



# SMART HOME SECURITY

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Version 4  
Date 20<sup>th</sup> September 2024

- 1) Smart Home Security is available to customers taking:
  - a. the following EE Broadband Plans: Essentials, All Rounder, Full Works, Made for Gamers Bundle, Busiest Home Bundle; or
  - b. An EE Pay Monthly mobile or SIM plan with a minimum term of 12 months or more; and who live in an area which is serviced by Verisure and are not already a Verisure home security customer.
- 2) Smart Home Security is available to most UK residents excluding certain postcodes such as the Scottish islands, Channel Islands and Isle of Man. To find out if Smart Home Security is available in your area contact us.
- 3) You must have a fully working broadband service and EE 4G coverage at your property before Smart Home security can be installed at your property.
- 4) You must be the owner of the property or have permission from the owner before Smart Home Security is installed.
- 5) Smart Home Security (the "Security Add-on") is available as an Add-on for existing customers and cannot be added at the point of purchase of your EE mobile or broadband plan.
- 6) The Security Add-on provides you with a flat or home security support, maintenance, and alarm monitoring service (the "Smart Home Security service") for a monthly charge (currently ranging from £25 to £55 each month with a set-up fee depending on the plan chosen).
- 7) Once you have added a Smart Home Security Add-on to your EE broadband or mobile account, you cannot upgrade or downgrade your Smart Home Security plan.
- 8) In the event that you buy any additional home security equipment independently, e.g. Arlo smart devices, these cannot be added to your EE Smart Home Security plan; and will not work with your EE Smart Home Security service.
- 9) We'll add your Smart Home Security Add-on charges to your EE bill. If you take it as an Add-on to your Pay Monthly mobile plan EE's mobile terms and conditions will apply to those charges. If you take it as an Add-on to your Broadband plan, EE's broadband terms and conditions will apply to those charges. You agree to pay us all charges for your Smart Home Security Add-on.
- 10) You will receive the equipment relevant to the Smart Home Security flat or house plan that you have chosen at point of sale.
- 11) All equipment you receive as part of the Smart Home Security service always remains the property of Verisure and must be returned at the end of your Smart Home Security plan. If any equipment provided to you or installed at your property is lost and or

damaged, you must notify us. We reserve the right to charge you a fee for any equipment that Verisure has provided to you or installed at your property which is lost or damaged.

- 12) We'll apply the monthly charge for your Smart Home Security Add-on to your EE Broadband or Mobile Account (depending on service you have selected it as an Add-on to) each month until you cancel.
- 13) You have the right to cancel your order for Smart Home Security without giving any reason any time up to 14 days from the date of installation ("cooling off period"). If we've already started providing the Smart Home Security service, you'll have to pay us the full cost of the service you've had including but not limited to any connection or upfront fees.
- 14) If you cancel the service within the cooling-off period, your Smart Home Security plan will be cancelled at the time of your request. If you don't allow Verisure to collect the equipment, you'll have to pay the full cost of all equipment provided to you.
- 15) You can cancel the Security Add-on at any time. To do this you'll need to contact EE to let us know on 150 from your EE mobile, or on 0330 123 1105 from your landline or other networks. If you're still within your minimum contract for your Smart Home Security AddOn you'll be charged an early termination charge, as detailed in clause 16 below. We will inform Verisure when you cancel your Smart Home Security Add-on. Verisure will then contact you so, they can arrange with you when they will collect the equipment from your property.
- 16) If you cancel the Smart Home Security Add-on, the service will be cancelled immediately. If you're still in the minimum contract period for your Smart Home Security Add-on, you'll also be charged an early termination charge. The early termination charge is calculated based on the time remaining in your minimum contract multiplied by your monthly charge for your Smart Home Security Add-on pro-rated to include any part months based on date you notified us of cancellation. As soon as the Smart Home Security Add-on is removed from your account, you will no longer be able to access the Smart Home Security Service, the Arlo and My Verisure Apps or any recordings or images.
- 17) You must allow Verisure to collect all equipment from your property when your Smart Home Security service ends. If you fail to return any equipment to Verisure, we will charge you a non-return equipment fee for all equipment that you have not returned.
- 18) If you cancel your Broadband, Pay Monthly or SIM plan that your Smart Home Security Add-on is associated with, your Smart Home Security service will also be cancelled. After the cancellation has been confirmed, an engineer will come to your property to uninstall your equipment. If you are still within the minimum contract period for your Smart Home Security Add-on, you'll be charged an early termination charge as set out in paragraph 16 above.
- 19) We provide your order and contact details to Verisure to allow them to install and manage your service. They may call you to arrange your installation appointment if you haven't booked in the next 24 hours".

## Booking your installation

A Verisure engineer will need to carry out work to your property when installing your EE Smart Home Security. This may include drilling to fix the equipment securely.

Please make sure the owner of the property, or someone over the age of 18 is there for the whole appointment, as they'll need to agree the location of the equipment. The whole visit should last between two and three hours.

If you haven't booked your installation yet, tap **Book your installation**.

We provide your order and contact details to Verisure and they may contact you after 24 hours if you haven't booked your service

### How do I book an installation appointment?

As soon as you've added home security to your bill, you'll receive a confirmation email and text with a link to the booking screen. You'll then be able to book a day and time slot that suits you.

If you haven't booked an installation within 24 hours, Verisure may call you to help you get booked in.

Once you have booked your appointment Verisure will send you a confirmation email.

- 20) You must contact EE customer services on 150 from your EE mobile, or on 0330 123 1105 from your landline or other networks to report any problems related to your Smart Home Security service, this includes if you have any problems with any equipment installed at your property as part of the Smart Home Security service. We will then transfer your call to Verisure's customer services team as appropriate. In the event you require Verisure to visit your property to undergo any repairs, you must contact us to arrange this, and you will be charged a standard call-out charge by us.
- 21) You must contact EE for any billing issues or if you wish to raise a complaint about the Smart Home Security service.
- 22) You cannot have more than one Smart Home Security Add-on at your EE account address.
- 23) If you move home please call us to discuss how to get you set-up in your new home. In most circumstances you should be able to transfer your service, however if you move into an area that is not serviced by Verisure or has specific restrictions you may need to cancel your subscription. In some circumstances you may need to cancel your service and restart it in your new home and we will do our best to minimise any periods of no service between your moves, however this may not always be possible
- 24) Smart Home Security is for your personal and non-commercial use only. You're responsible for complying with any data protection laws that may apply to you when using the Smart Home Security service.
- 25) Smart Home Security service is provided by Verisure (company registration number 08840095), Benton Lane, Quorum Business Park, Newcastle upon Tyne, NE12 8BU. You

must read and accept the Verisure Terms and Conditions. Full terms can be found on the EE website ([www.ee.co.uk/terms](http://www.ee.co.uk/terms))

- 26) To provide the Smart Home Security service, we will share information about you with Verisure and vice versa. We do this to check your eligibility, administer and support the Smart Home Security service. EE does not have access to any data collected by the home security equipment. You can find more information about what personal information we process and how we use it in EE's Privacy Policy available at <https://ee.co.uk/eeprivacycentre>. Details of any personal information collected and processed by Verisure when providing the EE Smart Home Security service are set out in Verisure's privacy policy available at <https://www.verisure.co.uk/privacy-notice>
- 27) We are only liable to you as set out in these terms. We have no other duty or liability to you. Nothing in these terms removes or limits our liability for death or personal injury caused by something we have done or failed to do or for any fraudulent misrepresentation we may have made to you.
- 28) Except as set out in clause 25, our total liability to you for something we or anyone who works for us does or does not do will be limited to a maximum of £5,000 for all incidents under these terms.
- 29) We/Us means: EE Limited (company number 02382161) 1 Braham Street, London E1 8EE.
- 30) These terms apply in addition to terms for your EE Pay Monthly or Broadband service at [www.ee.co.uk/terms](http://www.ee.co.uk/terms)