan will be used first.
- The cost of the pass will appear on your next bill.

- **Volume based one-off data passes**
 - Add-on data won't be carried over when your allowance refreshes.

- **Unlimited one-off data passes**
 - These passes have a set duration of either 24hrs, 7-days or 10-days.
 - Data in these passes can't be gifted.
 - They will remain on your account until the end of the duration.

Monthly recurring data add-ons

- Available on selected pay monthly and SIM only mobile plans.
- These are monthly recurring add-ons and automatically restart on your next bill date unless you cancel.
- The cost of the add-on is added to your next bill, then every bill each month thereafter until you cancel.
- Allowances last until end of current bill cycle or until used up, whichever comes first. Any unused data does not roll over into next bill cycle.
- Text STOP and the name of your add-on (e.g. STOP 1GB ADD-ON) to 150 at any time and it won't restart on your next bill date.
- The monthly cost of the add-on is **NOT** pro-rated.
- Any data add-on allowance (except for the unlimited data add-on, see below) will be added to the giftable allowance.

Unlimited data monthly recurring add-on

- Available on selected pay monthly and SIM only mobile plans.
- These are monthly recurring add-ons and automatically restart on your next bill date unless you cancel.
- The cost of the add-on is added to your next bill, then every bill each month thereafter until you cancel.

- Text STOP and the name of your add-on (e.g. STOP UNLIMITED ADD-ON) to 150 at any time and it won't restart on your next bill date.
- The monthly cost of the add-on is **NOT** pro-rated.
- 50GB fair use policy applies outside UK.

Unlimited data: 50GB fair usage policy applies outside UK. Personal, non-commercial use only. If you regularly tether 12 or more devices, we will consider this non-personal use and have the right to move you to a more suitable plan. We will consider usage above 600GB/month to be commercial use and have the right to apply traffic management controls to deprioritise your mobile traffic during busy periods or move you to a business plan. You can gift up to 100GB per month - data usage on an unlimited plan will decrement from giftable allowance.

Remember, you won't be able to continue using data once the duration of your add-on has come to an end or the data's been used, and you can't buy another add-on while you're using one, so there'll be no unexpected bill.

For customers who took a plan **before 7th July 2021** (except SIM Access plans) you can use your data allowance when you're travelling abroad in the following destinations with no extra charge: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus*, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Republic of Ireland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

*Note: Turkey (you may connect to a Turkish network when in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network will be chargeable as set out in the EE Standard and Non-Standard Charges Price Guide.

If you joined or moved to a plan **after 7th July 2021**, a daily charge applies to use your data when travelling abroad in the above destinations unless you have an add-on or Inclusive Extra that includes EU/EEA Roaming. When you are in the Republic of Ireland, calls, texts and data use within Republic of Ireland and to the UK is included in your allowance, however, if you exceed your allowance in the Republic of Ireland, the daily charge applies to calls, texts and data usage in addition to any add-on.

If you joined onto or moved to a **4GEE Max plan after the 10th of May 2017**, as well as the above destinations you can also use your data in: Australia; Canada; Mexico; New Zealand; USA.

Stay Connected Data Pass

The Stay Connected Data Pass is available to new and existing Consumer customers on No Frills EE Pay Monthly mobile plans and SIM only mobile plans with a capped data allowance.

It is a monthly recurring add-on with a monthly charge (see the EE Standard and Non-Standard Charges Price Guide for charge amount).

The monthly price for add-ons and all out of bundle charges will increase on or after 31st March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%. See ee.co.uk/increase for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

The cost of the add-on is added to your next bill, then every bill each month thereafter until you cancel.

You can add and cancel the add-on through our EE Stores, My EE or calling customer service on 150.

If you take or cancel the add-on part way through a billing period, the charge will be pro-rated.

If you add the Stay Connected Data Pass, once you have used up your monthly data allowance your speed will be capped at 0.5Mbps.

You will regain your standard plan speeds upon:

- renewal of your monthly plan allowance; or
- by buying one of our data add-ons.

Once the data add-on runs out, you will return to the capped speed until your monthly plan allowance has renewed.