



EE SUBSCRIPTION MANAGER

SUBSCRIPTION TERMS AND CONDITIONS

Version 3

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The Subscription & Eligibility

1. Customers may purchase a subscription to a third-party digital service through the EE App or through the EE Shop at ee.co.uk/shop, these terms apply to all subscriptions purchased through either channel (the “Subscriptions”).
2. **Subscriptions** are available to new and existing consumer customers who reside in the UK and who visit the My EE App or the EE shop at ee.co.uk/shop and login or set up an EE ID. A UK payment card is required. Non-UK payment cards cannot be used. Age restrictions may apply.
3. If you have an existing subscription with the third party service provider you may need to cancel your existing subscription directly with them before you purchase a **Subscription** through EE. If you do not, you may continue to be charged by the third party provider.
4. A Subscription Term e.g. 7 days, 30 days, one year etc. (the ‘**Subscription Term**’) applies to all **Subscriptions** and we will apply the charges to your payment card as set out in your order confirmation email. We will automatically renew your **Subscription** until you cancel the **Subscription**, at which point you will no longer be charged from your next renewal date. To view or cancel your **Subscription**, you will need to visit EE Subscriptions Manager in the EE App. It is your responsibility to keep your payment card details up-to-date. If they become out-of-date, we will not be able to renew your **Subscription** from your next renewal date.
5. If you cancel during your **Subscription Term**, you will not receive a refund for the remainder of the **Subscription Term**. You will still be able to use the **Subscription** until the end of the **Subscription Term**, after which the **Subscription** will not renew.
6. If a free trial period e.g. 7 days, 14 days etc. is available on the **Subscription**, this will apply first and then, once the free trial period ends, we will automatically renew your **Subscription** unless you cancel it and the **Subscription Term** will apply and we will apply the **Subscription** charges to your payment card.
7. After placing an order for a **Subscription**, you will need to activate your **Subscription** within 5 days, or we will need to cancel it. Your **Subscription** will not start, and no **Subscription** charges will be applied, until you activate it. We will provide instructions and a link at the end of the order journey and in your initial order email explaining how to activate.
8. The **Subscription** is provided to you as an Additional Service. If you have a Price Plan with us (such as a Pay Monthly EE Mobile or EE Broadband plan), it does not form part of this plan. We may refer to the Additional Service as a ‘Subscription’ in the EE App or on the EE website and when you call or text customer services. EE LTD SUBSCRIPTIONS EE.CO.UK will appear on your bank or credit card statement when you are charged for your **Subscription**.
9. Before purchasing a **Subscription** you must acknowledge and understand that any change to the cost of the **Subscription**, to the **Service** provided, or to the terms and conditions shall, if applicable, only entitle you to cancel the **Subscription**. Such changes shall not entitle you to cancel any other Agreements with us for mobile or home network services.
10. As the **Subscription** is digital content and is available immediately after purchase, you will need to waive your right to a 14-day cooling off period once you have accessed the **Subscription**. This means that once you have purchased the **Subscription** service and activated the **Subscription**, you’ll not be able to change your mind, cancel the service and receive a refund for the **Subscription**. This is set out to you in the order journey before you purchase with us and in the third party’s terms and conditions.

This does not affect your statutory rights.

The Subscription

11. The **Subscription** is for personal and non-commercial use only. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. The **Subscription** is subject to the third party providers terms and conditions, which you will be asked to read and accept when activating your **Subscription** on their site. Content available via the **Subscription** may change from time to time.
12. To access the **Subscription** you will need a compatible device. Before purchasing a **Subscription** please visit the third party provider's website to check if the device/s you are intending on accessing the **Subscription** via are compatible.
13. You agree to use the **Subscription** at your sole risk. EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third party services.
14. Content displayed by the **Subscription** is for general informational purposes only and is not guaranteed by EE.
15. To access a **Subscription**, you will be required to set up an account with the third party provider. Age restrictions may apply when setting up an account. Please visit the third party provider's website to check. If you do not have an existing account, you will be required to register for one. When registering, you must provide the third party provider with some personal information, such as your first name, email address and password. The information you supply when creating an account will be processed in accordance with the third party's privacy policy.
16. Access to some **Subscriptions** will require use of your mobile data. If you use data when using the **Subscription**, and if you have an EE Price Plan, your inclusive data allowance will be deducted. Your data allowances will also be deducted when downloading any App or Website necessary to access the **Subscription** on your EE device (if applicable). If you access the **Subscription** on a non-EE device, data charges from your mobile provider may apply.

Subscription Bundles

17. A **Subscription** bundle includes tech and accessories with a digital **Subscription**. Any discount applied to the **Subscription** is conditional on you keeping the tech and accessories included within the bundle. If you return the tech and accessories, any **Subscription** discount will be removed, and the **Subscription** will continue at its standard price until you cancel. Returning tech and accessories bought in a bundle does not cancel your **Subscription**. To cancel your **Subscription**, you will need to visit EE Subscriptions Manager in the EE App or contact customer service. If your subscription is cancelled due to non-activation, you will not be able to reinstate any discount attached to a subscription bundle.

Microsoft 365 Personal

18. You will receive a **Subscription** to Microsoft 365 Personal. You will need to activate it by following the activation instructions which you will receive via a text or the Messaging App on your device.
19. The Microsoft 365 Personal service is provided by Microsoft Ireland Operations Limited ("Microsoft"). EE is not responsible for examining or evaluating the content or accuracy of any third-party services and shall not be liable for any such third-party services. You must read and accept the Microsoft Terms of Use which can be found at <https://www.microsoft.com/en-gb/servicesagreement/>. You can view Microsoft's Privacy Statement on <https://privacy.microsoft.com/en-gb/privacystatement>. In order to provide this service we'll process this information in accordance with EE's privacy policy, details of which can be found on our website.

Apple Music Membership (the “Subscription”)

20. Compatible device using the iOS or Android operating system required.
21. In order to provide Apple Music Membership we will monitor your access to the Apple Music App (the “App”). We’ll process this information in accordance with EE’s privacy policy, details of which can be found here <http://ee.co.uk/privacypolicy>.
22. The **Subscription** provides you with access to digital music and other related content (the “Service”) on the App and allows you to stream Apple Music to a single device at a time.
23. The Service is for personal and non-commercial use only. It’s your responsibility to ensure that content accessed by under 18s is suitable for those accessing it. Content available via Apple Music may change from time to time.
24. You must download and register the App on a mobile device containing an EE SIM card that uses either the latest iOS version or Android 5.0 or above. The App and Service is provided by Apple Distribution International Limited (“Apple”). You must read and accept the Apple Media Services Terms and Conditions including the terms of use for Apple Music (unless you have already done so previously).
25. Data displayed by the App and Service is for general informational purposes only and is not guaranteed by EE. You must read and accept the Apple Media Services Terms and Conditions including the terms of use for Apple Music. Full terms can be found at <https://www.apple.com/uk/legal/internet-services/itunes/uk/terms.html>.
26. If you are an existing Apple Music member you will need to cancel your existing subscription directly with Apple. If you do not, you will continue to be charged by Apple.
27. To access the Service you will be required to enter an Apple ID. If you do not have an existing Apple ID, you will be required to register for one. When registering, you must provide Apple with some personal information, such as Your name, birth date, email address, passcode and responses to security questions. The information you supply when creating an Apple ID will be processed in accordance with Apple’s privacy policy. Visit <https://www.apple.com/uk/privacy/privacy-policy/> for more information. We will contact you to remind you to create an Apple ID in order to use the service.
28. We will share information about you with Apple and vice versa. This will happen in circumstances that relate to the administration of your **Subscription** and to prevent and detect fraudulent or unlawful activity. We’ll process this information in accordance with EE’s privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.