



EE Price Guide for Large Business

Our home for Service Plans designed for businesses with over 50 employees

Table of Contents	Page
<u>A Note about Roaming</u>	<u>5</u>
<u>Section 1 – Standard Business Charges</u>	<u>6</u>
Standard Business Charges (To UK and International Numbers)	<u>7</u>
Standard Business Charges (International Roaming)	<u>9</u>
Additional Charges	<u>10</u>
<u>Section 2 – Voice Service Plans</u>	<u>11</u>
Your Plan	<u>12</u>
4G EE Unlimited Voice and Text – Single User	<u>15</u>
5G EE Unlimited Voice and Text – Single User	<u>16</u>
<u>Section 3 – Voice Service Plan Add-Ons</u>	<u>17</u>
Wi-Fi Calling	<u>18</u>
Visual Voicemail	<u>18</u>
Mobile Voice Recording	<u>19</u>
<u>Section 4 – Data Service Plans</u>	<u>20</u>
5G Mobile Broadband and Fixed Wireless Access	<u>21-23</u>
4G Mobile Broadband	<u>24</u>
<u>Section 5 – Data Service Plan Add-Ons</u>	<u>26</u>
5G Services	<u>27</u>
Super Secure Select	<u>28</u>
MobileIron	<u>29-32</u>

Wandera	<u>33</u>
Blackberry® for Business	<u>35</u>
<u>Section 6 – Roaming and International Service Plan Add-Ons</u>	<u>36</u>
Corporate Daily Roamer	<u>37</u>
Travel Allowance Bundles	<u>37</u>
Calling Abroad from the UK (IDD) – Cash Bundles	<u>39</u>
Ireland Discount	<u>39</u>
Travel Data Bundles	<u>40</u>
Corporate Traveller	<u>40-41</u>
<u>Section 7 – In-Building Coverage Solutions</u>	<u>42</u>
Signal Box	<u>43</u>
Office Signal Box	<u>44</u>
Bespoke In-Building Coverage Solutions	<u>45</u>
<u>Section 8 – Business Transformations</u>	<u>46</u>
Rapid Site	<u>47</u>
Connected Vehicle	<u>48</u>
<u>Section 9 – Value Added Services</u>	<u>49</u>
Samsung Knox for Enterprise	<u>50</u>
<u>Section 10 – Terms and Conditions</u>	<u>53</u>
Business Class Service for Large Business	<u>54</u>
Service Add-Ons	<u>54</u>
Tailored End to End	<u>54</u>
Tailored Set Up	<u>54</u>
Copy Invoicing	<u>55</u>

Premium Service Delivery	<u>55</u>
Damage and Full Cover for Large Business	<u>57</u>
Fault Cover for Large Business	<u>57</u>
Allowances and Fair Usage	<u>58</u>
General Terms and Conditions	<u>60</u>
Blackberry® for Business Terms and Conditions	<u>62</u>
Fault Cover for EE Large Business	<u>65</u>
Changes Annex	<u>69</u>

This Price Guide and the terms and conditions in here will apply to Customers who have signed up to any of the included Service Plans or Service Plan Add-Ons or purchased any of the products set out below directly from EE, or through one of our indirect partners (only a limited selection of Service Plans and Service Plan Add-Ons are available from our indirect partners). Any applicable Solution Terms set out below will take precedence over the other terms of this Price Guide in accordance with clause 1.1 of the General Terms and Conditions for Business Customers.

The information in here was correct at the time of publication. We will keep it up to date and will notify you of any changes where the terms of our agreement with you would require us to do so. Don't forget that if you do have any questions you can call us on 158 from an EE mobile or 07973 100 158 from any other phone.

Please see Section 9 (Terms and Conditions) for general rules applicable to all Service Plans and Service Plan Add-Ons and details of the allowances and fair usage policies which apply. All unlimited offers are subject to a fair usage policy.

EE is a brand of EE Limited, with registered offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.

A Note about Roaming

All service plans and service plan add-ons (unless otherwise stated either in this price guide or in your contract) will allow Users to utilise their UK allowance / pricing structure (voice, SMS, and data) when Roaming in EE Business Zones 1 and 2 at no additional cost, Roam Like At Home ("RLAH") from 15 June 2017. Please note, calls from the UK to Business Travel Zones 1&2 and roamed calls from EE Business Travel zones 1&2 to EE Business Travel zones 3-7 are not included within the scope of RLAH and are charged at standard rates. However, in order to be eligible for RLAH, connections must not be used for permanent roaming and must satisfy specific criteria. Please see Section 9 of this Price Guide for further details.

Additionally, any UK fair usage terms associated with UK service plans in respect to voice, data or SMS will also be applicable to roaming in EE Business Zones 1&2. Monetary caps which are included as part of some UK data-add ons will now cover both UK and roamed usage in EE Business Zones 1&2.

Section 1

Standard Business Charges

Standard Business Charges (UK)

Standard UK Call Charges

	Price
Calls to EE and other Orange Customers	10p per minute
Calls to other mobiles, including T- Mobile customers	30p per minute
Calls to landlines (01/02/03)	10p per minute
Text	10p per text
UK mobile data	£2.55 per MB
Answer Phone retrieval while in the UK	Free
Video calling EE to EE & Orange	25.53p (min. 0p) per minute
Video calling calls to customers of other mobile networks including calls to T-Mobile customers	42.55p (min. 0p) per minute
Standard Photo Message or Video Message	42.55p per message

*MMS sent over 4G will also decrement your data bundle (or be charged at your standard out- of-bundle rate if you have used your inclusive data).

Calls to UK Special Numbers

Number prefix	Price per minute
Calls to 055	8.51p
Calls to 056	17.02p
Calls to call forwarding services	Up to 63.83p
Calls to personal number services beginning with 070	4.17p
Satellite calls	£4.89
076 paging number service	50p fixed charge per call

Calls to UK Special Numbers (impacted by 1 July 2015 reg. change)

From July 1st 2015, you will not be charged for calls to numbers beginning 0800, 0808 or 116. For calls to numbers beginning 084, 087, 09 and 118, please see pricing below. For calls to these numbers you will be charged EE's access charge plus the applicable service charge. These charges will also apply whilst roaming in EE Business Zones 1&2. For more info, please click [here](#) and follow the links to 'service charge costs for calls beginning 08 & 09' or 'service charge costs for calls beginning 118'.

Number prefix	Access charge: Price per minute for Core Business Plan (Tailored)	Access charge: Price per minute for all other tariffs (Agreements signed before November 20th 2017)	Access charge: Price per minute for all other tariffs (Agreements signed after November 20th 2017)
Calls to charity helplines	Free - visit for full details		
Calls to 0808, 0800, 0500 and 116	Free		
Calls to 084, 087	36.7p	6p	36.7p

Number Prefix	Call charges if using an EE phone (per minute)
Premium rate numbers (09) and 118	An access charge of 36.7p per minute plus the applicable service charge.
International premium rate numbers (calls to premium rate services operating on international prefixes)	£1.2765

Calls to premium rate numbers

Number Prefix	Call charges if using an EE Device (per minute)
Premium rate numbers (09)	For specific details on 09 call charges, please visit www.ee.co.uk/business/terms and download '09 premium rate number call charges' the call will be charged between £1.0417 and £1.875 per minute or as a fixed charge. 09 numbers charged per minute are rounded for the first minute and billed per second thereafter.
International premium rate numbers (calls to premium rate services operating on international prefixes)	£1.2765

Calls to Directory Enquiries

Service	Description	Cost	Further information
118 Third party Directory Enquiries	-	Prices vary depending on service	Call customer services on 158 or 345 or visit ee.co.uk/directoryenquiries

Important Numbers

Service	Telephone number	Call charge per minute
International assistance (not call connect)	155	8.5p per minute
Customer services	150	Free of charge
Business customer services	158	Free of charge
Emergency services	999	Free of charge
Operator connected calls	National	£1.00 connection charge + 75p per minute
EE guidelines	170/175	Free of charge
Standard non-emergency	101	Free of charge

International Direct Dial

Flat rate charges from the UK means great value all day long, so you pay the same all day, every day, whether you are calling a landline or mobile.

Zone	Zone name	Calling an international number from the UK (per min)	Send a text to an international number from the UK
Zone 1	Republic of Ireland	£0.12	£0.10
Zone 2	Europe 1	£0.17	£0.10
Zone 3	Europe 2	£0.25	£0.10
Zone 4	Asia Pacific	£0.30	£0.10
Zone 5	USA and Canada	£0.10	£0.10
Zone 6	Middle East and South Africa	£0.45	£0.10
Zone 7	Rest of World	£0.65	£0.10

Calling Zones

We've grouped countries into simple Calling Zones so it's easy to work out how much International calls will cost.

Zone	Zone Name	Countries
Zone 1	Republic of Ireland	Republic of Ireland, Guernsey, Isle of Man, Jersey
Zone 2	Europe 1	Andorra, Austria, Belgium, Canary Islands Cyprus, Denmark, Finland (inc. Aland Islands), France, Germany, Gibraltar, Greece, Iceland, Italy (inc Vatican City), Liechtenstein, Luxembourg, Malta, Monaco, Netherlands, Norway, Portugal (inc. Azores and Madeira), San Marino, Spain (inc. Canary Islands, Ceuta and Melilla), Sweden, Switzerland
Zone 3	Europe 2	Albania, Belarus, Bosnia & Herzegovina, Bulgaria, Croatia, Czech Republic, Estonia, Georgia, Hungary, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Serbia, Slovakia, Slovenia, Ukraine
Zone 4	Asia Pacific	Australia, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Singapore, Thailand
Zone 5	USA and Canada	Canada, USA
Zone 6	Middle East and South Africa	Bahrain, Egypt, Kuwait, Oman, Qatar, Saudi Arabia, South Africa, United Arab Emirates
Zone 7	Rest of World	All other countries

Standard Business Charges (International)

To check the international coverage in the countries listed please visit the support section of www.ee.co.uk/business/zones.

Standard voice roaming charges (per min)

Zone	Zone Name	Receiving calls whilst abroad	Making calls either to the country you're in or back to the UK (includes Answerphone)	Making calls to Zone 1-2	Making calls to Zone 3-7
1	Ireland & Channel Islands	Free of charge	Note 1	Note 2	£0.65
2	EE Business Zone	Free of charge	Note 1	Note 2	£0.85
3a	Andorra & Moldova	£0.0082	£0.0646	£0.0646	£0.85
3	Other Europe	£0.50	£0.75	£1.75	
4	Asia Pacific & South Africa	£0.50	£0.75		
5	USA & Canada	£0.50	£0.85		
6	Middle East	£0.75	£1.10		
7	Rest of World	£0.85	£1.20		
Other	Aircraft	£1.00	£1.75		

1: Usage decrements UK allowance or is charged at domestic rates dependent on the call type

2: Usage decrements UK allowance or is charged at UK other mobile rates

For making calls in Europe (zones 1 and 2), there is a 30 second minimum call charge followed by per second billing in zones 1-2. For receiving calls, it's per second billing from the start. For making and receiving calls outside of this area there is a 60 second minimum call charge and per second billing thereafter.

Standard Messaging Roaming Charges

Zone name	Sending a text when abroad	Under 50 KB MMS ₁	Above 50 Kb MMS ₂
Ireland & Channel Islands	Decrement by UK allowance or charged at UK on net rate	UK rate	UK rate
EE Business Zone			
Andorra & Moldova	£0.0243	£0.0419	£0.0419
Other Europe	£0.25	£0.60	£0.75
Asia Pacific & South Africa	£0.30	£1.00	£1.50
USA & Canada			
Middle East			
Rest of World			
Aircraft	£0.50		

Sending an MMS if you have a 4GEE service plan will also decrement any data bundle or incur relevant out-of-bundle data charges.

Standard Data Roaming Charges

Out of bundle usage	Europe rate (Zones 1-2)	Rest of the world rate (Zones 3-7) incl other	Andorra and Moldova
Roaming data	Decrement by UK allowance or charged at UK domestic rate	£5.50 / MB	£0.0419 / MB

Data Roaming Cap

Per calendar month (not bill cycle)	Europe rate (Zones 1-2)	Rest of the world rate (Zones 3-7) including other zones	Andorra and Moldova
	£42.26	7MB	867MB

Roam like at Home Surcharges

If a User breaches a fair use policy while using Roaming in Business Travel Zones 1 & 2, or if it appears a Connection is being used abroad for more than 2 months out of any 4 month period EE may ask the User to stop Roaming. If Roaming continues, EE may apply a surcharge to that User's Roaming data usage of £6.51/GB of data usage, 0.8p / SMS and 2.7p / minute for voice calls made and 0.9p / minute for voice calls received. This surcharge will be in addition to the usual Service Plan or Service Plan Add- On Charges.

EE Business Zones

Zone	Zone name	Countries
Zone 1	Ireland & Channel Islands	Guernsey, Isle of Man Jersey, Republic of Ireland
Zone 2	EE Business Zone	Austria, Belgium, Bulgaria, Croatia, Cyprus (south), Czech Republic, Denmark, Estonia, Finland (inc. Aland Islands), France (inc. French Guiana, Guadeloupe, Martinique and Reunion), Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc Azores and Madeira), Romania, San Marino, Slovak Republic, Slovenia, Spain (inc. Canary Islands, Ceuta and Melilla), Sweden, Switzerland, Vatican City (Italy)
Zone 3a	Andorra and Moldova	Andorra, Moldova
Zone 3	Other Europe	Albania, Belarus, Bosnia and Herzegovina, Cyprus (North), Faroe Islands, Georgia, Israel (inc. Palestine), Macedonia, Montenegro, Serbia, Turkey, Ukraine.
Zone 4	Asia Pacific & South Africa	Australia, China, Hong Kong, Japan, Korea Republic (South), Malaysia, New Zealand, Singapore, South Africa, Thailand.
Zone 5	USA & Canada	Canada, USA
Zone 6	Middle East	Bahrain, Egypt, Jordan, Kuwait, Oman, Qatar, Saudi Arabia, UAE
Zone 7	Rest of World	All other countries with EE network coverage
Aircraft	Aircraft	N/A

Additional Charges

Payment related charges	
Non-direct debit payment	£0.00 (Invoices issued from 13 th January 2018)
Payment failure – direct debit, credit, debit or charge card	£5.00 per failure (VAT n/a)
Device Unlocking Fee	£7.49
Replacement SIM Fee	£3.00
Suspension Lifting Fee	£25.00
Disconnection Fee	£25.00
Inactive Connection Fee (per connection)	50p per bill
Fully itemised paper bill (per group, per month)	£25.00

EE may vary the Additional Charges, or introduce other Additional Charges for account management purposes from time to time.

Please note that if an individual User is paying by recurring credit card authority or direct debit on a Corporate account then payment will automatically be taken (in the case of direct debit) or charged (in the case of credit cards) 25 days after an invoice has been raised – irrespective of what the contractual payment terms are.

Section 2

Voice Service Plans

Pricing will be as set out in your Agreement

Minimum Connection Period: as stated in your Agreement with EE. Leaders under this Service Plan can add up to 1,500 sharers per account subject to payment of a monthly fee per sharer. Migrations to a different Service Plan, re-signs or upgrades are not permitted during the Minimum Agreement Term. Any airtime discounts on bundles specified in your agreement apply only to the bundles contracted in your Agreement. Any subsequent airtime bundles (voice or data) added during the term of your Agreement (including bundles of the same size as those contracted) will be charged at List Price. Discounts on plan charges set out in your Agreement do apply to any additional Connections you add. All out of bundle usage is charged at EE's standard rates.

Shared Data Option

The sharer fee for the Your Plan shared data option enables 4G/5G access and includes Mobile Iron Bronze and Wandera Data Capping. See "Additional Terms", below

UK Unlimited calls package

Minimum Term of 24 months, or as specified in your Agreement with EE. Unlimited calls and texts are from within the UK to UK mobile numbers, and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Man). Out-of-bundle calls will be charged at EE's standard rates. These plans are for normal person to person use from your device. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or 3,000 minutes or SMS in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop, and if you don't then we may disconnect your SIM from our network. Any connections without the unlimited calls package will be charged at standard rates.

Roaming

The Customer understands and agrees that by taking this service plan it will be opted out of the EU roaming regulatory caps with regard to data (i.e. the customers data roaming spend may no longer be restricted to €50 per monthly billing). The roaming option chosen (individual user or shared option) is specified in your agreement with EE and you may not change option during the Minimum Agreement Term. The roaming options are not compatible with any other roaming bundle, promotion, offer or bespoke roaming pricing.

Roaming Individual User Option

If selected, the Roaming Individual option will be applied to every User on an account.

Additional Terms applying to Your Plan

Accessing the hosted Mobile Device Management platform (the "MDM Platform") requires an internet connection, which must be provided by the Customer. The Customer will be sent a link to register for the MDM Platform in the welcome email sent by EE. If the Customer does not register for the MDM Platform, it will not be entitled to any discount on the contracted service plan Charges.

The MDM Platform is End User Licenced Software, and use of the MDM Platform is subject to acceptance of the End User Licence Agreement at point of registration. Use is also subject to the MobileIron Privacy Policy, available at <https://www.mobileiron.com/en/privacy-policy>. This product cannot be purchased in conjunction with Data VPN from EE. EE may withdraw or substitute the MDM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

The Wandera Data Capping solution is End User Licenced Software, and use of the MDM Platform is subject to acceptance of the End User Licence Agreement at point of registration. Use is also subject to the Wandera Privacy Policy available at <https://www.wandera.com/privacy-policy/>. EE may withdraw or substitute the MDM Platform at any time on provision of reasonable notice (where practicable to provide such notice).

The Customer's IT help-desk shall provide a first-level of support to End Users. Where the Customer's IT help-desk is unable to resolve issues, then it may escalate the issue to EE's Business Customer Services Team.

Where the Customer is provided with a copy of the Solution Description for Mobile Device Management from EE and the Solution Description for Mobile Secure Data Management (Wandera), it will form part of the Customer's Agreement with EE.

Roaming Voice

Allowance	Daily Bundle Charges	
60 minutes of incoming and outgoing voice calls in Zones 3-7	£7.50 per day	<p>Charges only apply on days that the Users access voice or SMS services whilst roaming. No charge applies when the User does not roam or if the User does not access voice or SMS services when roaming. No credit or refund will be given for any unused data in a Daily Bundle. A day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time in the location in which the User first roams on that day. Any group leader or sharer may use a Daily Bundle, however only that individual's usage will decrement their individual Daily Bundle, Usage is decremented per second.</p> <p>Unlimited calling allowances are designed for normal person-to-person use only. At the moment, we'll decide that you're breaking these terms if you call more than 300 different numbers in a month. We're free to decide that other types of use may also be breaking this term. We monitor use in accordance with our General Terms and Conditions and the terms in this Price Guide. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM from our network. Calls of a duration of 90 minutes or more may be charged at EE's standard out-of- bundle rates. Redial to avoid standard charging. Usage is only for calls to other mobiles and geographic landlines. Premium rate and 08/070 and equivalent services will be charged at EE's standard rates.</p> <p>Calls from zones 1-2 made to zones 3-7, SMS in zones 3-7 and calls in zones 3-7 after 60 minutes usage are charged at standard rates.</p>

Roaming Data* *data roaming is barred in some countries, see list at end of section 1.

Allowance	Monthly Bundle charge in Zones 3-7	
25MB of data	£12.50 per month	Charges only apply in a billing period that a User accesses mobile data services whilst roaming. Any unused allowances will expire at the end of a billing period and will not be rolled over. Each session of data roaming is rounded up to the nearest kilobyte.
26MB – 50MB of data	£25 per month	Any data usage over and above the data allowance in the applicable monthly bundle will result in the User being automatically provisioned with a larger monthly bundle. For example, 101MB of data used in Zones 3-7 will result in a monthly charge of £100.
51-100MB of data	£50 per month	Any group leader or sharer may take a Monthly Bundle, however only that individual's usage will decrement their individual monthly Bundle.
101-250MB of data	£100 per month	<u>Usage:</u> Users can use their monthly Bundle for access to mobile data (subject to availability) using their device or EE data card. Does not include event charges such as charges for the download of ringtones or games, or for the use of any services for which additional charges apply. No credit will be given for any unused data roaming in Bundle.
251-500MB of data	£200 per month	
>500MB of data	£2.50 per MB	The individual user option for data roaming comes with SMS alerts which alert the user once they have moved to a new stepped bundle. Note that delivery of SMS alerts are subject to foreign networks, over which EE has no control, and therefore cannot be guaranteed.

Extra Terms and Conditions for Your Plan Northern Ireland

Your Plan Northern Ireland is only available to purchase at Initial Order or resign of an Agreement to customers with headquarters in Northern Ireland via the Northern Ireland Direct Field Sales Team and must be specified in the Customer's Agreement. Your Plan Northern Ireland is committed for all Connections under the Agreement for the full length of the Agreement. Charges for this Service Plan will be as set out in the Customer's Agreement.

Add on	Inclusive allowance	Out of bundle
Your Plan Northern Ireland	1000 minutes of IDD calls to Republic of Ireland only and UK Unlimited calls and sms package	Standard out of bundle rates for IDD calls to Republic of Ireland over 1000 minutes. Calls not included within the unlimited allowance are charged as per the above

Your Plan Northern Ireland fair use policy: In addition to the fair usage limits detailed for the UK Unlimited Calls Package above, the following fair use policy applies. Your Plan Northern Ireland is for use by UK-based customers and Users only and is not applicable to Connections based long term or permanently in the Republic of Ireland. At the moment, we'll decide that you're breaking these terms if: (i) more than 50% of calls or texts on average across all Connections under your Agreement are to or from the Republic of Ireland, or (ii) more than 50% of data use on average across all Connections under your Agreement is within the Republic of Ireland, or (iii) individual Connections under your Agreement have not used the UK network at least once in a given month where usage occurs in the Republic of Ireland. If you do break this term, we'll contact you and ask you to stop, and if you don't then we may disconnect your SIM from our network and/or reduce the Customer's access to this service.

4G EE Unlimited Calls and Text – Single User Data Plan

Bundle	Price per month	Contract Length	UK Network Speed	Out of Bundle	Included Security
20GB	£25	24 months	Our Fastest 4G Speed	2.5p per MB	Mobile Iron Starter
30GB	£30	24 months	Our Fastest 4G Speed	2.5p per MB	Mobile Iron Starter
50GB	£35	24 months	Our Fastest 4G Speed	2.5p per MB	Mobile Iron Starter
20GB	£25	36 months	Our Fastest 4G Speed	2.5p per MB	Mobile Iron Starter
30GB	£30	36 months	Our Fastest 4G Speed	2.5p per MB	Mobile Iron Starter
50GB	£35	36 months	Our Fastest 4G Speed	2.5p per MB	Mobile Iron Starter

Our Unlimited Calls and Text Single User data plans gives you access to our 4GEE Network in the UK. Check coverage here <http://www.ee.co.uk/coverage> before selecting your plan.

Pricing on the agreement and UK Unlimited call and text package

Minimum Connection period: as stated in your Agreement with EE. Calls and texts are from within the UK to UK mobile numbers and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Mann). Out-of-bundle calls will be charged at EE's standard rates found at [Page 7]. These plans cannot be added to a shared talk-plan and are for normal person to person use from your device. We monitor use in accordance with the EE Business General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or 3,000 minutes or SMS in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop, and if you don't then we may disconnect your SIM from our network.

Roaming

You agree that by taking this service plan it will be opted out of the EU roaming regulatory caps with regard to data (i.e. the customers data roaming spend will not be restricted to €50 per monthly billing). The roaming option chosen (individual user or shared option) is specified in your agreement with EE and you may not change option during the Minimum Agreement Term. The roaming options are not compatible with any other roaming bundle, promotion, offer or bespoke roaming pricing.

5G EE Unlimited Calls and Text – Single User Data Plan

Bundle	Price per month	Contract Length	UK Network Speed	Out of Bundle	Included Security
10GB	£20	24 Months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter
20GB	£30	24 months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter
30GB	£35	24 months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter
50GB	£45	24 months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter
50GB	£55	24 months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter
20GB	£30	36 months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter
30GB	£35	36 months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter
50GB	£45	36 months	5G speeds (4G Speed outside of 5G coverage areas)	2.5p per MB	Mobile Iron Starter

Our Unlimited Calls and Text Single User data plans gives you access to our 4GEE or 5G Network in the UK. Check coverage here <http://www.ee.co.uk/coverage> before selecting your plan.

Pricing on the agreement and UK Unlimited call and text package

Minimum Connection period: as stated in your Agreement with EE. Calls and texts are from within the UK to UK mobile numbers, and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Mann). Out-of-bundle calls will be charged at EE's standard rates. These plans cannot be added to a shared talk-plan, and are for normal person to person use from your device. We monitor use in accordance with our General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications.

These plans are for normal person to person use from your device. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or 3,000 minutes or SMS in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop, and if you don't then we may disconnect your SIM from our network. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM from our network.

Roaming

The Customer understands and agrees that by taking this service plan it will be opted out of the EU roaming regulatory caps with regard to data (i.e. the customers data roaming spend will not be restricted to €50 per monthly billing). The roaming option chosen (individual user or shared option) is specified in your agreement with EE and you may not change option during the Minimum Agreement Term. The roaming options are not compatible with any other roaming bundle, promotion, offer or bespoke roaming pricing.

Section 3

Voice and Service Plan Add-Ons

WiFi Calling

With Wi-Fi Calling, Users with a compatible Device can make and receive calls and send and receive SMS in the UK over compatible Wi-Fi networks, as if they were connected to the EE mobile network. All calls made or texts sent using WiFi Calling will be charged as per the EE Service Plan set out in the Customer's agreement with EE or in the EE Price Guide for Large Business. Calls and SMS will appear as normal in the Customer's itemised bill.

EE firmware must be installed on a compatible Device for Wi-Fi Calling to be enabled. Devices originally purchased from other operators and some indirect resellers (even where the Device is listed as WiFi Calling compatible) may not work with EE's WiFi Calling solution. Eligible Customers will have the WiFi Calling add-on automatically applied, or can request WiFi Calling be added at no additional cost. Customers can remove the add-on from individual Connections at any time by contacting EE on 158.

Requirements

- To be eligible for WiFi Calling the Customer must have a compatible EE Device with up-to-date software, a 4GEE data bundle, and a voice service plan.
- Users will see a WiFi Calling icon on the phone when WiFi Calling is ready to use. WiFi Calling will then work when Users are connected to a suitable WiFi network. The Wi-Fi connection process and behaviour of Wi-Fi Calling will depend on the Device. Some Devices may only use WiFi Calling if you have no signal at all on the EE mobile network. The Customer should check the specifications of its Devices.
- The Customer shall ensure its Users are using any WiFi network in line with its terms and conditions. Users may be charged by the WiFi provider for access to the WiFi network.

Restrictions

- EE cannot accept any responsibility for the quality, security, availability, internet connection or coverage of WiFi networks and any calls made or received over them.
- EE cannot guarantee that all services will behave in exactly the same way when a User is connected to Wi-Fi Calling as they do on the mobile network.
- A Wi-Fi call requires approximately 50Kbps of bandwidth, but a minimum internet speed of 2Mbps is recommended.
- EE cannot recommend Wi-Fi Calling as a solution for large offices and any such use shall be at the Customer's sole risk and responsibility to configure and support the network, bandwidth, quality, handover between multiple access points and firewall configuration. EE cannot accept any responsibility for any impact to networks over which Wi-Fi Calling is permitted.
- WiFi Calling is not compatible with EE Freedom, Mobile Voice Recording, Mobile Voice VPN (formerly known as Orange Wirefree Extension), Call Safe, Smartnumbers or Pocket Landline. These products must be disabled on Connections before WiFi Calling can be activated.
- If a User leaves the WiFi network during a WiFi call the call may stop and the User will have to redial when coverage becomes available (either on the Network or back over WiFi) to continue the call. If a User makes a call over the Network and loses coverage, the Users must connect to Wi-Fi Calling before redialling. For the purposes of EE's statistics these do not count as dropped calls.
- WiFi Calling is not permitted whilst roaming.
- If you make calls over WiFi to local landlines and mobile numbers whilst abroad you will be charged our standard international rates and this will be treated as a call from the UK to an international number. To avoid these charges turn off WiFi calling in your phone settings.

Emergency Services: When using WiFi Calling Users will be able to call the emergency services (on 999) but they will not be able to identify a User's location. Users should therefore keep a fixed line phone to use for calls to emergency services and use WiFi Calling only as an absolute last resort.

Visual Voicemail

Visual Voicemail is available on any iPhone with iOS6.0 software or higher, and Carrier Setting 13.2. Visual Voicemail must be set up by account controllers and access requires a 2G, 3G, or 4G signal. Visual Voicemail is available at no extra cost to all EE Large Business Customers with a compatible Device. To use Visual Voicemail abroad you must have roaming activated and unless you have a data-roaming bundle you will be charged at EE's standard out-of-bundle rates

Mobile Voice Recording and SMS Capture

MVR and SMS Capture

Monthly Subscription charges

	Monthly RRP
Mobile Voice Recording and SMS Capture	£32.00
Mobile Voice Recording only	£32.00
SMS Capture only	£12.00

Additional storage

Additional Monthly Subscription charges for increased storage period

Years	Monthly RRP
Message capture - extra 1 year	£1.00
Message capture - extra 2 years	£2.00
Message capture - extra 3 years	£3.00
Message capture - extra 4 years	£4.00
Message capture - extra 5 years	£5.00

Additional Terms applying to MVR and SMS Capture

1. Subscription Minimum Connection Period of 30 days
2. The Customer must have an EE SIM
3. The Solution can be used on any new or existing Device
4. Includes up to 7 years storage per subscriber
5. For an additional Charge and subject to EE agreement, EE will provide the Customer with the ability to store the Recordings at an alternative location.
6. User Charges will be based on a fixed charge per month, per MVR User registered with the Solution payable in advance on a pro-rated basis
7. MVR User Charge will be added to the MVR User's existing mobile airtime contract
8. The MVR Solution Terms apply to this Solution and are available at www.ee.co.uk/business/terms or on request from EE.

Section 4

Data Service Plans

5G Mobile Broadband

Terms below are valid for 5G Mobile Broadband purchases made up to 14th November 2019
See next page for current 5G Mobile Broadband plans available

Data Allowance	Price per month
50GB	£60

Additional Terms applying to 5G Mobile Broadband

Minimum Connection Period of 30 days (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan.

Out of bundle data usage will be charged at 1p/MB, price capped at £500 per monthly bill period.

The Customer's IT help-desk shall provide a first-level of support to End Users. Where the Customer's IT help-desk is unable to resolve issues, then it may escalate the issue to EE's Business Customer Services Team.

Data included in the bundle is for use in the UK and EU. Allowances cannot be shared across multiple Connections.

This service plan provides access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE 4G Network access available.

A 5G Mobile Broadband Device will be required to access 5G connectivity. Device cost will be additional, not included in the monthly recurring charge.

5G launching in London, Edinburgh, Cardiff, Belfast, Birmingham and Manchester with roll out across other UK cities during 2019. Check ee.co.uk/coverage. Speeds vary by location, coverage and demand. 5G coverage and compatible device needed. If you're on a 5G plan, in some very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you're connected to the 5G network when you're not. You'll still receive our best available speed at this location.

5G Mobile Broadband

Terms below are valid for purchases of 5G Mobile Broadband made from 15th November 2019

Data Allowance	Price per month
50GB	£50
150GB	£75

Terms applying to 5G Mobile Broadband

Minimum Connection Period of 30 days (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan.

Out of bundle data usage will be charged at 1p/MB, price capped at £200 per monthly bill period.

The Customer's IT help-desk shall provide a first-level of support to End Users. Where the Customer's IT help-desk is unable to resolve issues, then it may escalate the issue to EE's Business Customer Services Team.

Data included in the bundle is for use in the UK and EU. Allowances cannot be shared across multiple Connections.

This service plan provides access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE 4G Network access available.

A 5G Mobile Broadband Device will be required to access 5G connectivity. Device cost will be additional, not included in the monthly recurring charge.

5G launched in London, Edinburgh, Cardiff, Belfast, Birmingham and Manchester with roll out across other UK cities during 2019. Check ee.co.uk/coverage. Speeds vary by location, coverage and demand. 5G coverage and compatible device needed. If you're on a 5G plan, in some very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you're connected to the 5G network when you're not. You'll still receive our best available speed at this location.

For additional terms which apply, please refer to the section 'Extra Terms applying to Mobile Broadband and Subsidised Tablet Plans'

5G Fixed Wireless Access

5G Fixed Wireless Access from EE is a category of mobile data offerings designed to be used in static locations, as alternative to a fixed broadband line. e.g. a small office, temporary event, local store, or home office.

5G Site Access

Data Allowance	Price per month
1TB	£70

Terms applying to 5G Site Access

Minimum Connection Period of 30 days (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan.

Out of bundle data usage will be charged at 1p/MB, price capped at £200 per monthly bill period.

The Customer's IT help-desk shall provide a first-level of support to End Users. Where the Customer's IT help-desk is unable to resolve issues, then it may escalate the issue to EE's Business Customer Services Team.

Data included in the bundle is for use in the UK and EU. Allowances cannot be shared across multiple Connections.

This service plan is only available when sold in conjunction with a 5G Fixed Wireless Access Device from EE. Device cost will be additional, not included in the monthly recurring charge.

This service plan provides access to the EE 5G Network. Where 5G is unavailable, connectivity will default to the EE 4G Network.

5G launched in London, Edinburgh, Cardiff, Belfast, Birmingham and Manchester with roll out across other UK cities during 2019. Check ee.co.uk/coverage. Speeds vary by location, coverage and demand. 5G coverage and compatible device needed. If you're on a 5G plan, in some very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you're connected to the 5G network when you're not. You'll still receive our best available speed at this location.

For additional terms which apply, please refer to the section 'Extra Terms applying to Mobile Broadband and Subsidised Tablet Plans'

4G Mobile Broadband

Data Allowance	Price per User per month (4G Access)	Monthly Spend Cap	30 Day /12 months	24 months	Out of Bundle
2GB	£12	£50	MBB / Tablets available at full RRP	FOC USB dongle	2.5p / MB capped at £50 per month
4GB	£15.50			FOC Mobile WiFi / USB dongle	
8GB	£20				
16GB	£30	£200		1p / MB	
32GB	£64				
64GB	£128	£500			
128GB	£256	£800			
256GB	£512	£1,100			
512GB	£1,024	£1,400			

All 4GEE service plans include access to EE's Double Speed 4G at no extra cost, providing download speeds of up to 60Mbps in areas where Double Speed 4G has been enabled.

24 Month Subsidised Tablet Plans

Data Allowance	3G Data Access
1GB	£23.00
4GB	£27.50
8GB	£32.00
16GB	£45.00
32GB	£55.00

Where a Mobile Broadband plan is taken as a data only service, a voice bar may be applied to prevent voice calls. Many data only devices (mobile Wi-Fi devices,) do not have the capability to make voice calls, but where a data only SIM is transferred into a voice device, no calls can be made or received. Emergency calls to 999/112 will still be possible, although only in areas of 2G and 3G coverage. In areas of 4G / 5G only coverage, 999 calls will not be possible unless another UK operator's 2G/3G network is available to carry the call.

Extra Terms applying to Mobile Broadband, Subsidised Tablet Plans, and Fixed Wireless Access

To access the 4G or 5G EE Network, a respective 4G or 5G compatible Device is also required and Users must be within range of a 4G or 5G cell site respectively. If the Customer is upgrading to 4G from a 3G service plan, a new SIM will be required to use 4G services. 4G is currently only available in select cities in the UK. Not all services offered by EE are compatible with 4G. Contact us or see individual Solution Terms for details.

The Customer's out-of-bundle spend will be capped at the specified limit per User per month. Customers may continue to use mobile data services after reaching the price cap, but if EE considers the Customer's usage to be excessive beyond the price cap then EE reserves the right to restrict access to mobile data services for the remainder of that billing cycle to protect our network for all our Users. If excessive usage beyond the spend cap is continued month-on-month, EE reserves the right to migrate the Customer to a more appropriate service plan level.

Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet for phone for peer to peer file sharing but access speeds will be slower than usual as EE monitors its Network to protect it for all customers. Please see the network management policies on our website for more information.

Certain tablets have the capability to make voice calls using EE voice service price plans. The voice service plans are shown in section 2 in this Large Business Price Guide. EE will only support voice calls on these price plans where the tablet has a 'dialler' and the capability to make voice calls over the 4G network. Please check with your account manager or customer service agent for details of suitable tablets before deciding to use a tablet for voice calls. EE cannot support voice calls made on tablets that only support 2G/3G voice calling.

If using a mobile Wi-Fi device, Users can have additional Wi-Fi enabled devices (such as a mobile phone, laptop or tablet) registered to the mobile Wi-Fi device to use the mobile broadband signal. Remember, the more devices are connected to the mobile Wi-Fi device at the same time, the slower the internet connection will be on each connected device.

These plans are for normal person to person use. Without limitation, you shall not use these plans to provide a backhaul for a public WiFi service, for machine to machine purposes, or for anything similar. You shall not use these plans to sell access to our network to anyone else. If you are in breach of this rule EE may either move you to a more suitable tariff (and in which case your account manager will contact you to discuss the options that are available to you), or Disconnect the relevant Connections (in which case Termination Charges might apply).

Section 5

Data Service Plan Add-Ons

5G Services

Terms applying to 5G Data Services

A 5G service plan is required to access EE 5G Network services. 5G coverage and compatible 5G device will also be needed. Where 5G is unavailable, connectivity will default to the EE 4G Network.

5G launched in London, Edinburgh, Cardiff, Belfast, Birmingham and Manchester with roll out across other UK cities during 2019. Check ee.co.uk/coverage. Speeds vary by location, coverage and demand. If you're on a 5G plan, in some very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you're connected to the 5G network when you're not. You'll still receive our best available speed at this location.

Bundle	Price per month (5G Access)	Additional Personal Allowance	Inclusive Security	Optional Security Extra
5G Enabler	£0.00	None	None	None

All UK data-add ons will start to decrement EU usage from 15th June 2017 unless the customer chooses to opt out (by taking either Your Plan Pay When Roaming service plan, the Pay When Roaming international bolt-on or if opt out of the Roam Like At Home regulation is explicitly stated in the Customers Agreement with EE).

Super Secure Select

On a hosted platform, with 4G/5G data, basic data capping and security, allowing you to manage and secure your business devices. You can configure email and WiFi, distribute applications and ensure password protection, with the ability to lock and wipe lost devices.

Bundle (4G or 5G access, dependent on device and location)	Price per month	Out of Bundle	Inclusive Security	Inclusive Data caps	Tethering	Optional Security and Data Control Enhancements
5GB	£15	2.5p per MB	Mobile Iron Bronze	Wandera Data Capping	Yes	Additional, optional data security and data control enhancements can be added to the Data Bundles. This includes the following: <ul style="list-style-type: none"> • Mobile Iron Secure UEM • Mobile Iron Secure UEM Premium • Mobile Iron Zero Sign On • Wandera Data Management • Wandera Data Management and Security • Wandera Security
10GB	£19					
20GB	£26					
50GB	£46					
100GB	£66					

Additional Terms applying to Super Secure Select

Minimum Connection Period of 12 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan.

Accessing the hosted Mobile Device Management platform (the "MDM Platform") requires an internet connection, which must be provided by the Customer. The Customer will be sent a link to register for the MDM Platform in the welcome email sent by EE. If the Customer does not register for the MDM Platform, it will not be entitled to any discount on the contracted service plan Charges.

The MDM Platform is End User Licenced Software, and use of the MDM Platform is subject to acceptance of the End User Licence Agreement at point of registration. Use is also subject to the MobileIron Privacy Policy, available at <https://www.mobileiron.com/en/privacy-policy>. This product cannot be purchased in conjunction with Data VPN from EE. EE may withdraw or substitute the MDM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

The Wandera Data Capping solution is End User Licenced Software, and use of the MDM Platform is subject to acceptance of the End User Licence Agreement at point of registration. Use is also subject to the Wandera Privacy Policy available at <https://www.wandera.com/privacy-policy/>. EE may withdraw or substitute the MDM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

The Customer's IT help-desk shall provide a first-level of support to End Users. Where the Customer's IT help-desk is unable to resolve issues, then it may escalate the issue to EE's Business Customer Services Team.

Where the Customer is provided with a copy of the Solution Description for Mobile Device Management from EE and the Solution Description for Mobile Secure Data Management (Wandera), it will form part of the Customer's Agreement with EE.

Data included in the bundle is for use in the UK only. Allowances cannot be shared across multiple Connections. If the Customer regularly reaches the out of bundle spend cap, EE reserves the right to require the Customer to obtain a data bundle appropriate to the Customers usage.

MobileIron UEM On-Premise

Mobile-centric security platform that validates the device, establishes user context, checks app authorization, verifies the network, and detects and remediates threats before granting secure access to a device or user.

MobileIron On-Premise – Device Pricing

Monthly Subscription Licences

MobileIron On-Premise Core Product	No. of Licences	Secure UEM Monthly RRP	Secure UEM Premium Monthly RRP
MobileIron On-Premise Device 1	1	£3.50	£6.00
MobileIron On-Premise Device 10	10	£35.00	£60.00
MobileIron On-Premise Device 100	100	£350.00	£600.00
MobileIron On-Premise Device 1000	1000	£3,500.00	£6,000.00

Additional Terms applying to MobileIron On-Premise Core:

1. The minimum initial order for this Solution is a 50 Device Licence Bundle for Client Software or greater.
2. Solution Minimum Connection Period of 12 months.
3. Charges under this Solution do not include any airtime or data use.

MobileIron On-Premise – User Pricing

Monthly Subscription Licences

MobileIron On-Premise Core Product	No. of Licences	Secure UEM Monthly RRP	Secure UEM Premium Monthly RRP
MobileIron On-Premise User 1	1	£5.00	£10.00
MobileIron On-Premise User 10	10	£50.00	£100.00
MobileIron On-Premise User 100	100	£500.00	£1,000.00
MobileIron On-Premise User 1000	1000	£5,000.00	£10,000.00

Additional Terms applying to MobileIron On-Premise Core:

1. The minimum initial order for this Solution is a 50 User Licence Bundle for Client Software or greater.
2. Solution Minimum Connection Period of 12 months.
3. Charges under this Solution do not include any airtime or data use.
4. User licensing covers up to 5 devices per user.

MobileIron UEM Cloud

Mobile-centric security platform that validates the device, establishes user context, checks app authorization, verifies the network, and detects and remediates threats before granting secure access to a device or user.

MobileIron Cloud – Device Pricing

Monthly Subscription Licences

MobileIron Cloud Product	No. of Licences	Secure UEM Monthly RRP	Secure UEM Premium Monthly RRP
MobileIron Cloud Device 1	1	£3.50	£6.00
MobileIron Cloud Device 10	10	£35.00	£60.00
MobileIron Cloud Device 100	100	£350.00	£600.00
MobileIron Cloud Device 1000	1000	£3,500.00	£6,000.00

Additional Terms applying to MobileIron Cloud:

1. The minimum initial order for this Solution is a 50 Device User Licence Bundle for Client Software or greater.
2. Solution Minimum Connection Period of 12 months.
3. Charges under this Solution do not include any airtime or data use.

MobileIron Cloud – User Pricing

Monthly Subscription Licences

MobileIron Cloud Product	No. of Licences	Secure UEM Monthly RRP	Secure UEM Premium Monthly RRP
MobileIron Cloud User 1	1	£5.00	£10.00
MobileIron Cloud User 10	10	£50.00	£100.00
MobileIron Cloud User 100	100	£500.00	£1,000.00
MobileIron Cloud User 1000	1000	£5,000.00	£10,000.00

Additional Terms applying to MobileIron Cloud:

1. The minimum initial order for this Solution is a 50 User Licence Bundle for Client Software or greater.
2. Solution Minimum Connection Period of 12 months.
3. Charges under this Solution do not include any airtime or data use.
4. User licensing covers up to 5 devices per user.

MobileIron Threat Defence

MobileIron Threat Defence allows customers to protect their devices against malicious end user applications, prevent connection to a compromised or unsecure network, and prevent targeted cyber-attacks directly to end user devices, MobileIron Threat Defence is integrated directly into the MobileIron service to enable easy deployment and direct action on any potential threats.

MobileIron Threat Defence – Device Pricing

Monthly Subscription Licences

MobileIron Threat Defence Product	No. of Licences	Monthly RRP
MobileIron Threat Defence Device 1	1	£3.50
MobileIron Threat Defence Device 10	10	£35.00
MobileIron Threat Defence Device 100	100	£350.00
MobileIron Threat Defence Device 1000	1000	£3,500.00
MobileIron Threat Defence Premium Device 1	1	£5.00
MobileIron Threat Defence Premium Device 10	10	£50.00
MobileIron Threat Defence Premium Device 100	100	£500.00
MobileIron Threat Defence Premium Device 1000	1000	£5,000.00

Additional Terms applying to MobileIron Threat Defence:

1. All products have a Solution Minimum Connection Period of 12 months
2. For MobileIron Threat Defence Device licensing customers must have at least a Secure UEM MobileIron Device Licence for MobileIron On-Premise or MobileIron Cloud and compatible iOS and Android devices.
3. Professional services will be required to implement this service and MobileIron Threat Defence is billed in advance on a monthly basis subscription.

MobileIron Threat Defence – User Pricing

Monthly Subscription Licences

MobileIron Threat Defence Product	No. of Licences	Monthly RRP
MobileIron Threat Defence User 1	1	£5.00
MobileIron Threat Defence User 10	10	£50.00
MobileIron Threat Defence User 100	100	£500.00
MobileIron Threat Defence User 1000	1000	£5,000.00
MobileIron Threat Defence Premium User 1	1	£7.00
MobileIron Threat Defence Premium User 10	10	£70.00
MobileIron Threat Defence Premium User 100	100	£700.00
MobileIron Threat Defence Premium User 1000	1000	£7,000.00

Additional Terms applying to MobileIron Threat Defence:

1. All products have a Solution Minimum Connection Period of 12 months
2. For MobileIron Threat Defence User licensing customers must have at least a Secure UEM MobileIron User Licence for MobileIron On-Premise or MobileIron Cloud and compatible iOS and Android devices.
3. Professional services will be required to implement this service and MobileIron Threat Defence is billed in advance on a monthly basis subscription.

MobileIron Zero Sign-On

MobileIron Zero Sign-On is a cloud security solution that provides conditional access to cloud services from mobile Apps and browsers. It also correlates user identity with device posture and App state to protect business data.

MobileIron Zero Sign-On

Monthly Subscription Licences

Product Description	No. of Licenses	Cost per Month
MobileIron Zero Sign-On 1	1	£2.50
MobileIron Zero Sign-On 10	10	£25.00
MobileIron Zero Sign-On 100	100	£250.00
MobileIron Zero Sign-On 1000	1000	£2,500.00

Additional Terms applying to MobileIron Zero Sign-On:

1. All products have a Solution Minimum Connection Period of 12 months
2. For MobileIron Zero Sign-On customers must have a Secure UEM Premium MobileIron Device Licence for MobileIron On-Premise or MobileIron Cloud and compatible iOS and Android devices.
3. Professional services will be required to implement this service.
4. MobileIron Zero Sign-On is billed on a monthly basis subscription.

Wandera provides business customers real-time visibility and analytic capability for mobile and Wi-Fi data, across mobile devices and applications. Organisations have the ability to manage data usage and apply limits and restrictions to users via the Wandera management portal (also known as "Radar Portal"). Wandera can also protect user devices from mobile security threats, such as malware, phishing and man-in-the-middle network attacks

Data Capping Licences

Wandera Data Capping provides the customer with basic data capping and real time visibility of data usage

Wandera Data Capping	No. of Licences	Monthly RRP
Wandera Data Capping	1	£1.50
Wandera Data Capping 10	10	£15.00
Wandera Data Capping 100	100	£150.00
Wandera Data Capping1000	1000	£1500.00

Data Management Licences

Wandera Data Management provides the customer with enhanced real time visibility of data usage including content controls and per app settings

Wandera Data Management	No. of Licences	Monthly RRP
Wandera Data Control	1	£4.00
Wandera Data Control 10	10	£40.00
Wandera Data Control 100	100	£400.00
Wandera Data Control 1000	1000	£4000.00

Security Licences

Wandera Security provides the customer with protection against cyber threats

Wandera Security	No. of Licences	Monthly RRP
Wandera Security	1	£4.00
Wandera Security 10	10	£40.00
Wandera Security 100	100	£400.00
Wandera Security 1000	1000	£4000.00

Data Management and Security Licences

Wandera Data Management and Security provides the customer with real time visibility of data usage and mobile security

Wandera Data and Security	No. of Licences	Monthly RRP
Wandera Data and Security	1	£7.00
Wandera Data and Security 10	10	£70.00
Wandera Data and Security 100	100	£700.00
Wandera Data and Security 1000	1000	£7000.00

4GEE Data Bundle

Shared Data	Price / month	Out of Bundle	Spend Cap
2GB	£12	2.5p / MB	£50
4GB	£15.50		
8GB	£20		
16GB	£30	1p / MB	£200

Shared Data Bundles For Shared Talk & Text Plans

Step 1 – Select a data bundle for all Users on a shared talk and text plan to access, and add the 4GEE enabler to any Users who you want to have 4G access, or alternatively select one of the individual 4GEE data boosters from below.

Shared Data	Price / month (3G Access)	Out of Bundle
20GB	£160	2.5p / MB
40GB	£320	
60GB	£480	
80GB	£640	
100GB	£800	
200GB	£1,600	
4GEE Enabler	£3 per user per month	

Step 2 – Add data boosters for individual 4GEE Users (instead of paying for the 4GEE Enabler above). Or if you want security and 4GEE included, take a Super secure 4GEE enabler.

Individual 4GEE data booster	Price per user per month (4G Access)
5GB	£15

4GEE Supersecure Enablers	Price per user per month (4G Access)
Starter	£5
Enterprise	£7
Enterprise Plus	£9

BlackBerry Enablers	Price per user per month
BES 12 Silver 4GEE	£7
BES 12 Gold 4GEE	£9
BES 3G	£10

All 4GEE Users receive access to Double Speed 4G where enabled at no extra cost, providing download speeds of up to 60Mbps.

Extra Terms Applying to Single User Handset Data Bundles, and Shared Data Bundles for Shared Talk & Text Plans

Minimum Connection Period is 24 months or as per the Customer's Agreement with EE. Data tariffs must be purchased in conjunction with a compatible voice service plan. For shared data bundles this means Users must be part of a shared talk and text plan as well. Shared bundles cannot be added mid-contract. Data bundles will not provide access to 4G services unless specified. A 4G compatible Device is also required and Users must be within range of a 4G base station. If the Customer is upgrading to 4G from a 3G service plan, a new SIM will be required to use 4G services. 4G is currently only available in select cities in the UK. Not all services will work over 4G. Please contact us for more information or see individual Solution Terms for details.

Where applicable, the Customer's out-of-bundle spend will be capped at the specified limit per User per month. Customers may continue to use mobile data services after reaching an applicable price cap, but if EE considers the Customer's usage to be excessive beyond the price cap then EE reserves the right to restrict access to mobile data services for the remainder of that billing cycle to protect our network for all our Users. If excessive usage beyond the price cap is continued month-on-month, EE reserves the right to migrate the Customer to a more appropriate service plan level.

Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on its phone for peer to peer file sharing but access speeds will be slower than usual as EE monitor its Network to protect it for all customers. Please see the network management policies on our website for more information.

BlackBerry® for Business

BlackBerry® Enterprise Service 12 (BES 12) Data Bundles

BES 12 Silver			
UK Data Allowance	2GB	4GB	16GB
Price (4G Data)	£16	£19.50	£24
Out of Bundle UK Data	2.5p/MB		
Out of Bundle Roaming Data	Standard Rates		
UK Out-of-Bundle Spend Cap	£50 / month		
Inclusive Extras	Licence Key, Server Software, Technical Support		
Compatible Operating Systems	BB10, iOS, Android, Windows		

BES 12 Gold			
UK Data Allowance	2GB	4GB	16GB
Price (4G Data)	£18	£21.50	£26
Out of Bundle UK Data	2.5p/MB		
Out of Bundle Roaming Data	Standard Rates		
UK Out of Bundle Spend Cap	£50 / month		
Inclusive Extras	License Key, Server Software, Technical Support		
Compatible Operating Systems	BB10, iOS, Android		

Additional Terms applying to BES 12

Minimum Connection Period 1 month or as per the Customer's Agreement with EE. Customer's out of bundle spend will be capped at the specified limit for each billing cycle. Where spend caps are reached or exceeded on a regular basis, EE reserves the right to charge the Customer for additional usage at the applicable out-of-bundle rates. At the moment we will do this if you hit or exceed a spend cap 5 times in any 6 month period.

Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on its phone for peer to peer file sharing but access speeds will be slower than usual as EE monitor its Network to protect it for all customers. Please see the network management policies on our website for more information.

Section 6

International Service Plan Add-Ons

Corporate Daily Roamer

As per the Roam Like at Home regulation EU usage will decrement your UK allowance. **For a full list of EU countries see the 'Standard Business Charges (International Roaming)' section.** Corporate Daily Roamer provides a daily voice and data bundle in Zone-A and Zone-B.

Allowance	Daily Bundle Charges
Unlimited* incoming and outgoing voice minutes and SMS within EE Roaming Zone-A and 500MB of data daily	£4 per day
Unlimited* incoming and outgoing voice minutes and SMS within EE Roaming Zone-B and 500MB of data daily	£7 per day

*See Section 9 – Allowance and Fair Usage for more details

Zone Name	Countries Included
Zone-A	USA, Canada, South Africa, New Zealand, Turkey, China (excludes Macau), Hong Kong and Australia
Zone-B	Albania, Andorra, Anguilla, Antigua & Barbuda, Argentina, Armenia, Bahamas, Bangladesh, Barbados, Brazil, British Virgin Islands, Caicos Islands, Cayman Islands, Chile, Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, Georgia, Grenada, Haiti, India, Indonesia, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kuwait, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Montenegro, Nicaragua, Peru, Philippines, Qatar, Russia, Saint Kitts And Nevis, Saint Lucia, Saint Vincent And Grenadines, Saudi Arabia, Serbia, Singapore, South Korea, Sri Lanka, Taiwan, Thailand, Trinidad And Tobago, Turks And Caicos Islands, United Arab Emirates, Uruguay, Vietnam

Voice

Charges only apply on days that the User accesses voice or SMS services whilst roaming. No charge applies when the User does not roam or if the User does not access voice or SMS services when roaming. No credit or refund is given for any allowance in a Daily Bundle and any unused allowance will expire at the end of the day and will not roll over. A day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time and date.

Unlimited calling allowances are for normal person-to-person use only. EE will decide that you're breaking these terms if you call more than 300 different numbers in a month. EE is free to decide that other types of use may also be breaking this term. EE monitors use in accordance with our General Terms and Conditions and the terms in this Price Guide. If you do break this term, EE will contact you and ask you to stop and if you don't then EE may disconnect your SIM from our network. EE may charge for calls of a duration of 90 minutes or more at EE's standard out-of-bundle rates as set out at Part 3 – Standard Business Charges. Redial to avoid standard charging.

EE will charge for any voice calls used outside both Zone- A and Zone- B at £1.50/Min. EE will charge for any SMS used outside both Zone- A and Zone- B at £1/SMS. EE defines unlimited calls in Roaming Zone's A&B as incoming calls, outgoing calls in country back to the UK and calls to other countries. Premium numbers are not included in the allowance.

Data

Charges only apply on days that the User accesses mobile data services whilst roaming. No charge applies when the User does not roam or if the User does not access data services when roaming. No credit or refund is given for any unused allowance in a Daily Bundle and any unused allowances will expire at the end of each day and will not roll over. A day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time and date. Each session of data roaming is rounded up to the nearest kilobyte.

Once a User exceeds 500MB of data in a day in Zone-A EE will charge another £4 for an additional allowance of 500MB for that day, once this has been used up EE will charge at an out-of-bundle rate of 20p/MB.

Once a User exceeds 500MB of data in a day in Zone-B EE will charge another £7 for an additional allowance of 500MB for that day, once this has been used up EE will charge at an out-of-bundle rate of £1/MB.

EE will charge for any data roaming used outside both Zone- A and Zone- B at £3/MB. Daily allowances apply per User and are not aggregated from an account perspective. Usage: Users may use their Daily Bundle to access mobile data (subject to availability) using their device or EE data card. This does not include event charges such as charges for the download of ringtones or games, or for the use of any services for which additional charges apply.

Caps and Alerts

The Customer acknowledges that by selecting Corporate Daily Roamer its Users will be automatically opted out of the warning messages and roaming limits specified in Articles 14 and 15 of Regulation (EU) No531/2012. This is to ensure that Users receive the full benefits of Corporate Daily Roamer.

Having opted out of the roaming caps, Customers will receive alerts at 25, 50, 75, 100, 250, 500, 1,000 and 2,000MB of usage a month. Note that delivery of SMS alerts are subject to foreign networks, over which EE has no control, and therefore cannot be guaranteed.

Buffers

In both Zone-A and Zone-B the Daily Bundle Charge will be triggered by the following; making a call 30 seconds or longer, receiving a call 60 seconds or longer, 1 SMS or 15Kb of data usage in any given data session.

Eligibility

Corporate Daily Roamer is not compatible with any other roaming bundle, promotion, offer or bespoke data roaming pricing.

Future Changes

EE may change the countries that make up Zone-A and Zone-B at any time. The Customer will be notified in writing by letter 30 days prior to any change.

Travel Allowance Bundles

Monthly credits on Your Travel Allowance Bundles are decremented at specific underlying rates which are different to standard charges.

As indicated by the table, the following types of usage are included:

Voice:	Roaming voice calls made and received whilst outside of the UK up to the monthly credit ordered.
Data:	4G (where available)/3G / GPRS data usage outside of UK up to the monthly cash equivalent limit ordered. Wi-Fi not included.
Other:	Roaming MMS, roaming SMS, IDD and IDD SMS usage are also covered by Your Travel Allowance Bundles

Any unused usage will roll over for one month only on a LIFO basis. You may have multiple cash roaming bundles on an account. All bundles must be applied to a group leader and can be shared across the Users on a shared Service plan.

Monthly price	Monthly credit received
£100.00	£115.00
£1,000.00	£1,300.00

Zone Name	Receiving calls whilst abroad	Calls to the country you're in or back to the UK (includes Answerphone)	Calls to Zones 1-2	Calls to other countries in Zones 3-7	SMS	IDD	MMS	Data
EU*	See note 1	See note 1	See note 1	50p	See note 1	5p	See note 1	See note 1
TRAVELLER**	15p	30p	75p	75p	10p	10p	25p	25p
ROW***	50p	120p	175p	175p	30p	30p	100p	250p

IDD SMS are charged at 10p per sms across all zones

1. From 15th June 2017, for new and existing customers these bundles will be Roam Like At Home compliant. Customers' EU Usage will decrement their UK allowance instead of the Travel Allowance Bundle(s).

*Orange business zones 1 & 2

**includes USA, Canada, Mexico, Caribbean (Antigua & Barbuda, Bahamas, Barbados, British Virgin Islands, Puerto Rico, St. Kitts & Nevis, St. Vincent, Trinidad & Tobago, US Virgin Islands, Cayman Islands, Dominica, Grenada, Haiti, Jamaica, St. Lucia, Turks Islands, Caicos Islands, Anguilla and Aruba), Brazil, Argentina, Australia, China, Egypt, Hong Kong, India, Indonesia, Israel, Japan, Kuwait, Malaysia, New Zealand, Philippines, Russia, Singapore, South Africa, Thailand, Qatar, South Korea, Saudi Arabia, Turkey, UAE, Andorra and Moldova

*** only countries with EE network coverage. Data, voice and SMS coverage may differ for a country.

Minimum Connection Period

As stated in your agreement

Eligibility

Not compatible with any other roaming bundle, promotion, offer or bespoke data roaming pricing.

Calling Abroad from the UK (IDD): Cash Bundles

Monthly Price	Monthly Credit Received
£50.00	£55.00
£100.00	£110.00
£1,000.00	£1,150.00

What's included	Voice calls to other countries from within the United Kingdom.
Extra terms and conditions for Cash Roaming Bundles	
<p>Cash Roaming Bundles entitle you to additional credit for voice calls to other countries from within the UK. Any unused usage will roll over for one month only. If a cash bundle expires or is cancelled, the benefit of any unused inclusive international calling included in the cash bundle will be lost and is non-refundable. Cannot be used in conjunction with any other calling abroad bundle, offer or promotion. If your Service Plan is inclusive of calling abroad call charges, then the allowance granted under the cash bundle will be used first. You may have multiple cash calling abroad bundles. The £50 calling abroad bundle must be attached to a single Connection and cannot be shared across a group. All other cash roaming bundles must be applied to a group leader and can be shared across the Users on a shared Service plan.</p>	

Ireland Discount

Calls made from The Republic of Ireland back to the UK or in country	Calls received in The Republic of Ireland.	Calls made from the UK to a Republic of Ireland landline.
Decrementing by UK allowance or in absence of UK allowance charged at UK rate dependent on call type	Free of charge	6p per minute

What's included	Calls made from the UK to a Republic of Ireland landline.
Minimum Connection Period	Subscriptions to which Ireland Discount is applied must have a Minimum Connection Period of at least 12 months
Extra Terms and Conditions for Ireland Discount	
<p>A minimum connected voice base of not less than 10 Connections must be maintained otherwise the product will be withdrawn from all Connections. Product applies at individual subscription level not account level. EE Ireland Discount can be added to accounts in Northern Ireland but is only available to customers via the Northern Ireland Direct Field Sales Team.</p>	

Travel Data Bundles

Zone	Monthly Allowance	Tenure	Monthly Charge
Global / Worldwide (Zones 3-7)	75MB	30 days	£40
		Contracted 12 month +	£30
	250MB	30 days	£125
		Contracted 12 month +	£100

Out of bundle usage will be charged at the following rates:
£2.50 per MB when elsewhere, i.e. (zones 3-7)

What's Included	GPRS, EDGE, 3G and 3G+ data services (subject to availability) using the User's Device, up to the monthly data limit ordered.
Minimum Connection Period	Bundles on a rolling 30 day contract: 30 day Bundles on a 12 month contract: 12 months
Extra terms and conditions for Travel Data Bundles	
<p>If your Service Plan is inclusive of data charges then the allowance under the Travel Data Bundle will be used first. Service applies at individual subscription level not account level and if applied to a leader or sharer, only that individuals' usage will receive the discount. Cannot be shared. Only one Travel Bundle may be active per Connection at any one time. Text and Wi-Fi usage is not included. Once you opt in, the bundle begins automatically, as soon as you start using data in Zones 3 to 7.</p> <p>May be used whilst Roaming in any country of the world in which a network supporting internet browsing is available to EE customers.</p> <p>BlackBerry® BlackBerry® Europe and BlackBerry® World bundles are only available if you are on a BlackBerry® Internet Service or BlackBerry® Enterprise Server service plan.. Unless specified otherwise, only one Travel Bundle may be active per Connection at any one time.</p>	

Corporate Traveller

Corporate Traveller Call Rates

Corporate Traveller	Receive calls	Make calls	Calls Abroad from UK
Europe Business (zone 1)	Free of charge	Decrement by UK allowance or charged at UK domestic rate	£0.08
Rest of Europe (zone 2)	£0.25	£0.70	£0.25
USA (zone 3)	£0.09	£0.22	£0.08
Rest of World (zone 4)	£0.65	£1.07	£0.40
Rest of World Business (zone 5)	£0.35	£0.66	£0.20

Corporate Traveller – Closed User Group (CUG) calls

Corporate Traveller – CUG calls	Receive calls	Make calls	Calls Abroad from UK
Europe Business (zone 1)	Free of charge	Decrement by UK allowance or charged at UK domestic rate	£0.08
Rest of Europe (zone 2)	Free of charge or charged at £0.23	Decrement by UK allowance or charged at UK domestic rate or £0.68	£0.25
USA (zone 3)	£0.08	£0.20	£0.08
Rest of World (zone 4)	£0.60	£1.02	£0.40
Rest of World Business (zone 5)	£0.33	£0.62	£0.20

Corporate Traveller Zones

Europe Business - Zone 1			
Aland Islands	Austria	Azores	Belgium
Bulgaria	Canary Islands	Ceuta	Croatia
Cyprus South			
Czech Republic	Denmark	Finland	France
French Guiana	Germany	Gibraltar	Greece
Guadeloupe	Hungary	Ireland	Italy
Luxembourg	Madeira	Malta	Martinique
Melilla	Monaco	Netherlands	Norway
Poland	Portugal	Reunion Islands	Romania
San Marino	Slovakia	Slovenia	Spain
Sweden	Switzerland	Vatican City	United Kingdom
Rest of Europe - Zone 2			
Albania	Algeria	Andorra	Belarus
Bosnia & Herzegovina		Cyprus North	Estonia
Faroe Islands	Guernsey	Iceland	Isle of Man
Jersey	Latvia	Liechtenstein	Lithuania
Macedonia	Moldova	Serbia & Montenegro	Tunisia
Turkey	Ukraine		
USA - Zone 3			
United States			
Rest of World - Zone 4			
All other countries not contained in Zones 1, 2, 3, or 5 where EE has network coverage. Some countries may have voice and SMS enabled but not data.			
Rest of World Business – Zone 5			
Australia	Israel	Pakistan	South Africa
China	Malaysia	Singapore	Taiwan

Extra Terms and Conditions for Corporate Traveller

Corporate Traveller can only be applied to an eligible account at point of contract or re-sign and must be specified in the Customer's Agreement.

Minimum Connection Period: as stated in your Agreement with EE. Service Plan applies at account level not individual subscription level to all voice Connections (or data Connections with voice such as BlackBerry®) enabled for Roaming. On Corporate Traveller being applied, all other voice Roaming products will be removed. Not available with any other Roaming Service Plan Add-On or promotion. Compatible with EE data Roaming bundles. Calls to EE customer services and to EE Answer Phone when roaming with Corporate Traveller are free. To be and remain eligible for the Corporate Traveller, you must have a minimum of 250 active voice connections on Corporate Traveller and Roaming and IDD must make up at least 5% of your total voice usage. Closed User Group (CUG) is formed of all mobile voice Connections on your account to which Corporate Traveller is applied. If you have a Mobile Voice VPN Solution your CUG will also include the fixed line numbers provisioned as part of that Solution. CUG is refreshed on a regular basis to reflect changes to your account.

Charging increments

Zones 1 and 3: 30 second minimum call charge and then per second to make a call and per second to receive a call. All other Zones: 60 second minimum call charges and then per second to make a call and to receive a call. Making a call from one zone to another: charging principle and rates from the highest rate zone will apply. Corporate Traveller zones are defined above.

Standard Roaming Charges

If no roaming bundle is selected, users will be charged at the standard roaming rates outlined in section 1.

Section 7

In-Building Coverage Solutions

Signal Box

Signal Box is a simple self-installed unit that is capable of carrying 4 simultaneous calls, and can provide 3G voice and data coverage up to 15 metres. Broadband connection and spare Ethernet port on your router required.

£75 one off purchase cost

Separate terms apply to Signal Box and are supplied with the Signal Box. Use of the Signal Box constitutes an acceptance of these terms.

Office Signal Box

Office Signal Box is capable of carrying up to 16 simultaneous calls, and can provide 3G voice and data coverage up to 50 metres. EE will install the unit (you cannot install it yourself).

Option	Charge	
One-off Payment	£799 (includes installation)	
Pay Monthly	Monthly Charge	£35
	Minimum Term	24 Months
	Installation	Inclusive

Solution Terms applying to Office Signal Box

Regulatory Limitations: EE has a public wireless network licence under which it is authorised to establish, install and use radio coverage solutions, including the Office Signal Box. You are authorised to access the Coverage Solution, but not to establish or install it. As a legal matter the Office Signal Box will always be under our ultimate control and direction. Under our licence we are required to ensure that the Office Signal Box is operated in accordance with the licence and that you are aware of, and comply with, the relevant terms of the licence from the point of installation of the Office Signal Box. The relevant terms of the licence you need to be aware of are as follows:

Ofcom has a right to access to the Office Signal Box and to ensure it is being used in accordance with the licence.

Ofcom can require the Office Signal Box to be modified or temporarily or permanently stop its use if there is a breach of the licence by us, or the Office Signal Box or other coverage solution being operated under the licence is causing or contributing to undue interference with other radio equipment. Ofcom can also do this in times of national or local states of emergency.

The Office Signal Box cannot be moved from the location agreed with us as we are responsible for notifying Ofcom of that location.

Emergency Calls: It may not be possible to make emergency calls on mobiles if the Office Signal Box is not turned on, if there is no internet access; or if there is some other disruption, such as a power outage. If an emergency call is made through the Office Signal Box, the emergency services may use your premises in order to identify where the call was made from.

Open Mode: The Office Signal Box is provided in “Open Mode” this means that anyone on the Network within range of your premises will be able to use the signal generated from the Office Signal Box.

Concurrent Users: The maximum number of concurrent Users of each Office Signal Box is 16.

Internet access limitations: Any faults or interruptions in your internet access will prevent the Office Signal Box working.

Limited Licence: you are granted a limited licence to use the Office Signal Box only for access to our 3G Network and subject to the other provisions your Agreement with us. The Office Signal Box is only compatible with our Network and cannot be used with other telecommunication networks.

Service Limitation: We cannot guarantee that the Office Signal Box will improve the quality of the service enjoyed from the Network throughout your entire premises.

Suspension: If there has been no activity on the Office Signal Box for 3 consecutive months we may temporarily suspend use of Office Signal Box until you contact us.

Your Obligations

Damage: You must take all reasonable steps to protect the Office Signal Box and must not cause or allow to be caused any damage to the Office Signal Box.

Power supply, internet access and bandwidth: You will be responsible for ensuring a continuous supply of electricity to the Office Signal Box, the provision of internet access (either via a broadband connection or via correctly configured LAN and firewalls) and bandwidth and will be responsible for all costs associated with the operation of the Office Signal Box, and the provision of internet access.

Premises for Installation: The Office Signal Box will be installed only at the address agreed. We will not install your Office Signal Box until you have provided us with such location details.

Vacation of Customer's Premises: You must notify us in writing of any intention on your part to vacate your premises and/or relocate to another property giving a reasonable period of notice. We will thereafter remove the Office Signal Box and may our option, and upon payment of an installation fee by you, relocate it to the new property, provided that if we decide to relocate the Office Signal Box we will obtain your consent.

Internet Access: You are responsible for ensuring that you are permitted to use the Office Signal Box with your internet. Operating the Office Signal Box will use data from your internet data allowance. You are responsible for ensuring that data speeds and data allowance are sufficient to cover the use of the Office Signal Box.

Use: You must not knowingly, recklessly or negligently permit any other party to be involved in any fraudulent or other unauthorised use or attempted use of the Office Signal Box or, except as permitted by law, the reverse engineering, decompiling or modification of the software utilised by the Office Signal Box.

Customer Network Configuration: You are responsible for configuring your network in accordance with the Office Signal Box set up guide prior to installation of the Office Signal Box. Where we are due to install an Office Signal Box and such installation fails or is cancelled due to your failure to configure your network, we will charge you £175 (excluding VAT) per Office Signal Box.

Cancelled Orders: If you have ordered an Office Signal Box and subsequently cancel such order prior to installation of the Office Signal Box, we will charge you a cancellation fee of £175 (excluding VAT) per Office Signal Box ordered and subsequently cancelled.

EE's Obligations

Installation: We will install the Office Signal Box at your premises. You may require removal of the Office Signal Box at any time by writing to us, and we will remove the Office Signal Box as soon as reasonably practicable thereafter.

Reinstallation Charge: You may request relocation of an Office Signal Box from one of your premises to another. Such relocation requires a re- installation of the Office Signal Box by us and is subject to a re-installation charge of £175 (excluding VAT) per Office Signal Box.

If you have Purchased the Office Signal Box

Title: We retain legal ownership of the Office Signal Box at all times.

Warranty: If the Office Signal Box is found to be faulty during normal use within the period of 24 months from delivery, we will either repair or replace the Office Signal Box free of charge in accordance with the manufacturer's warranty and our standard return policy which can be found on our website. This warranty is subject to our inspection of the Office Signal Box and is only valid if the Office Signal Box has been used in accordance with the instructions provided by us and/or the manufacturer and has not been modified, previously repaired (except by a repairer approved by us) or misused.

If you have selected the Office Signal Box Pay Monthly Option

Title: We retain legal ownership of the Office Signal Box at all times.

Warranty: If the Office Signal Box is found to be faulty during normal use we will either repair or replace the Office Signal Box free of charge in accordance with the manufacturer's warranty and our standard return policy which can be found on our website. This warranty is subject to our inspection of the Office Signal Box, and is only valid if the Office Signal Box has been used in accordance with the instructions provided by us and/or the manufacturer and has not been modified, previously repaired (except by a repairer approved by us) or misused.

Bespoke In-Building Coverage Solutions

EE has a range of bespoke in-building coverage solutions available for larger or more complex installations. Contact your Account Manager for details and pricing.

Section 8

Business Transformations

Rapid Site

Rapid Site is a fully-managed service which makes getting your site connected - rapid, reliable and efficient. Meaning you can focus on the myriad of other activities that occupy you at the start of a project, when it's crucial to get up and running quickly. Our comprehensive and fully managed service gives you a complete solution to on-site connectivity.

A single supplier and a single point of contact for:

- Technical design and site set-up of the solution
- Site survey, coverage & capacity checks
- A powerful external 4G, WiFi & GPS antenna maximises mobile reception
- Asset management of devices in the field
- Remote device management and support with specialist 24/7 service desk
- On-site support within 4 hours if you need it
- Equipment de-commissioning at the end of your project

Pricing

The pricing for Rapid Site covers a one off charge for installation followed by monthly service fee to cover the management of the device in the field.

Terms and Conditions

Further terms and conditions will be provided by EE as part of the discussion with the customer over their specific requirements for this solution.

Connected Vehicle

Improving connectivity with a vehicle-based solution creates a whole new range of challenges, from procuring the necessary equipment to finding and managing appropriately skilled installers. Your equipment, including antennae and routers, must then be properly supported.

EE have created Connected Vehicle as a fully managed service to give you the benefits of a vehicle-based solution without having to divert your skilled resources to take on the management. EE will even manage and support your equipment in-life, after set-up.

With Connected Vehicle, you get:

- A powerful external 4G, WiFi & GPS antenna maximises mobile reception in your vehicles and optimises the opportunity for a working signal when you're in remote locations.
- A business and transport-grade 4GEE WiFi router, which (unlike signal boxes) is resistant to vibrations you get whilst driving.
- Low loss cabling, that connects the antennae to the router, is thicker and higher quality than standard grade cabling. This means that loss of signal due to attenuation is two to three times lower.
- 4G backhaul - the fastest mobile connectivity technology available.
- 4GEE mobile broadband on the UK's no.1 network. 4G currently available to 90% of UK population and growing. Also works over 3G where 4G not available.
- Fully managed service through set up and beyond, including technical & installation design, on-site install, on-site support and a 24/7 specialist help desk.

Pricing

The pricing for Connected Vehicle covers a one off charge for installation followed by monthly service fee to cover support of the device in the field.

Terms and Conditions

Further terms and conditions will be provided by EE as part of the discussion with the customer over their specific requirements for this solution.

Section 9

Value Added Services

Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Samsung Knox Suite

1 and 2 year device pricing applicable during initial subscription period

Licence Type	Number of Licences	One off cost per device
Knox Suite 1-Year	1	£47.00
Knox Suite 1-Year 10	10	£470.00
Knox Suite 1-Year 100	100	£4,700.00
Knox Suite 1-Year 1000	1000	£47,000.00
Knox Suite 2-Year	1	£93.00
Knox Suite 2-Year 10	10	£930.00
Knox Suite 2-Year 100	100	£9,300.00
Knox Suite 2-Year 1000	1000	£93,000.00

Additional Terms applying to Samsung Knox Suite

1. Minimum Connection Period of 30 days
2. Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Samsung Knox Suite Extension

1 and 2 year device pricing applicable during subscription renewal period

Licence Type	Number of Licences	One off cost per device
Knox Suite 1-Year Extension 1	1	£47.00
Knox Suite 1-Year Extension 10	10	£470.00
Knox Suite 1-Year Extension 100	100	£4,700.00
Knox Suite 1-Year Extension 1000	1000	£47,000.00
Knox Suite 2-Year Extension 1	1	£93.00
Knox Suite 2-Year Extension 10	10	£930.00
Knox Suite 2-Year Extension 100	100	£9,300.00
Knox Suite 2-Year Extension 1000	1000	£93,000.00

Additional Terms applying to Samsung Knox Suite Extension

1. Minimum Connection Period of 30 days
2. Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Samsung Knox Manage

1 and 2 year device pricing

Licence Type	Number of Licences	One off cost per device
Knox Manage 1-Year 1	1	£19.00
Knox Manage 1-Year 10	10	£190.00
Knox Manage 1-Year 100	100	£1,900.00
Knox Manage 1-Year 1000	1000	£19,000.00
Knox Manage 2-Year 1	1	£37.00
Knox Manage 2-Year 10	10	£370.00
Knox Manage 2-Year 100	100	£3,700.00
Knox Manage 2-Year 1000	1000	£37,000.00

Additional Terms applying to Samsung Knox Manager

1. Minimum Connection Period of 30 days
2. Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Samsung Knox E-FOTA One

1 and 2 year device pricing

Licence Type	Number of Licences	One off cost per device
Knox E-FOTA One 1-Year 1	1	£20.00
Knox E-FOTA One 1-Year 10	10	£200.00
Knox E-FOTA One 1-Year 100	100	£2,000.00
Knox E-FOTA One 1-Year 1000	1000	£20,000.00
Knox E-FOTA One 2-Year 1	1	£37.00
Knox E-FOTA One 2-Year 10	10	£370.00
Knox E-FOTA One 2-Year 100	100	£3,700.00
Knox E-FOTA One 2-Year 1000	1000	£37,000.00

Additional Terms applying to Samsung Knox E-FOTA One

1. Minimum Connection Period of 30 days
2. Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Samsung Knox Configure Set-up

Licence Type	Number of Licences	One of Licence cost
Knox Configure Setup Device 1-Year 1	1	£4.00
Knox Configure Setup Device 1-Year 10	10	£40.00
Knox Configure Setup Device 1-Year 100	100	£400.00
Knox Configure Setup Device 1-Year 1000	1000	£4,000.00
Knox Configure Setup Device 2-Year 1	1	£8.00
Knox Configure Setup Device 2-Year 10	10	£80.00
Knox Configure Setup Device 2-Year 100	100	£800.00
Knox Configure Setup Device 2-Year 1000	1000	£8,000.00
Knox Configure Setup Device 3-Year 1	1	£12.00
Knox Configure Setup Device 3-Year 10	10	£120.00
Knox Configure Setup Device 3-Year 100	100	£1,200.00
Knox Configure Setup Device 3-Year 1000	1000	£12,000.00
Knox Configure Setup Subscriber 3-Year 1	1	£10.00
Knox Configure Setup Subscriber 3-Year 10	10	£100.00
Knox Configure Setup Subscriber 3-Year 100	100	£1,000.00
Knox Configure Setup Subscriber 3-Year 1000	1000	£10,000.00

Additional Terms applying to Samsung Knox Configure Set-up

1. Minimum Connection Period of 30 days
2. Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Samsung Knox Configure Dynamic

Licence Type	Number of Licences	One of Licence cost
Knox Configure Dynamic Subscriber 1-Year 1	1	£9.50
Knox Configure Dynamic Subscriber 1-Year 10	10	£95.00
Knox Configure Dynamic Subscriber 1-Year 100	100	£950.00
Knox Configure Dynamic Subscriber 1-Year 1000	1000	£9,500.00
Knox Configure Dynamic Subscriber 2-Year 1	1	£18.50
Knox Configure Dynamic Subscriber 2-Year 10	10	£185.00
Knox Configure Dynamic Subscriber 2-Year 100	100	£1,850.00
Knox Configure Dynamic Subscriber 2-Year 1000	1000	£18,500.00
Knox Configure Dynamic Device 1-Year 1	1	£8.00
Knox Configure Dynamic Device 1-Year 10	10	£80.00
Knox Configure Dynamic Device 1-Year 100	100	£800.00
Knox Configure Dynamic Device 1-Year 1000	1000	£8,000.00
Knox Configure Dynamic Device 2-Year 1	1	£16.00
Knox Configure Dynamic Device 2-Year 10	10	£160.00
Knox Configure Dynamic Device 2-Year 100	100	£1,600.00
Knox Configure Dynamic Device 2-Year 1000	1000	£16,000.00
Knox Configure Dynamic Device 3-Year 1	1	£24.00
Knox Configure Dynamic Device 3-Year 10	10	£240.00
Knox Configure Dynamic Device 3-Year 100	100	£2,400.00
Knox Configure Dynamic Device 3-Year 1000	1000	£24,000.00

Additional Terms applying to Samsung Configure Dynamic

1. Minimum Connection Period of 3 days
2. Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Section 10

Terms and Conditions

Business Class Service for Large Business

What's included

The support services detailed in 'EE's Business Class Service for Large Business Customers' Solution Description published at www.ee.co.uk/businessterms

Who's Eligible

Any Customer that fulfils all of the following criteria:

- is contracted with EE under an EE Business Agreement (EEBA); and
- the EEBA postdates the Solution effective date of 14.07.2014; and
- has 100 or more employees at the commencement of its agreement with EE; and
- orders more than 10 Devices and/or SIM Only Connections in the Initial Order; and
- **can provide the following:**
 - for Limited companies; the company registration number and the VAT number;
 - for Charities; the charity number;
 - for all other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill.

Service Add-Ons

What's included

The services detailed in 'Tailored End to End Solution Description' which is available on request from EE.

Who's eligible

Any Customer that meets the criteria to qualify for the Business Class Support Service.

Charges

Pricing available on request from EE.

Extra terms and conditions

'Solution Service Plan Terms for Service Add-Ons' shall apply

Tailored End to End

What's included

The services detailed in 'Tailored End to End Solution Description' which is available on request from EE.

Who's eligible

Any Customer that meets the criteria to qualify for the Business Class Support Service and has 200 (two hundred) Users at the time the Customer takes the Solution and continues to maintain 200 Users or more during the contract term.

Charges

Pricing available on request from EE.

Extra terms and conditions

'Solution Service Plan Terms for Tailored End to End' shall apply

Tailored Set Up

What's included

The services detailed in 'Tailored Set Up Solution Description' which is available on request from EE.

Who's eligible

Any Customer that meets the criteria to qualify for the Business Class Support Service and has between 30 Users and 400 Users at the time it takes the Solution.

Charges

Pricing available on request from EE.

Extra terms and conditions

'Solution Service Plan Terms for Tailored Set-Up' shall apply.

Copy Invoicing

What's included?

Any request by a customer to reproduce and send them a copy of an airtime or hardware invoice.

Charges

£4 per invoice (Exclusive of VAT)

Premium Service Delivery

What's included

Premium Service Delivery Customers can order new and upgraded devices to be delivered on a specific day, within a specific time period and can specify an alternative address for delivery of Devices.

Home Delivery	Orders for new and Upgraded Devices will be delivered to a specified User's home address rather than the contracted address.
By 10:00 Service	Orders for new and Upgraded Devices will be delivered to the Customer's contracted address, or the nominated User address, before 10.30 am on the next/chosen day*.
By Noon Service	Orders for new and Upgraded Devices will be delivered to the Customer's contracted address, or the nominated User address, before 12.00 noon on the next/chosen day*.
Saturday Service	Orders for new and Upgraded Devices will be delivered to the Customer's contracted address, or the nominated User address, before 17:30 on the next/agreed Saturday*.

*Orders for next day delivery must be placed before 1pm on the previous working day.

Who's eligible

Any Customer that fulfils all of the following criteria:

- Is contracted with EE under an Orange Business Services Customer Agreement (OBSCA) or an Orange Business Services Master Agreement (OBSMA) or an Orange Business Agreement (OBA) or a Business Agreement (BA) or an EE Business Agreement (EEBA) or a Mobile Solutions II Framework Agreement (MSii) or a Public Services Network Call Off Contract (PSN); and
- Is requesting delivery to an eligible postcode (see Table A below).

Charge

There will be a one off Charge per 5 items delivered

Delivery Times	Delivery Charges
Home Delivery to a User's address	£5.00
Monday - Friday before 10:00am	£15.00
Monday – Friday before 12pm	£10.00
Saturday	£10.00

Extra Terms and Conditions

1. Geographical exceptions apply (see Table A below).
2. All orders are subject to stock supply and availability.
3. Orders for next day delivery must be placed before 1pm on the previous working day.
4. Up to 5 items can be included in one package, any more than 5 items will incur additional charges. There is no limit to the number of items that can be ordered per delivery.
5. Accessories can be included when accompanied by a Device order.
6. Premium Service is not available for replacement orders under an insurance or warranty claim.
7. Where a customer pays to specify the delivery time they can also include delivery to a User's home address, there will not be an extra £5 charge.

Table A - Exclusions

Postcodes Excluded from pre 10:00am and 12 noon Service													
AB10	BT23	BT66	HS9	IV53	PA33	PH16	AB38	BT43	DD11	IV27	KW17	PA63	PH38
AB11	BT24	BT67	IV1	IV54	PA34	PH17	AB39	BT44	DD7	IV28	KW2	PA64	PH39
AB12	BT25	BT68	IV10	IV55	PA35	PH18	AB41	BT45	DD8	IV3	KW3	PA65	PH4
AB13	BT26	BT69	IV11	IV56	PA36	PH19	AB42	BT46	DD9	IV30	KW5	PA66	PH40
AB14	BT27	BT70	IV12	IV6	PA37	PH20	AB43	BT47	FK16	IV31	KW6	PA67	PH41
AB15	BT28	BT71	IV13	IV63	PA38	PH21	AB44	BT48	FK17	IV32	KW7	PA68	PH42
AB16	BT29	BT74	IV14	IV7	PA39	PH22	AB45	BT49	FK18	IV36	KW8	PA69	PH43
AB21	BT30	BT75	IV15	IV8	PA40	PH23	AB51	BT51	FK19	IV4	KW9	PA70	PH44
AB22	BT31	BT76	IV16	IV9	PA41	PH24	AB52	BT52	FK20	IV40	PA20	PA71	PH49
AB23	BT32	BT77	IV17	IV99	PA42	PH25	AB53	BT53	FK21	IV41	PA21	PA72	PH5
AB24	BT33	BT78	IV18	KA27	PA43	PH26	AB54	BT54	G63	IV42	PA22	PA73	PH50
AB25	BT34	BT79	IV19	KA28	PA44	PH3	AB55	BT55	G83	IV43	PA23	PA74	PH6
AB30	BT35	BT80	IV2	KW1	PA45	PH30	AB56	BT56	G84	IV44	PA24	PA75	PH7
AB31	BT36	BT81	IV20	KW10	PA46	PH31	AB99	BT57	HS1	IV45	PA25	PA76	PH8
AB32	BT37	BT82	IV21	KW11	PA47	PH32	BF1	BT58	HS2	IV46	PA26	PA77	PH9
AB33	BT38	BT92	IV22	KW12	PA48	PH33	BF2	BT60	HS3	IV47	PA27	PA78	TR21
AB34	BT39	BT93	IV23	KW13	PA49	PH34	BT18	BT61	HS4	IV48	PA28	PA80	TR22
AB35	BT40	BT94	IV24	KW14	PA60	PH35	BT19	BT62	HS5	IV49	PA29	PH10	TR23
AB36	BT41	BT99	IV25	KW15	PA61	PH36	BT20	BT63	HS6	IV5	PA30	PH11	TR24
AB37	BT42	DD10	IV26	KW16	PA62	PH37	BT21	BT64	HS7	IV51	PA31	PH12	TR25
							BT22	BT65	HS8	IV52	PA32	PH15	

No Saturday Delivery Available											
AB30	IV14	IV6	PA35	PH19	FK17	IV36	KW6	PA65	PH42	AB42	IV23
AB31	IV15	IV63	PA36	PH20	FK18	IV4	KW7	PA66	PH43	AB43	IV24
AB32	IV16	IV7	PA37	PH21	FK19	IV40	KW8	PA67	PH44	AB44	IV25
AB33	IV17	IV8	PA38	PH22	FK20	IV41	KW9	PA68	PH49	AB45	IV26
AB34	IV18	IV9	PA39	PH23	FK21	IV42	PA20	PA69	PH50	AB51	IV27
AB35	IV19	IV99	PA40	PH24	HS1	IV43	PA21	PA70	TR21	AB52	IV28
AB36	IV2	KA27	PA41	PH25	HS2	IV44	PA22	PA71	TR22	AB53	IV3
AB37	IV20	KA28	PA42	PH26	HS3	IV45	PA23	PA72	TR23	AB54	IV30
AB38	IV21	KW1	PA43	PH30	HS4	IV46	PA24	PA73	TR24	AB55	IV31
AB41	IV22	KW10	PA44	PH31	HS5	IV47	PA25	PA74	TR25	AB56	IV32
PA45	PH32	HS6	IV48	PA26	PA75	PA60	PH37	IV10	IV53	PA31	PH15
PA46	PH33	HS7	IV49	PA27	PA76	PA61	PH38	IV11	IV54	PA32	PH16
PA47	PH34	HS8	IV5	PA28	PA77	PA62	PH39	IV12	IV55	PA33	PH17
PA48	PH35	HS9	IV51	PA29	PA78	PA63	PH40	IV13	IV56	PA34	PH18
PA64	PH41										
Post codes excluded from all premium delivery (delivery is a minimum of 2 days)											
AB	36-38	55-56	NORTHERN HIGHLANDS			KA	28		OBAN		
FK	17-21		NORTHERN HIGHLANDS			KW	0-14		NORTHERN HIGHLANDS		
GY	ALL		GUERNSEY			KW	15-99		ORKNEY SHETLAND		
JE	ALL		JERSEY			PA	20-99		OBAN		
HS	1-8		NORTHERN HIGHLANDS			PH	15-32	34-48	NORTHERN HIGHLANDS		
HS	9		OBAN			PH	33	49-99	OBAN		
IM	ALL		ISLE OF MAN			TR	21-25		SCILEY ISLES		
V	ALL		NORTHERN HIGHLANDS			ZE	ALL		ORKNEY SHETLAND		
KA	27		ARRAN								

Damage and Full Cover for Large Businesses

Damage Cover Price per Device	Excess per claim
£5.00 per device per month	£15 / £35 / £55 *
Full Cover Price per Device	Excess per claim
£9.00 per device per month	£15 / £35 / £55 *
<p>Note</p> <p>* The amount of the excess you will pay depends on the current banding of the Device.</p> <p>What's included The insurance product covering EE supplied Devices, that are lost, stolen or damaged accidentally. Customers taking Full Cover benefit from lost, stolen and accidental damage cover and will also benefit from the inclusion of Extended Fault Cover at no additional charge. Customers taking Damage Cover benefit from accidental damage only.</p> <p>Minimum Term 3 months</p> <p>Extra terms and conditions This is an additional service which provides insurance for up to 60 months on new Devices. Full terms and conditions apply. See www.ee.co.uk/business/terms for full terms and Device bandings for Excess value.</p>	

Fault Cover for Large Businesses

Service	Charge per Device
Fault Cover for EE Large Business	Inclusive for Eligible Devices
<p>What's included Eligible Devices that are Faulty benefit from a next day* replacement service for 24 months.</p> <p>* If claim accepted before 07.30 pm. Geographical limitations and exceptional circumstances apply. See below.</p> <p>Terms and conditions Full terms and condition apply, see page 59</p>	

Allowances and Fair Usage

The following rules apply to allowances under all Service Plans and Service Plan Add-Ons:

Allowances – General

Pro-rata calculations

Limits and allowances are calculated on a pro-rata basis where a Service Plan or Service Plan Add-On is active only for part of a billing month upon set up or termination.

Important exclusions

Calls to premium rate and special numbers, any other number ranges, call-forwarding services and any calls made or received whilst Roaming are not included as standard and are charged at prevailing standard rates. Event charges (such as charges for downloads of ringtones or games) are also excluded from allowances, as are the use of any data services for which a special charge is made. Usage outside of that included within your Service Plan will be charged at the relevant then current standard charge rates set out in this document. Orange Magic Numbers does not apply.

Premium and special numbers

EE may from time to time amend or update its list of premium rate and special numbers. Please find these at www.ee.co.uk/help/help-new/billing-usage-and-top-up/call-text-and-data-charges/charges-for-calling-non-geographic-numbers

Unused Allowances

Unless otherwise stated, any unused allowance does not rollover from month to month and there is no cash redemption or equivalent value where not used or a Service ends. Where a Service Plan includes an allowance, that allowance will be used before any relevant bundle allowance.

Specific Allowances

Below are details of the relevant allowances specified in a Service Plan or Service Plan Add-On:

UK calls	Calls made in the UK to EE or Orange phones, UK landlines beginning with 01/02/03, 0800, 0500, 0808 and other UK mobile networks, excluding any form of premium rate or special numbers, as EE may define from time to time
Text messages	Standard person to person text messages (excluding premium rate) sent from EE mobiles within the UK
Landline calls	Calls made in the UK from an EE mobile to UK landlines beginning with 01/02/03
EE to EE & Orange calls	Calls made from an EE mobile within the UK to other EE & Orange mobiles within the UK
Calls between sharers	EE to EE calls between Users within the UK sharing the same Service Plan
Standard email /Wi-Fi	50MB data allowance for internet-based push email in the UK plus unlimited* Wi-Fi per User per month
BT Wi-fi	Use of BT Wi-fi hotspots in the UK only
Mobile browsing (bundle)	750MB data usage from an EE mobile including email and browsing and inclusive unlimited* Wi-Fi per User per month.
Mobile data	GPRS, EDGE, 3G, 3G+, and (where specified) 4G browsing of the internet up to the monthly data limit ordered
iPhone	750MB of EE mobile data and unlimited* Wi-Fi per month
Calls and texts between sharers	EE to EE calls and/or texts between Users within the UK sharing the same Service Plan.
Calls to EE Answer Phone	Free from within the UK unless otherwise stated. Use of additional features, such as Answer Phone call return may incur charges.
BlackBerry® UK Data	BlackBerry® data services and EE internet usage on the BlackBerry® handset in the UK; no tethering.

In-Plan

The description of certain legacy tariffs and bundles has recently changed from 'Orange' or 'Orange to Orange' to 'In-Plan'. If applicable, the new name 'In-Plan' will be shown on the Customer's bill. The Customer's tariff and/or bundle entitlement has not changed and the Customer will receive the same inclusive elements as before the description change as described below.

What's included

Calls or Texts to all Orange mobiles and EE Large Business mobiles.

Fair Usage

Fair usage policies apply to all unlimited offers as follows (EE may vary these limits from time to time):

BT Wi-fi	3GB per User per month for use of BT Wi-fi hotspots
Landline calls	3000 minutes per User per month
UK/roaming unlimited calls	3000 minutes per User per month or 300 different numbers a month
EE to EE and Orange calls	3000 minutes per User per month
Text messages	3000 texts per User per month
Calls between sharers	3000 minutes per User per month
Texts between sharers	2000 texts per user per month
iPads	750MB (except when using your iPad on domestic Wi-Fi). Some broadband packages have download limits and you should be aware that using the iPad to access the web through Wi-Fi will contribute to Wi-Fi data usage

Use Outside of Notified Limits

Out of bundle usage will be charged as specified in the relevant Service Plan or otherwise at standard rates. Certain Services are subject to a fair use policy and/or limits on usage, including use within a specified period of time. If your use of the Services exceeds any limits on usage and/or any fair use policy notified to you from time to time, in order to protect the Network for other users, EE reserves the right (i) to charge the applicable out of bundle rate, (ii) to reduce your access to such services, and / or (iii) to require you to migrate to a more appropriate Service Plan or Service Plan Add-On. EE has no obligation to monitor your use of the Services to ensure that you do not exceed the fair use policies or any applicable limits. EE may additionally manage customers' bandwidth at peak times to preserve the best experience for the greatest number of users.

How we measure data usage

We measure how much data you use in kilobytes (KB). Data is based on the following units:

- 1024 bytes = 1 Kilobyte (KB) (equivalent to reading 2/3 paragraphs of text)
- 1024 KB = 1 Megabyte (MB) (equivalent to about one hour of instant messaging)
- 1024 MB = 1 Gigabyte (GB) (equivalent to about five hours of watching YouTube)

We send data across our network in packets no bigger than 1.5KB. A packet is just a unit of data.

Data usage is all the data that's been sent or received. Upstream is where data is transferred from your mobile to the internet (uploading). Whereas downstream is from the internet to your mobile (downloading).

We calculate your data usage based on the amount of data that travels over our network both upstream and downstream, which may be different from the data your device consumes.

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off. When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device.

General Terms and Conditions

The following general rules apply to all Service Plans and Service Plan Add- Ons unless otherwise stated or agreed. Any extra terms and conditions which apply will be stated or referenced within this EE Large Business Price Guide or your Agreement with EE.

1. Agreement

Terms and conditions	Connection to a Service Plan and/or Service Plan Add-On is subject to the terms and conditions stated in your Agreement with EE (including, but not limited to, an EE Business Agreement, Business Agreement, or in the relevant Price Guide
Business Customers	<p>All offers in this Price Guide are available to Business Customers on Line 1 only</p> <p>Business Customers are EE customers who can provide the following:</p> <ul style="list-style-type: none"> Limited companies: the company registration number and the VAT number Charities: the charity number All other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill For details of all Consumer plans please see www.ee.co.uk
Compatibility	Not all Services and Services Plan Add-Ons are compatible with each other or with all Equipment. You may need to purchase certain Equipment to benefit from the full functionality and range of Services
Traffic Management	<p>In certain circumstances, such as periods of high demand, EE may manage network performance by undertaking traffic management activities such as mobile line speed reductions.</p> <p>More information on EE's traffic management activities is set out in the 'Large Business – Traffic Management – Key Facts Indicator' document which can be found under the 'Other Terms' tab at the following link https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/.</p>

2. Minimum Connection Period / Termination Charges

Minimum Connection Period	All Service Plans and Service Plan Add-Ons are subject to a Minimum Connection Period or Minimum Term and Termination Charges will be payable if the Service Plan or Service Plan Add - On is terminated before completion of that Minimum Connection Period or Minimum Term. Any benefit or offer included within your Service Plan or Service Plan Add-On will end if your use of that Service Plan or Service Plan Add-On ends or if you change to another Service Plan or Service Plan Add-On.
Termination Charges	Termination Charges will be as set out in your Agreement with EE.

3. Orders and Changes

Acceptance	EE is entitled to accept or reject new orders and change requests and to conduct additional credit checks. Certain Services can only be added, changed or removed by the authorised account holder
Migrations	<p>Customers joining before 30 October 2012 may migrate to a higher price point at any time during the term of the Agreement, but may only migrate down one price point one time once you have passed the mid-point of your Minimum Agreement Term.</p> <p>Customers joining from 30 October 2012 on can change to a different Service Plan or Service Plan Add-On price point at any time but you may not drop below the price point specified in your Agreement with EE during your Minimum Connection Period.</p> <p>You may migrate from a pay monthly Service Plan to a Business SIM Only Service Plan at any time subject to the payment of any outstanding Termination Charges if this is during the Minimum Connection Period.</p>
Service Plan Add- Ons	<p>Service Plan Add-Ons taken on a rolling 30 day contract can be added, removed or changed month on month provided the bundle has been on the account for an initial minimum period of 30 days. A Service Plan Add-On will normally be activated within 24 hours of an order but you may ask for it to be activated at any time up to 28 days in advance. Bundles do not take effect until they have been activated. "Contracted" or "Fixed" bundles may only be added at the point of Connection of the relevant Service Plan and must remain Connected for that Service Plan's Minimum Connection Period. Once a Service Plan Add-On is applied to your subscription you will continue to receive it for the life of your contract unless you contact EE to remove it.</p>

4. Service Plan Add-Ons

Shared Bundles	All shared bundles are subject to a maximum number of sharers, being the lower of the limit stated for the chosen bundle or the limit stated on the Service Plan to which the bundle attaches. Shared bundles are attached to the Service Plan leader, and accordingly, all sharers on the same Service Plan.
Recurring Bundles	Recurring monthly bundles have a minimum subscription of one (1) calendar month from the date they are applied to your account and shall remain recurring unless and until you tell us that you want to stop using the bundle at any time, or until otherwise terminated under your Agreement. Cancellation will take effect on the next billing date following the expiry of 10 days from the day you notify EE that you wish to cancel the relevant bundle. The charge for the bundle will be applied to your account on your billing date, which can be found on your bill. You can terminate a recurring bundle at any time after the 1 month minimum subscription and it will be moved from your account.

5. Leaders and Sharers

Leaders and Sharers	Leaders cannot be changed during the Minimum Connection Period. If the leader of a Service Plan is disconnected for any reason, EE may select a sharer to become the new leader.
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Roaming

Roaming Activation	Roaming must be provisioned on the Connection(s) to which any Service Plan or Service Plan Add-On involving Roaming is applied before you travel abroad. See www.ee.co.uk/businessroaming for further details on Roaming zones and the calculation of Roaming charges, both of which may vary from time to time.
Roaming Services	Roaming services are subject to connection to foreign networks and the availability, quality and coverage of Roaming services cannot be guaranteed.
Roam Like at Home	Roam Like at Home services are not intended for permanent Roaming. The Customer shall not use or permit the use of any Connection for permanent Roaming. Users must have permanent and stable links with the United Kingdom to benefit from a Euro Service Plan. This means that Users must spend a total of 2 months or more during any 4 month period within the UK. If a User's usage in EE Business Travel Zones 1 and 2 suggests permanent roaming is taking place after a two week period after being alerted by SMS, EE may charge a surcharge for further use. The Customer may dispute EE's determination that a Connection is permanently Roaming by contacting customer services and submitting evidence of a User's permanent and stable links with the United Kingdom.

Billing	In addition to requiring stable links with the United Kingdom, use of certain Euro Service Plans with unlimited allowances may be subject to a fair use policy. If a User exceeds the fair use policy for a Euro Service Plan, EE may contact the User by SMS advising that the fair use policy has been exceeded and that Charges will apply for any further Roaming use within the EE Business Travel Zones 1 and 2 during the then current billing period. Fair use policies and surcharges for individual Euro Service Plans will be set out in the Price Guide where relevant. If you have any concerns about EE's FUP policy, please call your account manager to discuss.
Try 4G	Charges incurred whilst Roaming may be billed several months in arrears. Where voice or data Roaming is inclusive in a Service Plan or Service Plan Add-On, Roaming used and processed in time to appear on your bill for the corresponding month will be shown as decremented from that month's allocation. Inclusive roaming which is processed too late to appear in the bill for that month will be shown as free of charge in the bill in which that usage ultimately appears.
EU Roaming Data Limit	EE may offer a two month trial of 4G services to new Customers who sign to a 4GEE data tariff with an average monthly UK data allowance of 2GB per User or greater and a 24 month Minimum Connection Period or longer. Eligible in-life Customers with a compatible device may be offered a two month trial of 4G services at any point during their Minimum Agreement Term. No UK out-of-bundle data charges will be incurred during the two month trial period. At the end of the trial period, Customers will revert to their contracted data bundle.
Automatic Updating and Downloads	Where you elect to activate Roaming on all or part of its account, the EU roaming data limit will apply to the relevant Connections unless you have purchased a rolling Roaming Data Bundle of 250MB in the EU or greater. Contact EE to change your Roaming options.
	Tablets and netbooks have the facility to use large amounts of data compared to other types of device and may also be subject to functions and applications that operate automatic updates and downloads. You acknowledge and accept that activating roaming on your tablet or netbook may result in automatic usage at Roaming rates and in downloading applications you will be liable for any associated data charges including Roaming charges incurred when such applications are automatically updated. You can advise EE at the point of activating roaming if you would like this automatic update facility to be switched off. If you have an iPad you must ensure that it uses software IOS4.2 (or any subsequent update) in order to receive EU regulatory messages concerning Roaming.

6. Price Caps

Data Usage. Customers may continue to use mobile data services after reaching any applicable price cap, but if EE considers the Customer's usage to be excessive beyond the price cap then EE reserves the right to restrict access to mobile data services for the remainder of that billing cycle to protect our network for all our Users. If excessive usage beyond the price cap is continued month-on-month, EE reserves the right to migrate the Customer to a more appropriate service plan level

7. Billing

Rounding	Usage is rounded according to the rules set out at www.ee.co.uk/business/rounding
Itemised billing	All Service Plans come as standard with free online itemised billing. Paper itemised billing can be requested and will be chargeable.
Changes between Billing Dates	Where Services are added /removed between billing dates, charges and allowances will be pro-rated. Where the Charges under this Agreement are varied, there may be a delay in those changes becoming effective due to billing cycles. There may also be a delay in any bespoke roaming, international direct dial solution or International Data Bundle being implemented.
Peak / Off-peak	UK peak times: 7:00 am to 7:00 pm Mondays to Fridays
T-Mobile customers	UK off peak times: all other times including English bank holidays. Charges for calls and texts made to T-Mobile customers are charged as calls and texts to customers of another mobile network.

BlackBerry® for Business Terms and Conditions

1. Interpretation

This Solution is provided in accordance with the Customer's Agreement with EE. The term "Solution" is used in these Solution Terms to refer to BIS, BES, BES Express and BES12 (as defined below) as appropriate. The parties must agree the BlackBerry® for business Statement of Requirements prior to provision of the Solution by EE. This document forms part of the BlackBerry® for business Solution Terms. There is no Solution Description applicable to this Solution but the Customer is responsible for ensuring the Customer Equipment for use in connection with this Solution meets the BlackBerry specifications referred to in the Statement of Requirements document.

2. Definitions

Application: means the software applications that the Customer is able to access via the mobile data server element of the applicable BES, BES Express or BES12 End User Licensed Software and those that a User may load directly onto a BlackBerry® Device.

BlackBerry® Products: means any BlackBerry Equipment supplied to the Customer by EE under the Agreement together with any related documentation.

BlackBerry®: means BlackBerry UK Limited with its registered office at 200 Bath Road, Slough, Berkshire SL1 3XE (company number 040224220) or any of its subsidiaries or affiliates (as relevant).

3. BlackBerry® for business – the Solution

3.1 Service:

a. These terms and conditions apply to the following Blackberry® Services:

BlackBerry® Internet Service (BIS)

synchronises the Customer's web based email accounts with its BlackBerry® to give the Customer mobile push email and mobile internet without any need for its own email server

BlackBerry® Enterprise Server Express (BES Express)	gives secure access to the Customer's Microsoft Exchange® or Lotus Domino® server but has no software or licensing costs
BlackBerry® Enterprise Server (BES)	gives the Customer's employees secure mobile access to the Customer's company Microsoft Exchange®, Lotus Domino® or Groupwise® email server and company applications
BlackBerry® Enterprise Service 12 (BES12)	gives the Customer's BB10, Android, Windows Phone and iPhone Users secure mobile access to the Customer's mail server and company applications

b. BlackBerry®, BlackBerry®, Research In Motion® and related trademarks, names and logos are the property of Research In Motion Limited and are registered and/or used in the U.S. and countries around the world. Used under licence from Research In Motion Limited.

3.2 End User Software Licence:

- a. The Customer agrees (and shall procure that its Users agree) to be bound by the BlackBerry® Solution License Agreement in the form specified at <http://uk.blackberry.com/legal/blackberry-solution-license-agreement.html> as may be amended or updated from time to time.
- b. A Client Access Licence (CAL) for each User of BES or BES12 may need to be purchased from EE by the Customer in order to receive the Services from EE.
- c. Customer is responsible for the cost of any additional End User Licensed Software licence fees payable to BlackBerry in order to receive the relevant BlackBerry® Service from EE.

4. Customer Obligations

4.1 The items needed for the Customer to receive BES or BES Express or BES12 Services from EE are referred to in the Statement of Requirements. The Customer will be solely responsible for the provision, installation and maintenance of all those items and will bear all costs associated with them.

4.2 Except to the extent that EE or BlackBerry are expressly precluded from law from prohibiting these activities, the Customer shall not (and shall procure that its Users shall not) itself nor authorise any other person to, alter, modify, adapt, create derivative works, translate, deface, reverse engineer, disassemble, decompile or otherwise attempt to derive the source code of BlackBerry End User Licensed Software and/or associated CALs, in whole or in part, nor shall the Customer or its Users attempt to do any of the above.

4.3 Unless otherwise agreed by the parties in writing, the Customer shall be responsible, at its own cost, for:

- a. the installation and configuration of all Software;
- b. providing any training to Users of BlackBerry® Devices (if required);
- c. Integrating its internet service provider or other email accounts with the BIS Solution; and
- d. deactivating any lost, stolen or replaced BlackBerry Devices.

5. Export Control

a. The BlackBerry® Solution License Agreement contains export restrictions imposed by the US government. The Customer agrees (and shall procure that its Users agree) to comply with those restrictions in respect of the BlackBerry® Products.

b. From time to time, EE (or BlackBerry) may make available information to the Customer or its Users regarding countries in which use of or to which import or export of the BlackBerry® Products may infringe local laws. All such information is provided for information only, does not constitute legal advice, and EE (and BlackBerry) accepts no liability for any inaccuracy, or act or omission of the Customer in reliance upon it. The Customer is advised to take independent legal advice before using or importing or exporting the BlackBerry® Products abroad. However, EE understands from BlackBerry that, unless directed otherwise by BlackBerry, use of the BlackBerry® Products in the European Union and Switzerland shall not require the Customer to obtain any additional permission beyond those already secured by BlackBerry.

6. Solution Restrictions

Unlimited* BlackBerry® APN data roaming is subject to a 75MB per User per month fair use policy over BlackBerry® APN (for OS7.x Devices and older). BB10 Devices require a compatible BB10 Data Bundle.

7. BlackBerry® Technical Support from EE

7.1 In this clause “Standard Support” means the Standard Support Service for Large Business Customers the terms and conditions for which are set out in this EE Large Business Price Guide. If the Customer meets the eligibility criteria set out in the Standard Support Solution Terms, Standard Support applies to this Solution.

7.2 The following provisions (7.3 to 7.12) of this clause do not apply to BIS Services from EE.

7.3 EE will provide technical support to the Customer’s BlackBerry® server administrator where the Customer has either purchased a full BES or BES12 subscription or has purchased technical support products for all of its BES Express Connections. Where a Customer is upgrading to BES12 from BES or BES Express, EE will only provide technical support where a BES12 bundle or BES12 CALs have been purchased through EE.

7.4 It is not possible to take technical support for a portion of the Customer’s BES Express Connections only. If the Customer has only purchased technical support on a portion of its BES Express Connections, EE reserves the right, with prior notification to the Customer, to add the technical support product to the remainder.

7.5 The Customer is responsible for providing a first level of support to Users through its own IT Helpdesk and shall ensure that its IT Helpdesk personnel are properly trained to enable the Customer to comply with its support obligations.

7.6 If the Customer’s IT Helpdesk is unable to resolve an issue it may escalate the issue to EE’s BlackBerry® Support Team. EE’s BlackBerry® Support Team will be available 24 hours a day, 7 days a week on 0800 079 0226 where calls are escalated in accordance with this clause 7.6 and clause 7.7 below. EE shall use its reasonable endeavours to resolve any issues properly escalated in a timely manner.

7.7 The Customer’s IT Helpdesk personnel are solely responsible for escalating issues to EE’s BlackBerry® Support Team. EE will not accept support requests from Users direct. The Customer must notify EE of the names of its IT Helpdesk personnel before calls are placed to EE’s BlackBerry® Support Team.

7.8 Where appropriate EE’s BlackBerry® Support Team will make any BES, or BES Express fixes and security patches released from time to time available to the Customer or advise the Customer where such updates may be downloaded from. Any upgrades which may become available from time to time will be brought to the Customer’s attention by EE’s BlackBerry® Support Team. EE reserves the right to charge the Customer for the provision of any upgrades to BES or BES12. BES Express upgrades are available for download from <http://uk.blackberry.com/business/software-and-services/blackberry-enterprise-server-express/requirements-and-specifications.jsp>

7.9 If the Customer has an existing BES or BES Express or BES12 Server EE will only provide support if the Customer transfers all of its existing Users to EE or, in the case of the Customer using dual suppliers, if it transfers at least 50 of its existing Users to EE.

7.10 EE shall have no responsibility for faults which in its reasonable opinion result (directly or indirectly) from:

- a. the Customer’s use of its internal telecommunication equipment or to any equipment not provided by EE;
 - b. improper or unauthorised use of the Service or interference with the Service by the Customer including from Customer Equipment;
 - c. events outside of EE’s direct control; and
 - d. a breach by the Customer of its obligations under the Agreement;
- EE may charge the Customer reasonable repair fees (including the cost of replacement equipment) to rectify any faults resulting from the above.

7.11 If the Customer accesses and utilises Applications via the Mobile Data Services component of the BES or BES Express or BES12 End User Licensed Software or by loading them directly onto a Device the Customer is solely responsible for any support arrangements in respect of those Applications. EE’s BlackBerry® Support Team may require the Customer to remove any third party Application before attempting to diagnose a reported fault. EE’s BlackBerry® Support Team will not be responsible for facilitating dialogue between the Customer and any Application developer.

7.12 Devices purchased from another network operator cannot be covered under the insurance propositions sold by EE or provided on behalf of EE, as described at www.ee.co.uk/business/terms. In the event of such faulty device the BlackBerry® Support Team can offer technical support to: (i) BES Express customers where Customer has purchased support from EE; and (ii) to BES or BES12 Customers. However the Customer will need to purchase a new device from EE if repair is required or contact their previous network operator, from whom they bought the device.

Fault Cover for EE Large Business

Version 2.0 (19 October 2020)

These terms shall only apply to Devices provided by EE to new Customers or Customers that have re-signed with EE after 3rd December 2014. For new Devices provided by EE to Customers with agreements that pre-date 3rd December 2014 and which were eligible for the Faulty Replacement Service(FRS), FRS shall continue to apply. From 19 October 2020 these terms may also apply to Devices leased by a Customer where it is specifically set out in the Agreement that Fault Cover applies.

1. What is it?

Fault Cover for EE Large Business (the "Service") provides cover for eligible Devices that are Faulty. For the purposes of the Service Faulty means:

- that the Device has developed a fault and does not operate in accordance with its normal specification or operating instructions; and
- such fault is caused by faulty materials or workmanship; and
- such fault (or the cause of such fault) is not otherwise excluded under the terms of this Service.

If the Device is agreed to be Faulty, EE will (at its option) repair or replace it at no charge.

The Service is additional to, and does not affect, the legal rights that the Customer may have under the general law against the retailer of the Device (which may or may not be EE) or under any separate warranty offered by the manufacturer of the Device.

2. Eligible Devices

The Service is only available to EE Branded Devices and Qualifying Non- Branded Devices provided to EE Large Business Customers which are Connected to the Network under the Customer's Agreement.

The Service does not cover:

- Device accessories which are not integral to or connected to the Device such as wrist straps, carry cases or styluses (These may be covered by the manufacturer's warranty, if any);
- Dongles and Data cards (These may be covered by the manufacturer's warranty, if any);
- batteries which are more than 6 months old;
- the Device for loss, theft or damage. EE has other products which may be available to the Customer to cover these events.

The Service is not available:

- to Devices on Consumer service plans; or
- on SIM only connections; or
- to Customers on PAYG agreements; or
- to Devices on any Service Plan that expressly excludes the Service; or
- to Devices that expressly exclude the Service.

These terms and conditions do not cover network services. Network service is subject to the Customer's Agreement.

3. Service Period

The Service is available on all eligible Devices provided by EE during the term of the Customer's Agreement. The Service shall apply to each individual Device when EE Connects the Customer's new Device on the Network.

The Service will end if:

- the Agreement under which the Device(s) is Connected is terminated; or
- the Customer is in breach of its Agreement; or
- any undisputed Charge is not paid when due under the Customer's Agreement.

This Service shall be void if the Customer or anyone acting on the Customer's behalf makes any false or fraudulent claim or supports a claim by providing false or fraudulent documentation, device or statements and the Customer will forfeit all rights under the Service and all cover will cease.

The Service will end for an individual Device when one or more of the events occur:

- the Device is Disconnected from or not Connected to the Network; or
- the Device is suspended or terminated for any reason; or
- 24 months after the Device was first Connected to the Network; or
- the Device no longer meets the Service eligibility criteria; for example the Service Plan is changed to a Consumer Service Plan.

Once the Service expires or ends, it cannot be extended or re-started. The Service is

non-transferable EXCEPT:

- where the Customer re-signs with EE on a new Agreement. In such an event Devices that are transferred from the Customer's Agreement onto the Customer's new Agreement will continue to benefit from this Service for the remainder of their 24 month period from first Connection to the Network or the term of the new Agreement whichever is the shorter period
- In the event that a Device is novated or transferred out of the Customer's Agreement to another EE customer, EE may allow, at its option, for the Service to continue for the Device.

4. Exclusions and Limitations

EE will repair or replace a Faulty Device provided that:

- the Device has been used in accordance with the manufacturer's operating instructions and any operating instructions issued by EE; and
- all repairs have been/are arranged by EE; and
- the Customer complies with these terms and conditions and its Agreement; and
- the Device meets the eligibility requirements of this Service.

The Service cannot be bought as a separate service from EE. The Service is subject to these terms and conditions. The terms of the Service may be varied after EE has given the Customer 30 days' notice.

The Device will not be repaired or replaced where there is a fault or defect caused by or consists of:

- normal wear and tear, rusting, oxidisation or other deterioration due to normal use, exposure, atmospheric or climatic conditions (wear and tear);
- something specifically excluded under the terms of the manufacturer's guarantee or warranty for the Device or which is the subject of a manufacturer's recall of faulty products (manufacturer's guarantee or warranty exclusion);
- breakdown or interruption of the network service (network service);
- damage during any testing, repairing, adjusting, servicing or maintenance operation caused by improper or unauthorised repair, maintenance or modification (unauthorised maintenance or faulty workmanship);
- damage which does not impair the normal functions of the Device (cosmetic damage);
- disregard of the manufacturer's instructions for operation and care of the Device (manufacturer's instructions);
- anything that EE has stated to the Customer is a limitation of the specific Device (EE Device - specific limitation).

The Service does not cover the Customer for loss of use or consequential loss of any kind (for example loss of business/unauthorised calls).

5. Repairs & return of Device to EE

If a Device develops a fault that the Customer considers qualifies it as Faulty under this Service, the Customer shall contact EE on the number given to them when the original order was placed. EE will carry out an initial over-the-phone diagnosis and if the Device appears Faulty, EE will arrange to provide a replacement Device and/or collect the Device for repair or examination. EE may at its discretion require the Customer to return the original Device for examination before a repair or replacement is authorised or issued.

The Service includes the cost of delivery of a replacement Device. The Service does not include the cost of failed deliveries, for example, where the Customer is not available to accept a replacement Device at a pre agreed time and place or if the faulty Device is not available for collection.

EE reserves the right to charge the Customer for failed deliveries. The current Charge is detailed in this Large Business Price Guide under Additional Charges.

Where the Claim was received and agreed before 07.30pm, EE will endeavour to provide a replacement Device and/or collect the Faulty Device for repair or examination next day except for:

- deliveries to Northern Ireland, Isle of Lewis, Inverness, Paisley, Isle of Arran, Orkney Isles, Hebrides, Perthshire, Isles of Scilly, Shetland Isles and Isle of Wight*; and
- UK Bank Holidays and exceptional circumstances for example: public events, festivals and weather events where road, rail and air transport is disrupted.

The next day service is also subject to delivery slot availability. Deliveries may be made any time between 7am and 10 pm on the next day. Specific timeslots/appointments are not available.

*These geographical limitations are subject to change from time to time. Such changes shall be notified in this Large Business Price Guide.

Where a replacement has been supplied the original Device is EE's property and must be returned to EE – if the Customer fails to do so then the Customer will be charged the list price for the replacement.

The Customer should retain any removable memory cards that are used in the Device. Content, software and data on the Device may be lost as a result of repairs or replacement under the Service. The Customer must ensure that it has made backups of such content, software and data that it does not wish to lose. EE is not liable for any such losses. The Customer must also ensure that any security software installed on the original Device is removed and that the Device is returned in a state where EE can fully access the Device (hardware and software) and refurbish or repair it.

The Customer may be charged the List Price for any returned Device which is found to be damaged rather than Faulty.

Replacement of any Device will only be made with an EE product and may be from refurbished stock that has been tested and is fully functional. A

replacement Device may be a different make or model to that sent for repair and may have an alternative operating system, provided that such a replacement will be (in EE's reasonable opinion) of the same or similar specification.

Replacements will normally only be made of that part of the Device which is Faulty so if the handset were Faulty the Customer would be provided with a replacement handset but should retain the original battery, charger and SIM.

In the event of a claim the Customer is only entitled to repair or replacement (at the option of EE) of the Device. There is no entitlement to any refund or compensation.

The replacement Device will benefit from the Service for the remainder of the 24 month period of the original Device.

6. In Life Changes

If the Customer makes any changes to their account which results in the Device becoming ineligible for the Service then the Service will cease from the point at which the Device became ineligible.

If the Customer changes the Device it is the Customer's responsibility to check that the new Device can be covered by the Fault Cover.

7. Upgrading

If the Customer Upgrades the Device, the old Device will no longer be covered by the Service from the point of Upgrade. The Upgraded Device will benefit from any Fault Cover or similar service, if any, current at the time of the Upgrade for which it meets the eligibility criteria.

8. Interpretation and Definitions

Where the context permits any defined term in this document shall have the same meaning as in the Customer's Agreement with EE. In this Service Plan:

Agreement means the EE Business Agreement;

Device means a mobile telephone or other device approved by EE for Connection to its Network consisting of a handset (including a handset that is leased by the Customer after 19 October 2020 and only where agreed by EE), standard battery, travel charger, SIM and where part of a standard package the memory card and other equipment and which is either an EE Branded Device or a Qualifying Non-Branded Device. For the purposes of this Service the term Device shall also include tablets.

EE Branded Device means a Device that is branded with the EE logo.

Qualifying Non-Branded Device means a Device that does not carry the EE logo, but which has been supplied to the Customer by EE and EE has designated the handset model as being eligible for the Service

Changes Annex

This document was formerly known as the Orange Business Price Guide.

Part 1 of this annex highlights any updates made to the EE Business Price Guide from 30th October 2011 to 30 October 2012. Part 2 highlights changes from 30 October 2012 on.

Part 1

Date	Change	Applicability
5 March 2012	Updates to Business Solo, SIM Only, Business Sense and BlackBerry Service Plans	All Customers from 6 March 2012
9 August 2012	Additional Data Bundles added to Business Solo, SIM Only and Business Sense. 2GB & 3GB Bundles now include Tethering	All Customers.
9 August 2012	Refreshed Tailored Business Plan terms	All Customers
9 August 2012	Landline to Mobile calling pack added	All Customers
9 August 2012	Landline for Business terms updated	All Medium / Corporate Customers buying Landline from 15 August 2012
9 August 2012	Amendment to EU Roaming charges in line with regulation	All Customers, effective from 1 July 2012
9 August 2012	Tethering Bundles, Orange World for Business, Mobile Mail with Orange, and Microsoft Mail from Orange all moved to Legacy Price Guide	
9 August 2012	BT Wi-fi Terms included	All Customers with BT Wi-fi Access

Date	Change	Applicability
9 August 2012	New Handset and Mobile Broadband Data Bundles added	Available to Medium / Corporate Customers
9 August 2012	BlackBerry Terms and Conditions revised	All Customers
1 July 2012	Update to Roaming rates within the EU	All new and existing customers who utilise data roaming services.
1 October 2012	Refresh of Business Solo Tariff, incorporating Business SIM Only. New subscription bundles and new data bundles	Available to new and upgrading customers from 1 October 2012.

Part 2

Date	Change	Applicability
21.11.2012	Perk discount on Pay Monthly plans reduced to 20%	All new Perk contracts from Feb2012
21.11.2012	Moved Mobile Broadband Abroad to Legacy Price Guide	No longer available to new customers
21.11.2012	Added 30 day iPad Plan, Calls to EE and Orange, and Calls to Landline bundles, Signal Box, and Office Signal Box products	Available to all medium / corporate customers
15.03.2013	Addition of Visual Voicemail, International Travel Pass & Updated Landline Tariff.	Applicable to all new customers moving onto updated Tariffs.

Date	Change	Applicability
	Correction of published Landline bundle prices	All Landline Customers.
14.05.2013	Change of Orange Wirefree Extension name to Mobile Voice VPN.	All Mobile to Landline Calling Package (Mobile Voice VPN/Orange Wirefree Extension Indirect Access) customers
14.05.2013	Description of new tariff/bundle name 'In- Plan'.	Customers who have a legacy 'In-Plan' tariff/bundle noted on their bill
01.07.2013	Update to EU Roaming rates, retiring of some Travel Data Bundles from sale	Roaming updates apply to all customers. Customers currently using retired Travel Data bundles may keep them until point of re- sign with EE
17.07.2013	Refresh of Mobile Broadband and Handset data bundles	Available to all customers at point of acquisition or re- sign. See Legacy Price Guide for previous tariffs
30.10.2013	Added new Try 4G terms, new Flexible Daily Data tariff & refreshed BlackBerry 10 pricing	All new & re-signing customers
27.11.2013	Amendment to Flexible Daily Data tariff terms	All customers
07.03.2014	Added M2M Tariffs	All customers
31.03.2014	Added Super Secure 4GEE tariffs and retired single-user data service plan add-ons	All customers
03.07.2014	Revised Roaming Tariffs	All customers

Date	Change	Applicability
01.08.2014	Your Plan	New / Re-signing Customers
12.08.2014	Update to BlackBerry Tariffs	All customers
08.10.2014	Updated to BlackBerry Tariffs	New / Re-signing Customers
03.12.2014	Update to Insurance and Fault Cover. Removal of Everyphone, Single Number, Personal Line Comment on additional charges	New / Re-signing Customers All customers
22.01.2015	Update to Office Signal Box T&Cs	All customers
03.02.2015	Update to website links. Update to Blackberry out of bundle roaming pricing. Removal of Orange Perk Terms Addition of Price Cap term.	All customers All customers New / Re-signing customers All customers
12.03.2015	Updated charges Amended of device unlocking fee	All customers
21.04.2015	Super secure 4GEE Enterprise Plus (replacing Super secure 4GEE Regulated)	

Date	Change	Applicability
	Replacement of BES 10 with BES 12. Update to BlackBerry for Business Terms and Conditions Amendment of Signal Box Fees.	Customers taking services after 21 April 2015.
24.04.2015	Addition of Your Plan Northern Ireland terms	New / Re-signing customers
11.05.2015	Update of BES 12 out of bundle roaming data Pricing Amendment to Travel Data Bundle Pricing	All BES 12 Customers All Customers
22.06.2015	Inclusion of Business Data Traveler. International Travel Pass moved to legacy guide. Text bundle pricing correction	All customers
01.07.2015	Updates to EU roaming pricing and non geographic call rates	All customers
08.09.2015	Fixed Line Services – Replacement of Fibre Broadband & Broadband for Business with Corporate Broadband and Fibre. New Corporate Landline & Corporate Broadband Solution Terms.	Customers taking services after 8 September 2015.

Date	Change	Applicability
17.09.2015	Addition of Wifi Calling terms and fee for direct debit for	Wi Fi Calling terms - All customers Direct debit fee for specific Corporate plans only
7.10.2015	Removal of £3 MBB sharer fee and updating T&Cs of data bundles	All customers
24.11.2015	Your Plan FU policy updated Your Plan PAYU ROW OOB rates update List of BDT countries update Update of 118 charging classification Inclusion of "Connected proposition" in price guide	All customers
9.12.2015	Amendment of fixed line/fault cover terms and conditions	All customers
20.01.2016	Notification of UMA Signal booster becoming EOL by 31st March 2016 Split out of Maritime usage charges from ROW	All customers
26/04/2016	Amend EU roaming bundles in order to be in line with regulation	All customers

Date	Change	Applicability
	Remove all legacy roaming bundles Include calls to 300 different numbers a month within the Fair Usage policy definition	
08.11.2017	Update to NGN Numbers from 6p per minute to 36.7p for all Customers	All customers taking services after 20 th November 2017
29.11.2017	Update to add copy bill charge	All customers requesting copy bill from 12 th December
08.01.2018	Remove all non-direct debit charges as per regulation	All customers new and existing from 13 th January.
14.02.2018	Addition of MobileIron Access and Bridge	All Customers

Date	Change	Applicability
03.12.18	Updated design and addition of Wi-Fi for Transport	All Customers
27.05.19	Addition of 5G	All Customers
04.07.19	Addition of Mobile Voice Recording and 5G Mobile Broadband	All Customers
21.10.19	Price change for calls to Personal Service Numbers	All Customers
15.10.19	5G price changes	All Customers
08.01.20 (valid from 11.03.2020)	Minor 5G updates and additions to Roaming Zone country list	All Customers
06.10.20	Addition of 10GB for £20 Tariff (page16) Addition of "How we measure data"	All Customers
17.11.20	Updates to Super Secure and MobileIron detail	All Customers
01.04.21	Changed all SIM Card references to SIM which includes eSIM	All customers
17.06.21	Updated Your Plan details	All Customers
17.06.21	Updated 5G data options	All Customers
28.06.21	Addition of Samsung Knox for Enterprise pricing.	All Customers