



## CONTRACT SUMMARY

This contract summary contains the main elements of this service offer as required by EU law. Complete information about the service is provided in other documents.

### 1. Services and prices

| YOUR NEW PLAN   |   |
|---|---|
| <b>Plan Name</b>  | Personal Paired Watch Plan 30 Day £7  |
| <b>Plan Description</b>                                       | Get unlimited data on your watch and use calls and texts from the connected phone |
| <b>Plan Cost (inc VAT)</b>                                    | £7.00   |
| <b>Plan Length</b>  | 30 day  |
| <b>Roaming</b>  | Roaming is currently not available on EE Smart Watch plans.                       |
| <b>Total Monthly Costs (inc VAT and IPT where applicable)</b> | <b>£7.00</b>  |

### Prices

**For Personal Paired Watch Plans:** Any chargeable activities will be charged in accordance with your primary device plan and will show on your primary device plan's bill.

### CPI+ Annual Price Increases

The monthly plan price for the service, out of bundle charges and add-ons, will be increased on or after 31st March each year by the Consumer Price Index (CPI) rate of inflation published in January that year plus 3.9% (rounded up to the nearest whole pence). See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>) and <https://ee.co.uk/help/help-new/billing-usage-and-top-up/price-increase/price-increase> for more information.

We'll also increase the cost of international calls (calls from your device in the UK to other countries) and roaming calls (calls made from your device while you're in another country) when our third-party partners put the cost up for us. See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>)

We may also increase any charges at any time. If we do, you may be able to end the service early without paying a cancellation charge. See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>)

### 2. Speed of the internet access service and remedies in case of problems

#### Data speeds

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 you'll need EE signal coverage, a compatible device and an eligible EE plan. Your 4G speed will depend on location, number of users and plan. Use our 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 may be entitled to a discount depending on the nature of the disruption. You also have other legal options, see <https://www.citizensadvice.org.uk/>. For more details, see our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/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.

### **3. Duration, renewal and termination**

#### **Duration:**

The minimum term for each service is set out above in section 1 of the Contract Summary.

For most services, the minimum term starts when the service starts which is outlined in the terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>).

#### **Renewal:**

Each service will last for a minimum amount of time (the minimum term), which is set out above in section 1 of the Contract Summary. Once that ends, each service will continue until cancelled in accordance with our terms and conditions see (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>).

If you have other contracts with us their minimum terms may not start or end at the same time as the minimum term for this contract.

#### **Termination:**

You can cancel each service at any time by contacting us and giving us 30 days' or more notice in accordance with our terms and conditions. Our website sets out details of how you may contact us to cancel.

You may have to pay us a cancellation charge if you end a service during the minimum term in accordance with our terms and conditions.

You may not need to pay a cancellation charge to end a service during the minimum term if we've made a change to it.

In some situations, this contract may form a linked contract with other contracts you take from us. If that is the case, in some situations where you are able to cancel a linked contract without having to pay a cancellation charge to leave early you may also be able to cancel this contract.

For more details on the above see section 6 of the Pre-Contract Information document and our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/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-Contract Information document.



## PRE-CONTRACT 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

|                           |   |
|---------------------------|---|
| <b>Regulated Provider</b> | <b>EE</b>   |
| <b>Registered address</b> | EE Ltd<br>1 Braham Street<br>London<br>E1 8EE<br>0800 079 8586  |
| <b>For complaints</b>     | EE Customer Services<br>6 Camberwell Way<br>Sunderland<br>Tyne and Wear<br>SR3 3NX<br><br>You can submit a complaint online by visiting<br><a href="http://www.ee.co.uk/contact-ee/complaint">www.ee.co.uk/contact-ee/complaint</a> |

### 2. Description of services and prices

| <b>YOUR NEW PLAN</b>  |   |
|---|---|
| <b>Plan Name</b>  | Personal Paired Watch Plan 30 Day £7  |
| <b>Plan Description</b>                                       | Get unlimited data on your watch and use calls and texts from the connected phone |
| <b>Plan Cost (inc VAT)</b>                                    | £7.00   |
| <b>Plan Length</b>  | 30 day  |
| <b>Roaming</b>  | Roaming is currently not available on EE Smart Watch plans                        |
| <b>Total Monthly Costs (inc VAT and IPT where applicable)</b> | <b>£7.00</b>  |

#### Prices

**For Personal Paired Watch Plans:** Any chargeable activities will be charged in accordance with your primary device plan and will show on your primary device plan's bill.

#### CPI+ Annual Price Increases

The monthly plan price for the service, out of bundle charges and add-ons, will be increased on or after 31st March each year by the Consumer Price Index (CPI) rate of inflation published in January that year plus 3.9% (rounded up to the nearest whole pence).

### Example Calculation

If CPI were 10.5% (this was the CPI rate published in January 2023 that was used for our increase of March 2023), the total price increase would be 14.4%. If your monthly plan price was £40/month, it would increase to £45.76 after that change. Out of bundle charges and add-ons would also increase by CPI+3.9%, so in this example 14.4%. The CPI rate fluctuates over time so the applicable CPI rate and actual increase each year could be higher or lower than in this example. See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>) and <https://ee.co.uk/help/help-new/billing-usage-and-top-up/price-increase/price-increase> for more information.

We'll also increase the cost of international calls (calls from your device in the UK to other countries) and roaming calls (calls made from your device while you're in another country) when our third-party partners put the cost up for us. See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>)

We may also increase any charges at any time. If we do, you may be able to end the service early without paying a cancellation charge. See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>)

## 3. Service Characteristics

### Data Speeds

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

## 4. Delivery of service

### eSIM

- If you're new to EE you're eSim will be downloaded direct to your watch once the sign up journey has been completed. This generally takes up to 4 hours to complete but can take up to 24 hours.

### Payment options

- Direct debit is preferred way to pay. Set it up in My EE at <https://www.ee.co.uk/myee>, call 150 from your EE phone or 07953 966 250 from any other phone.
- You are able to change your payment method, via My EE, after your service has started. All the acceptable payment methods are outlined in your first bill.

## 5. Switching to EE

If you have a Personal Paired Watch plan, this shares the phone number of your primary device plan and doesn't use its own number.

## 6. Duration, renewal and termination of contract

### Duration:

The minimum term for each service is set out above in section 2 of the Pre-Contract Information document. For most services, the minimum term starts when the service starts which is outlined in the terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>).

### Renewal:

Each service will last for a minimum amount of time (the minimum term), which is set out above in section 2 of the Pre-Contract Information document. Once that ends, each service will continue until cancelled in accordance with our terms and conditions see (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>).

If you have other contracts with us their minimum terms may not start or end at the same time as the minimum term for this contract.

### Termination:

You can cancel each service at any time by contacting us and giving us 30 days' or more notice in accordance with our terms and conditions. Our website sets out details of how you may contact us to cancel.

You may have to pay us a cancellation charge if you end a service during the minimum term in accordance with our terms and conditions. See our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>) for more information.

You may not need to pay a cancellation charge to end a service during the minimum term if we've made a change to it. See our terms and conditions for more information.

In some situations, this contract may form a linked contract with other contracts you take from us. If that is the case, in some situations where you are able to cancel a linked contract without having to pay a cancellation charge to leave early you may also be able to cancel this contract. See our terms and conditions for more information.

## 7. Security

If we suspect there's been, or is likely to be, a security incident, we may lock your MY EE online 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 on 150 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 should contact us to resolve. You may be entitled to a discount depending on the nature of the disruption. You also have other legal options, see

<https://www.citizensadvice.org.uk/>. For more details, see our terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/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 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**

You have 14 days from the day after your service starts to change your mind and cancel. See <https://ee.co.uk/help/help-new/orders-and-delivery/cancelling-orders-and-contracts/how-to-cancel-a-contract-within-14-days> and <https://ee.co.uk/help/help-new/orders-and-delivery> for details. You may be charged for any services used before you cancel.

## **10. Data protection**

We need to collect and use personal information so we can set you up and provide you with our products or services. This includes when you register, buy or use one of our products or services, if you express an interest in our products and services, and if you download and register on one of our apps. If you don't provide us with the correct information, we may be unable to provide you with the product or service.

The type of personal information we may need includes your contact details and other information to confirm your identity and communications with us, such as your name, gender, address, phone number, date of birth, email address and a security question and answer. If you choose to buy something from us we will need your payment and financial information too. We also collect and use certain personal information when you use our services, such as your IP address and other online identifiers.

If you tell us you have a disability or otherwise need support, we will note that you are a vulnerable customer, but only if you give your permission or if we must for legal or regulatory reasons.

Further information can be found in our privacy policy which can be accessed on our website at [ee.co.uk/eeprivacycentre](https://ee.co.uk/eeprivacycentre)

## **11. 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>

## **12. Accessibility**

Please refer to the terms and conditions (<https://ee.co.uk/help/help-new/terms-and-conditions/pay-monthly/network>) for the services that you've taken out and <https://ee.co.uk/our-company/corporate-responsibility/being-responsible/sharing-connectivity/digital-living/digital-for-all>.