

# KEEP IT SIMPLE WITH OUR LARGER BUSINESS MOBILE PLANS

Offering the flexibility and control your business needs



Frequently Asked Questions



# WANT TO KNOW MORE ABOUT OUR **BUSINESS PLANS**

We've got the answers you're looking for. Find out how each of our plans work and why they're hard to beat. So you can be certain our plans are the right choice for the future of your business.



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# WHAT ARE **THE PLANS?**

## **Which plans are best for larger businesses?**

There are three to choose from: Team, Shared and Individual.

## **Why should I choose The Team Plan?**

The Team Plan automatically flexes and grows with your business. As you take on more people, or if you're going through a busy period, you get more data. As things quieten down again, your allowances reduce. Our quarterly reviews mean that we will make sure you always have what you need without you having to keep monitoring usage and revising contracts.

## **Why should I choose The Individual Plan?**

If you need to tailor plans to suit different people, you can. The Individual Plan lets you allocate a dedicated amount of data for particular users – useful for VIPs with specific needs, like your CEO.

## **Why should I choose The Shared Plan**

The Shared Plan gives you the familiarity of a fixed rate, charged at account level. With data allowances shared across all the users on your account, you have a reduced chance of overage charges if your heavy users change month to month.

## **My colleagues have a vast range of mobile needs. Do I have to use the same plan for everyone in my business?**

You can combine The Individual Plan for your VIPs with The Team Plan or The Shared Plan if needed. However you can't mix The Team Plan with The Shared Plan.





# THE TEAM PLAN

An exciting future, a predictable bill

# THE TEAM PLAN

## How is the data allocated?

Each connection contributes equally to your overall allowances which gets rounded up into a central team pot. Everyone can use as much or as little as they need. Every 3 months we then automatically review your team's usage adjusting and increasing your allowance if needed.

## Does the allowance have to be the same for everybody?

Yes. You decide on the average data need across your organisation. This combined amount is then available for everyone to use as needed.

## What happens if we use more data than is in our team allowance?

Data usage is smoothed over a three month period. So, even if you have a busy month and two quieter months, you won't see a spike in your bills. Every three months we'll automatically adjust your data allowance based on your smoothed average use for that quarter.

## What happens if I take on more employees?

As you take on more people, you simply add them to your plan and automatically get a greater amount of data to add to your pot. No need to negotiate new data bundles every time.

## What happens if some months are particularly busy?

The Team Plan smooths your usage over a three month period, so we'll spread any peaks and troughs across your bills to keep the price predictable. So you won't need to worry about runaway costs or unexpected bills

## How will I be billed?

You'll get your bill every month at subscriber level.

## What about minutes and texts?

On the Team Plan, you get unlimited minutes and texts (subject to certain exclusions, such as premium rate numbers and international dialling). No need for colleagues to worry about sticking to set amounts and no unexpected charges.





# THE INDIVIDUAL PLAN

Ringfenced data allowance for specific users

# THE INDIVIDUAL PLAN

## How is the data allocated?

With the Individual Plan, you buy a dedicated amount of data for each individual connection. It's designed for VIPs like CEOs that need a more tailored plan than the rest of your team.

## What happens if I take on more employees?

You can purchase more Individual Plans for each employee. But if your business is likely to grow over time, you might be better off on a Team Plan.

## What happens if someone goes over their monthly data allowance?

If they need more data than they've got, you can move them onto a new plan with a larger allowance. If they use more than the purchased amount of data in a month, then out-of-bundle data charges will apply.

## What happens if they don't use all their data?

Individual Plans give you a monthly allowance, fixed for the length of the contract, with no rollovers. So it costs the same, even if you don't use it all.

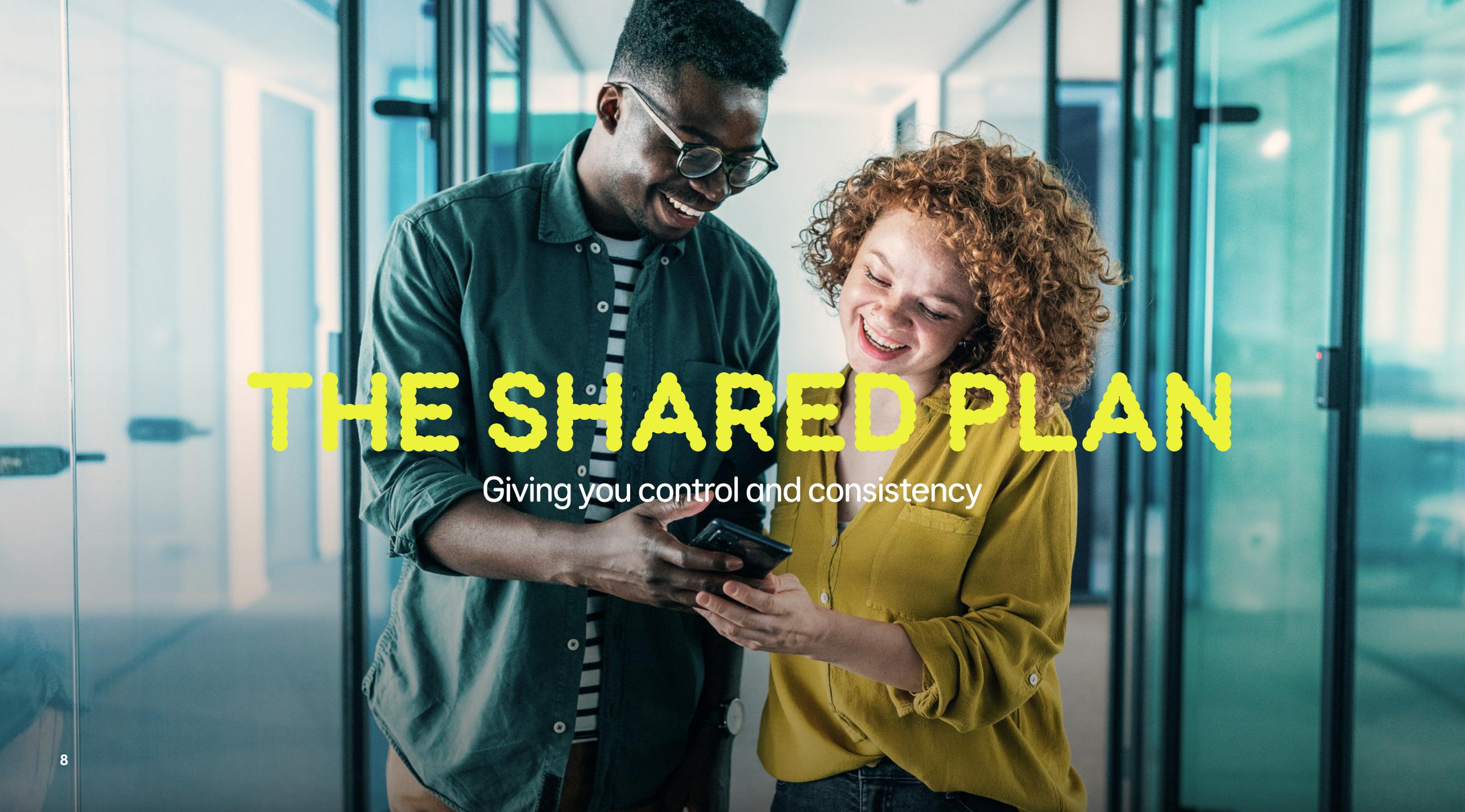
## How will I be billed?

You'll get your bill every month and any out-of-bundle data usage will be charged at the same time.

## What about minutes and texts?

People on the Individual Plan get unlimited minutes and texts (subject to certain exclusions such as premium rate numbers and international dialling), so they won't be charged extra no matter how much they talk.



A man with glasses and a woman with curly hair are smiling and looking at a smartphone together in a modern office setting. The man is wearing a green shirt and the woman is wearing a yellow shirt. The background shows glass walls and a bright, airy environment.

# THE SHARED PLAN

Giving you control and consistency

# THE SHARED PLAN

## How is the data allocated?

You choose the amount of monthly data you want for your organisation as a whole. Then all of your colleagues use the amount they need from this overall data pot.

## What happens if I take on more employees?

You simply add them to your existing package. They share your existing bundle, using the data that you already have.

## What happens if some months are particularly busy?

If you need more data than you've got, let us know and we can increase your allowance. If you use more than the purchased amount of data in a month, then out-of-bundle data charges will apply.

## How will I be billed?

You'll get your bill every month and any out-of-bundle data usage will be charged at the same time.

## What about minutes and texts?

On The Shared Plan, you can get unlimited minutes and texts (subject to certain exclusions, such as premium rate numbers and international dialling).



YOUR PLAN  
FOR THE FUTURE

# STAY IN CONTROL OF COSTS

## **How do I calculate the data allowance we need per connection?**

Our account managers will help you do this by looking at past bills, and talking to you about future plans. Then we'll use what we discover to help set an average allowance per person for your bundle, or set a separate allowance for an individual plan.

## **How do I keep my business protected from unexpected spikes in my bill?**

If people come to the end of their data allowance, or are roaming somewhere outside their bundle. You can use Bill Protector to set a limit on any additional data costs. It helps avoid unexpected bills, and helps you stay in control of costs.

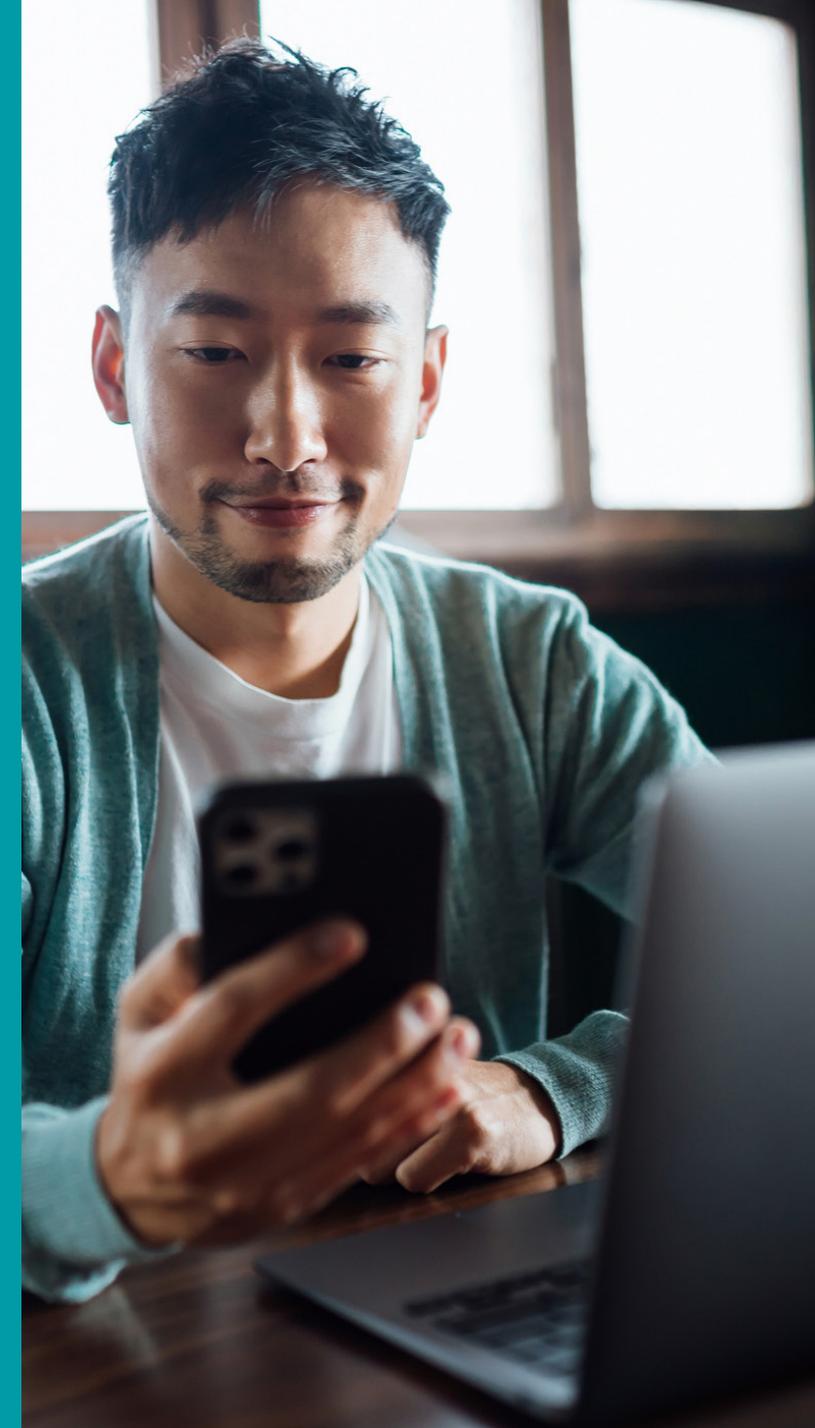
With the Team Plan, usage is spread across all users, saving you the time and effort of monitoring individual usage limits. All our plans come with Mobile Manager, an online portal that gives you 24/7 access to your account.

## **We've got key contacts throughout the EU and beyond. How can I keep control of roaming charges?**

Within our Europe Zone, you can use your allowances exactly as you would in the UK. If your team travels further afield, Daily Roamer lets you make calls, send SMS messages and use data in more than 60 countries for a daily charge. Using the same allowances makes it easier to stay on top of your spending, and you'll only pay if you roam.

## **My organisation is very cost sensitive and I only want to pay for the calls I actually make. Do you have an alternative to unlimited bundles?**

Yes. Our Custom Caller Plan has tailored rates, depending on the types and destinations of calls you make. If you want to see exactly what you spend, call by call, this is the plan for you.





# CONNECT FASTER

## Why should I switch to EE?

When it comes to keeping you connected, we're hard to beat. We know that nothing less than near-instant connectivity will do. With us, you'll not only be on the UK's best network, you'll also have access to the UK's largest WiFi network. With over five million hotspots all over the country, your colleagues will be able to work wherever and whenever they want, without eating into your data allowances.

## We work fast and I'm keen to make the most of 5G. Will I need to upgrade as 5G becomes more available?

Now every connection comes with 5G, so it's ready to go as soon as you've got a compatible handset. It means everyone can get the benefits of 5G – speed, capacity and latency – without worrying about upgrading first.

## My team is spread across the UK, can I be confident they'll get the best network experience in their area?

We have the broadest geographic coverage of all mobile networks. With nearly 20,000 cell sites, bringing you faster and more reliable speeds. So you'll have great signal whether you're in the office, in a rural lane, at home or downloading big files on your daily commute.



**UK'S BEST NETWORK 10 YEARS IN A ROW:** Rankings based on the RootMetrics® UK RootScore® Report: From H2 2013 to H1 2023. Tested with best commercially available smartphones on 4 national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit [ee.co.uk/claims](https://ee.co.uk/claims) for more details.

# PROTECTION YOU CAN COUNT ON

## **I know security is vital, but how can I be certain I'm covered?**

When you're carrying your business and customer data around in bags and pockets, security has to be a priority. With a variety of security options across MobileIron and Wandera, you can choose the perfect solution, so that your colleagues can work with confidence. For example roll out email, apps and WiFi access securely, be protected from cyber threats like phishing, malicious Apps and insecure WiFi connections and if someone loses their phone, you can lock and wipe it remotely.

## **What if someone accidentally loses a phone, or it gets stolen?**

Depending on your operating system, you can lock and wipe their devices remotely, to make sure that nothing falls into the wrong hands. Helping you keep your data and your reputation secure.

## **Is your network secure?**

The EE network powers the same mobile network services as the UK emergency services, defence services, and intelligence services. So you can be confident that your sensitive communications are in very safe hands, with nothing but the highest level of security from end to end.





# ROAM EVERYWHERE

## **Can I use my plans abroad?**

Yes, we have extensive roaming coverage across the globe. Within our Europe Zone, you can use your UK plan and allowances exactly as you would in the UK for no extra charge.

If your team travel further afield, then you can add Daily Roamer to any of our plans. This means you can use your UK allowance to make calls, send texts and use data exactly as if you were at home, for a daily charge, making it easier to stay on top of your spending.

Daily Roamer is available in over 60 countries. For everywhere else you'll pay for individual calls, texts and data usage.

DIDN'T FIND  
WHAT YOU WERE  
**LOOKING FOR?**

Don't hesitate to contact your  
EE Authorised Partner or Stockist.

