

CONTRACT SUMMARY



This contract summary provides the main elements of this service offer. It helps make a comparison between service offers. Complete information about the service is provided in other documents

1. Services and prices

YOUR NEW PLAN	
Plan Name	Standalone Family Watch 30 day £9
Plan Description	Get unlimited calls and texts along with unlimited data to use of your standalone watch.
Plan Cost (inc VAT)	£9.00
Plan Length	30 day
Roaming	Roaming is currently not available on EE Smart Watch plans.
Total Monthly Costs (inc VAT and IPT where applicable)	£9.00

Prices

For Family Member Watch Plans: For all usage outside your monthly plan allowance, calls, texts and data are chargeable other than emergency numbers and non-geographic numbers starting 0800, 0808, 0500. For more details, read our Price Plan (<https://ee.co.uk/help/help-new/price-plans>). For calls to 084, 087, 09 and 118 numbers you will be charged the EE access charge plus the applicable service charge. See more details on the costs to call 084, 087, 09 and 118 numbers.

Annual Price Increases

The monthly plan price for the service will increase on 1st March by £1.50 and on 31st March each year all out of bundle charges will be increased by 5% (rounded to the nearest whole pence).

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.

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-andconditions/pay-monthly/network>) and ee.co.uk/prices-explained for more information.

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 or 5G you'll need EE signal coverage, a compatible device and an eligible EE plan. Your Data 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/>.

Our Customer Complaints Code (see <https://ee.co.uk/help/help-new/safety-and-security/protecting-yourinformation/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/digitalliving/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

Regulated Provider	EE
Registered address	EE Ltd 1 Braham Street London E1 8EE 0800 079 8586
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	Standalone Family Watch 30 day £9
Plan Description	Get unlimited calls and texts along with unlimited data to use of your standalone watch.
Plan Cost (inc VAT)	£9.00
Plan Length	30 day
Roaming	Roaming is currently not available on EE Smart Watch plans
Total Monthly Costs (inc VAT and IPT where applicable)	£9.00

Prices

For Family Member Watch Plans: For all usage outside your monthly plan allowance, calls, texts and data are chargeable other than emergency numbers and non-geographic numbers starting 0800, 0808, 0500. For more details, read our Price Plan (<https://ee.co.uk/help/help-new/price-plans>). For calls to 084, 087, 09 and 118 numbers you will be charged the EE access charge plus the applicable service charge. See more details on the costs to call 084, 087, 09 and 118 numbers.

Annual Price Increases

The monthly plan price for the service will be increased on 1st March each year by £1.50. On 31st March each year all out of bundle charges will be increased by 5% (rounded to the nearest whole pence).

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.

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>) and www.ee.co.uk/prices-explained for more information.

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 or 5G you'll need EE signal coverage, a compatible device and an eligible EE plan. Your Data 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

- To keep you existing number – you'll need give us your PAC code which can be obtained by texting **PAC to 65075**. We'll let your old provider know you're leaving and switch over your number. It might take up to 48 hours. This needs to be provided either at point of purchase or by calling 150 to give customers services the PAC code.
- To get a new number - you'll be asked to enter your STAC code to let your old network provider know you're leaving. Simply text **STAC to 75075** to get your STAC code. We'll let your old provider know you're leaving. You can use your new EE SIM as soon as it arrives.

- If you are switching to EE all steps can be completed for you whilst you're in one of our EE stores or via 150. You can choose to do this at a later point.

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/paymonthly/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>).

For Family Member Watch plans: You may be able to take a phone number with you when you leave our network. If there is a delay or something goes wrong with the transfer we will compensate you. Please see our website at www.ee.co.uk and <https://ee.co.uk/help/help-new/managing-and-using-my-account/leavingee/how-do-i-cancel-my-contract-with-ee> for more information on transferring .

Our Customer Complaints Code (see <https://ee.co.uk/help/help-new/safety-and-security/protecting-yourinformation/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-acontract-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/eepivacycentre

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/digitalliving/digital-for-all>

12. Accessibility

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