EE PRICE GUIDE FOR LARGE BUSINESS

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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 8 (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.

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A Note about Roaming

Service plans and service plan add-ons (unless otherwise stated either in this price guide or in your Agreement) where applicable will allow users to use their UK allowance / pricing structure (voice, SMS, and data) when Roaming in Europe Zone at no additional cost, Roam Like At Home ("RLAH").

Calls and SMS made to destinations outside the zone you are currently roaming in are not included and will be charged at the applicable standard rates. In addition, to be eligible for RLAH, connections must not be used for permanent roaming and must satisfy specific criteria. Please see Section 8 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 whilst roaming in Europe Zone of the EE Business Zones.

***Due to changes introduced by Russian mobile networks, from 6th October 2025, there will be an automatic 24-hour bar on mobile data and SMS upon first connection. The bar lifts automatically after 24 hours, provided there is subsequent activity within three days of the unbar. The 24-hour bar is reapplied if there is no activity. Voice calls remain unaffected. These restrictions are implemented by the Russian networks and cannot be overridden by EE.

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Section 1

Standard Business Charges

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Standard Business Charges Section 1(UK)

Service Plans Applicable
These standard business charges apply to the following Service Plans; The Team Plan, The Individual Plan and The Shared Plan only.

Standard UK Call Charges

Usage Type	Price
Calls to UK Mobiles (07)	30p per minute
Calls to landlines (01/02/03)	30p per minute
Text Messages	20p per text message
UK mobile data	£10 per GB
Answer Phone retrieval while in the UK	Free
Standard Photo Message or Video Message (MMS)	43p per message

Calls to UK Special Numbers

Number prefix	Price
Calls to 055 (UK VoIP)	Standard rate
Calls to 056	Standard rate
Calls to call forwarding services	Up to 63.83p
Calls to personal number services beginning with 070	4p per minute
Satellite calls (including Maritime & Aircraft)	£4.89 per minute
076 paging number service	42.6p per minute
076 paging number service (text message)	£1 per text message

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 our EE Europe Zone. 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'.

Calls to Non-Geographic Numbers

Number prefix	Access charge
Calls to charity helplines	Free - visit for full details
Calls to 0808, 0800, 0500 and 116	Free
Calls to 084, 087, 00800	40p per minute

Calls to Premium Rate Numbers

Premium Rate Services Rates are inclusive of access and service charge	Minimum Charge Including Connection Charge (per call)	Pence per Minute (billed per second)
Premium Rate Services Band 1	50p	50p
Premium Rate Services Band 2	£1.00	£1.00
Premium Rate Services Band 3	£1.50	£1.50
Premium Rate Services Band 4	£2.00	£2.00
Premium Rate Services Band 5	£2.50	N/A

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Standard Business Charges Section 1 (UK) continued`

Service Plans Applicable
These standard business charges apply to the following Service Plans; The Team Plan, The Individual Plan and The Shared Plan only.

Calls to Directory Enquiries

Service	Cost	Further information
118 Third party Directory Enquiries	Prices vary depending on service	Call customer services on 158 or 345

Important Numbers

Service	Telephone number	Call charge per minute
International assistance (not call connect)	155	Free of charge
Customer services	150	Free of charge
Business customer services	158	Free of charge
Emergency services	999	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.

EE Business Zone	Calling an international number from the UK (per min)	Send a text to an international number from the UK
Europe Zone	15p	20p
Zone A	15p	20p
Zone B	45p	20p
Zone C	65p	20p

EE Business Zones

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

Zone Name	Countries Included
Europe Zone	Republic of Ireland, Guernsey, Isle of Man, Jersey Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland (inc. Aland Islands), France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy (inc Vatican City), Latvia Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Azores and Madeira), Romania, San Marino, Spain (inc. Canary Islands, Ceuta and Melilla), Slovakia, Slovenia, Sweden, Switzerland,
Zone-A	USA, Canada, South Africa, New Zealand, Turkey, China (excludes Macau), Hong Kong and Australia
Zone-B	Aruba, Albania, Andorra, Anguilla, Antigua & Barbuda, Argentina, Armenia, Bahamas, Bangladesh, Barbados, Brazil, British Virgin Islands, Cayman Islands, Chile, Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, Georgia, Grenada, Haiti, India, Indonesia, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kosovo, Kuwait, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Montenegro, Nicaragua, Palestine, Peru, Puerto Rico, 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, Uruguay, United Arab Emirates, US Virgin Islands, Vietnam,
Zone-C	All other countries

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Standard Business Charges (Roaming) Section 1

Service Plans Applicable
These standard business charges apply to the following Service Plans; The Team Plan, The Individual Plan and The Shared Plan only.

For making calls in our Europe Zone, as when in the UK, there is a 60 second minimum call charge and 60 second billing thereafter. Calls are free to receive. For making and receiving calls in roaming EE Business Zone-A, Zone B and Zone C there is a 60 second minimum call charge and 60 second billing thereafter.

Standard Voice Roaming Charges (per min)

Zone	Receiving calls whilst abroad (per min)	Making calls either to the country you're in or back to the UK (includes Answerphone) (per min)	Making calls to Europe Zone (per min)	Making calls to Zone A, Zone B and Zone C (per min)
Europe Zone	Free	Note1	Note 1	£0.65
Zone-A	£0.50	£1.00		
Zone-B	£0.75	£1.20		
Zone-C	£1.00	£1.50		

1: Usage decrements UK allowance or is charged at domestic rates where applicable, please refer to your Agreement for more information.

Standard Messaging Roaming Charges (per message)

Zone	Receiving texts whilst abroad	Sending a text whilst abroad (per message)	Sending an MMS Whilst abroad (per message)
Europe Zone	Free	Note 1	Standard UK rate
Zone-A	Free	30p	£1.00 per message
Zone-B	Free	50p	£1.00 per message
Zone-C	Free	50p	£1.00 per message

Standard Roaming Data Charges (per MB)

Zone	Using data per MB
Europe Zone	Note 1
Zone-A	£1.00
Zone-B	£2.50
Zone-C	£3.00

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Standard Business Charges (Roaming) Section 1

Service Plans Applicable
These standard business charges apply to the following Service Plans; The Team Plan, The Individual Plan and The Shared Plan only.

Roam like at Home Surcharges

If a User breaches a fair use policy while using Roaming in our EE Europe Zone 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 / Text Messages 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 Name	Countries Included
Europe Zone	Republic of Ireland, Guernsey, Isle of Man, Jersey Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland (inc. Aland Islands), France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy (inc Vatican City), Latvia Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Azores and Madeira), Romania, San Marino, Spain (inc. Canary Islands, Ceuta and Melilla Slovakia, Slovenia, Sweden, Switzerland,
Zone-A	USA, Canada, South Africa, New Zealand, Turkey, China (excludes Macau), Hong Kong and Australia
Zone-B	Aruba, Albania, Andorra, Anguilla, Antigua & Barbuda, Argentina, Armenia, Bahamas, Bangladesh, Barbados, Brazil, British Virgin Islands, Cayman Islands, Chile, Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, Georgia, Grenada, Haiti, India, Indonesia, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kosovo, Kuwait, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Montenegro, Nicaragua, Palestine, Peru, Puerto Rico, 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, Uruguay, United Arab Emirates, US Virgin Islands, Vietnam
Zone-C	All other countries (Including Aircraft and Maritime)

Additional Charges

Payment related charges	
Payment failure – direct debit, credit, debit or charge card	£5.00 per failure (VAT n/a)
Device Unlocking Fee	Free of Charge
Replacement or Reconfigured SIM Fee (Physical SIM and eSIM QR Packs)	£3.00
Suspension Lifting Fee	£25.00
Disconnection Fee	£25.00
Rugged SIMs (New Acquisitions & Replacements)	£4.95
Re-downloadable eSIM (up to 3 times)	£0.00
Repeat Renumber Fee	£10.00
Fully itemised paper bill (per group, per month)	£25.00
Late payment Charges for invoices up to £999.99 (per month)	£40.00
Late payment Charges for invoices between £1000 and £9,999.99 (per month)	£70.00
Late payment Charges for invoices over £10,000 (per month)	£100.00

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 authority or direct debit on a Corporate account then payment will automatically be taken 28-days after an invoice has been raised – irrespective of what the contractual payment terms are.

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Section 2

Business Service Plans

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The Team Plan

The Team Plan – an aggregated data pot that automatically flexes and grows with your business.

Step 1 – There are two variants of The Team Plan, the one that applies to you is set out in your Agreement with EE

Automatic. EE will review your usage every 3 billing cycles. If usage has exceeded the aggregated total available on average over the review period, EE will not charge for the excess usage but will automatically move every connection under the Agreement to the next suitable data contribution.

Self-managed. If usage has exceeded the aggregated total available in a given billing period, EE will charge for the excess usage at the rates set out in section 1A. The Customer can contact EE and request to be moved up or down to a different data contribution at any point during the life of the service and changes will take effect from the start of the next billing period provided 48hrs notice is given.

Step 2 – Select user types within the account, a mixture of user types may be selected, voice only users will not have access to data and data only users will not have access to any voice or text messages

User type
Voice and Data
Data Only
Voice Only

Step 3 – Select the monthly data contribution for all data users on under the agreement

User type	User contribution per month	Price per User per month
Data only Or Voice and Data	250MB	See Contract for price
	500MB	
	750MB	
	1GB	
	2GB	
	3GB	
	4GB	
	5GB	
	6GB	
	7GB	
	8GB	
	9GB	
	10GB	
	Unlimited	

Step 4 – Select a monthly voice and text message contribution for all voice Users on under the agreement

User type	User voice contribution per month	User text message contribution per month	Price per User per month
Voice Only Or Voice and Data	200	200	See contract for price
	400	400	
	Unlimited minutes	Unlimited Text Messages	
Voice and Data	Custom Caller	Custom Caller	

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Data

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

5G+

5G+ is available for all customers who signed their contract for this product after 21.05.2026. Connect in 5G+ ready locations across the UK using a compatible device. You may need to switch to a new SIM or eSIM. For coverage, see ee.co.uk/why-ee/5g-on-ee

User types

Each "voice and data" or "data only" user under the Team Plan Agreement will make an equal contribution of data to the common allowance and have equal subsequent access to the common allowance of data.
Each "voice and data" or "voice only" user under the Team Plan Agreement will make an equal contribution of minutes and text messages to the common allowance and equal subsequent access to the common allowance or minutes and text messages or if selected across the account, unlimited UK and EU minutes and text messages, unless Custom Caller is taken, where there will be no inclusive allowances
"Data only" users cannot access voice services and "voice only" uses cannot access data services.

Inclusive allowances

On The Team Plan minute and text message allowances include the following call types;
(i) Voice Calls made within the UK-to-UK mobile numbers and UK fixed lines (ii) Voice calls made within the Europe Zone to UK mobile numbers and UK fixed lines (iii) Voice calls made within the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines (iv) Voicemail
On The Team Plan minute and text allowances exclude the following call types;
(i) Calls to non-geographic numbers Inc. Satellite, Aviation and Maritime (ii) Calls to directory enquiries (iii) Calls to premium rate and special services (iv) International direct dial calls (calls initiated in the UK to destinations outside the UK) (v) Roaming Calls made from outside the UK and Europe Zone
On The Team Plan minute and text allowances include the following message types;
(i) Text Messages sent from the UK-to-UK mobile numbers and UK fixed lines (ii) Text Messages sent within the Europe Zone to UK mobile numbers and UK fixed lines (iii) Text Messages sent within the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines
On The Team Plan minute and text allowances exclude the following message types ;
(i) text messages to networks outside of the Europe Zone and UK (ii) text messages sent whilst outside the UK and Europe Zone (iii) text messages to premium and special rate services (iv) MMS
On The Team Plan the data allowances include data used in the UK and the Europe Zone.
On The Team Plan the data allowances exclude data used outside the UK and Europe Zone.

UK Unlimited calls package

The UK unlimited calls package includes calls and texts to UK mobile numbers and to UK landlines starting 01/02/03 from the UK and Europe Zone (excluding Jersey, Guernsey, and the Isle of Man). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for standard 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. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or exceed more than 3,000 minutes or text messages 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, if you continue to break these terms then we may disconnect your SIM from our network.

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Custom Caller

Custom Caller does not include any calls or text allowances. Users are charged per minute for voice calls and per text for text messages. Unless otherwise specified in your Agreement, calls will be charged at EE's standard rates found in Section 1 of this price guide.

Minimum Connection Period

Minimum Connection Period is as stated in your Agreement with EE. 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.

Exceeding Monthly allowances

There are two variants of The Team Plan, the one that applies to you is set out in your Agreement with EE;
Automatic. EE will review your usage every 3 billing cycles. If usage has exceeded the aggregated total available on average over the review period, EE will not charge for the excess usage but will automatically move every connection under the agreement to the next suitable data contribution. If usage changes again in subsequent review periods, EE will again move every connection under the Agreement up or down to a suitable data contribution. A suitable data contribution is one that would have been large enough to cover the previous review period's average monthly usage. Where connections are initially contracted to or moved to the highest tier available and usage subsequently exceeds the aggregated total available on average over the review period EE reserves the right to charge for this data used during that period at the prevailing data usage rate as set out in section 1A.
Self-managed. If usage has exceeded the aggregated total available in a given billing period, EE will charge for the excess usage at the rates set out in section 1A. The Customer can contact EE and request to be moved up or down to different data contribution at any point during the life of the service and changes will take effect from the start of the next billing period provided 48hrs notice is given.

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 £45 per monthly billing). It will be possible to add the EU roaming regulatory caps later subject to the removal of any incompatible roaming services that you have provisioned for use with your Team Plan service plan connections.

Daily Roamer

If selected, the Daily Roamer option will be applied to every User under the Agreement.

BT Wi-fi

If you have The Team Plan, EE will provide you Unlimited access to the BT Wi-Fi network, your use of the BT Wi-Fi network is subject to terms to be found at **www.btwifi.com/terms-and-conditions/acceptable-use-policy/**

Unlimited Data package

Usage other than in accordance with these plan terms will be deemed a material breach of your Agreement EE may consider data usage above 600GB per month per User to be excessive and has the right to reduce the network speed the Customer is able to access (per User) on a monthly basis.

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The Shared Plan

The Shared Plan – simple, centralised billing with a fixed-size shared bundle.

Step 1 – Select user types within the account, a mixture of user types may be selected but voice only users will not have access to data and data only users will not have access to any voice

User type	Shared Access Fee Per connection per month
Voice Only	£8
Voice and Data	£8
Data Only	£8

Step 2 – Select a voice and text message bundle to be accessed by “voice only” or “voice and data” users on the shared service plan

User type	Monthly Minute bundle	Monthly Text message bundle	Price per month	Price per user per month
Voice only Or Voice and data	500	500	£20	n/a
	1,000	1,000	£40	n/a
	2,000	2,000	£80	n/a
	4,000	4,000	£160	n/a
	10,000	10,000	£400	n/a
	20,000	20,000	£800	n/a
	40,000	40,000	£1600	n/a
	Unlimited	Unlimited	n/a	See Agreement for price
Voice and data	Custom Caller	Custom Caller	n/a	See Agreement for price

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Step 3 – Select a data bundle to be accessed by “voice and data” and “data only” users on The Shared Plan

User type	Out of bundle	Shared Data Bundle	Price per month	Shared Data Bundle	Price per month	Shared Data Bundle	Price per month	Shared Data Bundle	Price per month
Data Only Or Voice and data	£10/GB	20GB	£80	600GB	£2,400	4,500GB	£18,000	11,500GB	£46,000
		40GB	£160	700GB	£2,800	5,000GB	£20,000	12,000GB	£48,000
		60GB	£240	800GB	£3,200	5,500GB	£22,000	12,500GB	£50,000
		80GB	£320	900GB	£3,600	6,000GB	£24,000	13,000GB	£52,000
		100GB	£400	1,000GB	£4,000	6,500GB	£26,000	13,500GB	£54,000
		150GB	£600	1,250GB	£5,000	7,000GB	£28,000	14,000GB	£56,000
		200GB	£800	1,500GB	£6,000	7,500GB	£30,000	14,500GB	£58,000
		250GB	£1,000	1,750GB	£7,000	8,000GB	£32,000	15,000GB	£60,000
		300GB	£1,200	2,000GB	£8,000	8,500GB	£34,000	20,000GB	£80,000
		350GB	£1,400	2,500GB	£10,000	9,000GB	£36,000	30,000GB	£120,000
		400GB	£1,600	3,000GB	£12,000	10,000GB	£40,000	40,000GB	£160,000
		450GB	£1,800	3,500GB	£14,000	10,500GB	£42,000	50,000GB	£200,000
		500GB	£2,000	4,000GB	£16,000	11,000GB	£44,000		

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Data

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

5G+

5G+ is available for all customers who signed their contract for this product after 21.05.2026. Connect in 5G+ ready locations across the UK using a compatible device. You may need to switch to a new SIM or eSIM. For coverage, see ee.co.uk/why-ee/5g-on-ee

User types

Each "voice and data" or "data only" user under the Shared Plan Agreement will have access to the shared allowance of data. Each "voice and data" and "voice only" user under the Shared Plan Agreement will have access to the common allowance of minutes and text messages or if selected across the account, unlimited UK and EU minutes and text messages, unless Custom Caller is taken, where there will be no inclusive allowances

Inclusive allowances

On The Shared Plan minute and text allowances include the following call types;
(i) Voice Calls made within the UK to UK mobile numbers and UK fixed lines (ii) Voice calls made within the Europe Zone to UK mobile numbers and UK fixeUK-to-UKcalls madeUK-to-UKKK the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines (iv) Voicemail
On The Shared Plan minute and text allowances exclude the following call types;
(i) Calls to non-geographic numbers Inc. Satellite, Aviation and Maritime (ii) Calls to directory enquiries (iii) Calls to premium rate and special services (iv) International direct dial calls (calls initiated in the UK to destinations outside the UK) (v) Roaming Calls made from outside the UK and Europe Zone
On The Shared Plan minute and text allowances include the following message types;
(i) Text Messages sent from the UK to UK mobile numbers and UK fixed lines (ii) Text Messages sent within the Europe Zone to UK mobile numbers and UK fixed lines (iii) Text Messages sent within the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines
On The Shared Plan minute and text allowances exclude the following message types ;
(i) text messages to networks outside of the Europe Zone and UK (ii) text messages sent whilst outside the UK and Europe Zone (iii) text messages to premium and special rate services (iv) MMS
On The Shared Plan the data allowances include data used in the UK and the Europe Zone.
On The Shared Plan the data allowances exclude data used outside the UK and Europe Zone.

Out of bundle usage

All out of bundle usage will be charged at EE's standard rates found at section 1A.

UK Unlimited calls package

The UK unlimited calls package includes calls and texts to UK mobile numbers and to UK landlines starting 01/02/03 from the UK and Europe Zone (excluding Jersey, Guernsey, and the Isle of Man). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for standard 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. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or exceed more than 3,000 minutes or text messages 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, if you continue to break these terms then we may disconnect your SIM from our network.

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Custom Caller
Custom Caller does not include any calls or text allowances. Users are charged per minute for voice calls and per text for text messages. Unless specified otherwise in your Agreement, calls will be charged at EE's standard rates found in Section 1 of this price guide.
Minimum Connection Period
Minimum Connection Period is as stated in your Agreement with EE. 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.
Multiple Bundles
It is not possible to select more than one EE5G Shared data bundle or more than one voice and text message shared bundle for use with a Shared Plan.
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 £45 per monthly billing). It will be possible to add the EU roaming regulatory caps later subject to the removal of any incompatible roaming services that you have provisioned for use with your Team Plan service plan connections.
Daily Roamer
If selected, the Daily Roamer option will be applied to every User under the Agreement.
BT Wi-fi
If you have the Team Plan EE will provide you Unlimited access to the BT Wi-Fi network, your use of the BT Wi-Fi network is subject to terms to be found at **www.btwifi.com/terms-and-conditions/acceptable-use-policy/**

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The Individual Plan

The Individual Plan – dedicated data allowances to meet each person's individual needs.

Step 1 – Select User types within the account, a mixture of user types may be selected but voice only users will not have access to data and data only users will not have access to any voice

User type	Voice and Text Message Bundle	Price Per User Per Month
Voice Only	Unlimited	See Agreement
Voice and Data		
Data Only	n/a	n/a
Voice and Data	Custom Caller*	See Agreement
Voice Only		

Step 2 – Select a data bundle for all "voice and data" and "data only" users

User type	Individual Data Bundle
Data Only Or Voice and data	1GB
	5GB
	25GB
	50GB
	125GB
	Unlimited GB

Specific Terms and Conditions for the Individual Plan – Unlimited Voice and Data
All connections on an account must take the Unlimited Voice and Data service plan. The plan is for the User's person to person use only. Usage other than in accordance with these plan terms will be deemed a material breach of your Agreement EE may consider data usage above 600GB per month per User to be excessive and has the right to reduce the network speed the Customer is able to access (per User) on a monthly basis.

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Data
The speeds are dependent on compatible device and coverage availability. 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. Out of bundle data will be charged at the standard rates as set out in section 1A of this price guide. There are currently no 5G roaming networks available. Customers on 5G plans will receive 4G data Services while roaming subject to availability.
5G+
5G+ is available for all customers who signed their contract for this product after 21.05.2026. Connect in 5G+ ready locations across the UK using a compatible device. You may need to switch to a new SIM or eSIM. For coverage, see ee.co.uk/why-ee/5g-on-ee
User types
Each "voice and data" or "data only" User under The Individual Plan Agreement will have access to a dedicated data allowance. Each "voice and data" or "voice only" User under The Individual Plan Agreement will have unlimited UK and EU minutes and text messages, unless Custom Caller is taken, where there will be no inclusive allowances
Inclusive data allowances
On The Individual Plan, the data allowance provided will include usage within the UK and Europe Zone. The data allowance provided will exclude usage outside the UK and Europe Zone. On The Individual Plan – Unlimited Voice and Data, the data allowance provided will include usage within the UK and Europe Zone. Europe Zone usage is subject to 25GB per month per User fair use policy and limited to three months of continuous roaming. The data allowance provided will exclude usage outside the UK and Europe Zone.
UK Unlimited Calls and text messages
The UK unlimited calls package includes calls and texts to UK mobile numbers and to UK landlines starting 01/02/03 from the UK and Europe Zone (excluding Jersey, Guernsey, and the Isle of Man). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for standard 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. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or exceed more than 3,000 minutes or text messages 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, if you continue to break these terms then we may disconnect your SIM from our network.
Custom Caller
Custom Caller does not include any calls or text allowances. Users are charged per minute for voice calls and per text for text messages. Unless otherwise specified in your Agreement, calls will be charged at EE's standard rates found in Section 1 of this price guide. Custom Caller is not compatible with The Individual Plan - Unlimited Voice and Data.
Individual Plan Capping
For Individual Plans purchased pre-October 2022 - Out of bundle data charges for all Users on The Individual Plan will be subject to a £50 built in spend cap. When a connection approaches 80% of their built in spend limit, a text notification will be sent to the User. When a connections reaches the spend limit a text notification will be sent to the User and a data bar will be placed on the connection. Data bars will be automatically removed at the start of the following billing period at which time any data allowances are reset. It is also possible for an authorised contact to request the bar be lifted early. If the bar is lifted, any subsequent data used that billing month will be charged at the standard charges in section 1A of this price guide (unless another product is added). Access to the 5G network in the UK is dependent on the Device (excluding routers) and available coverage. **For Individual Plans purchased post-October 2022 – please refer to the Bill Protector - All Data & Roaming Data page within this guide**

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Minimum Connection Period
Minimum Connection Period is as stated in your Agreement with EE. 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.
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 £45 per monthly billing). It will be possible to add the EU roaming regulatory caps later subject to the removal of any incompatible roaming services that you have provisioned for use with your service plan connections. The customer must request the activation of roaming to access the Services whilst outside of the UK.
Daily Roamer
If selected, the Daily Roamer option will be applied to every User under the Agreement.
BT Wi-fi
If you have the Team Plan EE will provide you Unlimited access to the BT Wi-Fi network, your use of the BT Wi-Fi network is subject to terms to be found at **www.btwifi.com/terms-and-conditions/acceptable-use-policy/**

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Bill Protector – All Data & Roaming Data

Service Plan Compatibility

Bill Protector is available with the following Service Plans: The Team Plan, The Shared Plan and The Individual Plan only

Bill Protector

Bill Protector is an optional product for users and can be used by some, all or none of the connections within an account

There are two types of Bill Protector that give different levels of protection to the customer

(a) Bill Protector All Data, this product allows the customer to set a single user spend and usage limit on any data usage or overage charges anywhere, at home or abroad. Monthly Caps can be set at: **£0, £10, £20, £30, £40, £50, £100, £250, £500 and £1000**

(b) Bill Protector Roaming, this product allows the customer to set a single user spend and usage limit on any data usage or overage charges incurred when Roaming in EE Business Zones A, B and C. Data charges incurred in the UK or Europe Zone do not count towards the monthly limit. Monthly Caps can be set at: **£0, £10, £20, £30, £40, £50, £100, £250, £500 and £1000**

Customers can have a mix of the two types of Bill Protector applied to different connections but, cannot apply both types to the same connection. Bill Protector can be added to connections at any point in the Agreement, you can also request for it to take effect at the start of the following billing cycle. Bill Protector can be removed from connections at any point in the contract. The Bill Protector value can be amended at any point in the contract; you can increase a cap immediately, but any reduction in a cap limit will take effect at the start of the following billing cycle.

When a connection approaches 80% of its Bill Protector spend limit, an SMS notification will be sent to the User. When a connection reaches the Bill Protector spend limit (100%), an SMS notification will be sent to the User and a data bar will be placed on the connection.

Data bars will be automatically removed at the start of the following billing period, at which time any data allowances are reset. It is also possible for a Customer admin to request the bar be lifted early. If the bar is lifted, any subsequent data used that billing month will be charged at the standard data out-of-bundle rate found in Section 1A of the Price Guide.

Please Note: If you select Daily Roamer as your roaming product the daily fee will not count towards your Bill Protector cap.

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Business Smart Watch Plans

Service Plan Compatibility
Business Smart Watch Plans are available with the following Voice Service Plans: The Team Plan, The Individual Plan and The Shared Plan

Business Smart Watch Plans				
Plan description	Monthly Subscription Charge	Minutes and Text allowance	Data allowance	Minimum Connection Period
Business Smart Watch	£5.00	Uses the monthly allowance from paired lead handset	Unlimited UK data	30 days
Business Smart Watch with Fund	£30.00			See contract for details

The General Terms and Conditions for Business Customers apply to your use of the Business Smart Watch Plan. Business Smart Watch Plans are service plans available to new and existing Business Customers on compatible a Lead Plan and with a paired compatible handset.

Business Smart Watch Plans come with unlimited UK data to use on your Business Smart Watch. Unlimited data allowance is for your sole use only. EE may consider data usage above 600GB per month per User to be excessive and has the right to reduce the network speed the Customer is able to access (per User) on a monthly basis.

Minutes and/or texts used on your Business Smart Watch will be deducted from the monthly allowance in the Lead Plan for your paired compatible handset.

Roaming is not available on the Business Smart Watch Plan.

Any chargeable activities will be charged in accordance with your Lead Plan and will show on your Lead Plan's bill. If you make calls or texts using your Business Smart Watch the telephone number will display on the recipient's device as that of your Lead Plan. Your Business Smart Watch will be allocated a secondary telephone number for billing purposes only. Mobile Number Portability does not apply to your secondary telephone number.

Whilst your Business Smart Watch is in proximity to your lead compatible handset connected via Bluetooth, your Business Smart Watch will use the monthly data allowance from your Lead Plan. If your Business Smart Watch is not in proximity to your lead compatible handset or the two devices are not connected via Bluetooth or on the same Wi-Fi network, the Business Smart Watch will use the monthly data allowance from your Business Smart Watch Plan.

You can only use mobile internet on our 4G network if you are within a 4G enabled area and in range of a 4G base station. 4G is not available everywhere in the UK. You can check your coverage at ee.co.uk/coverage

If you terminate your Lead Plan or no longer have a Lead Plan on the EE network (because, for example, you have switched to an incompatible device) you will no longer be able to use data or receive/make calls and texts on your Business Smart Watch.

The £5.00 Monthly Subscription Charge for Business Smart Watch does not include payment towards your Business Smart Watch which must be purchased separately.

The £30.00 Monthly Subscription Charge for Business Smart Watch with Fund includes a Technology Fund which can be used towards your Business Smart Watch Device purchase. Please refer to your Agreement for details.

Business Smart Watch with Fund is only available to purchase at Initial Order or resign of the Agreement.

Apple Watch Terms

If you have an Apple Watch, these additional terms will apply.

You'll need an iPhone SE 2020/XR or above running iOS 17.2 or later software on our EE network with either a SIM only or a pay monthly plan.

Device compatibility is subject to change; refer to Apple's website for the latest compatibility. The Apple Watch must be paired to an iPhone on the EE network to use data and receive/make calls and texts in the UK on your Apple Watch using the allowance from your iPhone plan.

While your Apple Watch is in proximity to your iPhone connected via Bluetooth, your Apple Watch will use the data allowance from your iPhone Plan. The Apple Watch app (the "**App**") is preloaded on your iPhone. If you do not have the App (for example, because you have uninstalled it) you will need to download it to your iPhone.

The App is free to download but data charges may apply when you visit the App Store to download it. You may need to download music to your Apple Watch from your music app to listen, subject to app functionality. 4G coverage required. Data is UK use only. Check your coverage at ee.co.uk/coverage. Subject to availability.

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Security Add-Ons

Service Plan Compatibility
These optional inclusive Add-Ons are available with The Team Plan, The Individual Plan or The Shared Plan only

Inclusive Security Add-Ons
SME Neurons for MDM Inclusive
Jamf Now Inclusive

Inclusive Security Add-Ons entitle you to a free of charge inclusive licence of either SME Neurons for MDM Inclusive or Jamf Now Inclusive when you purchase the Team Plan, The Individual Plan or The Shared Plan. The Add-on must be added at point of connection.

One licence can be added for each eligible connection purchased. The Add-on licences will be available from the date connections are provisioned and the term will begin from that date. The Add-on will terminate if the relevant connection's access to the Team Plan, Individual Plan or Shared Plan (as relevant) terminates.

Note that the Jamf Now Inclusive Add-On is only compatible with Apple devices, and the SME Neurons for MDM Inclusive is compatible with iOS and Android.

The Solution Terms for:

- Jamf Management and Security apply to the Jamf Now Inclusive Add-on, and
- Mobile Device Management apply to the SME Neurons for MDM Inclusive Add-on

as set out at www.ee.co.uk/businessterms, save that no additional Subscription Charges will apply for this inclusive Add-on and there is no associated Minimum Connection Period. Licences may be terminated on 30 days' notice.

Any separate licences or professional services that the customer may purchase will be subject to separate charges and terms.

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Section 3
Service Plan Add-Ons

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WiFi Calling

Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans: The Team Plan, The Shared Plan and The Individual Plan only

Service

With Wi-Fi Calling, Users with a compatible Device can make and receive calls and send and receive Text Messages 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 Text Messages 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.

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, 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 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.

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Visual Voicemail

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans: The Team Plan, The Shared Plan and The Individual Plan only
Service
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 compatible mobile connectivity. 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

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Teams Phone Mobile

Service Plan Compatibility
This Solution is available with the following Service Plans: The Team Plan, The Shared Plan and The Individual Plan only

Team Phone Mobile

Monthly Subscription charges

	Monthly Charge
Teams Phone Mobile	£7.00

Solution Terms applying to Teams Phone Mobile are available at www.ee.co.uk/businessterms or on request from EE.

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Mobile Voice Recording (MVR) and SMS Capture

Service Plan Compatibility
This Solution is available with the following Service Plans: The Team Plan, The Individual Plan and The Shared Plan.

MVR and Text Messages Capture

Solution Description	Monthly Charge
MVR and SMS Capture	£32.00
MVR	£32.00
SMS Capture	£12.00

Additional Monthly Subscription charges for increased storage period

Years	Monthly Charge
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. Minimum Connection Period applies to this Solution as set out in the Commercial Terms of the EE Agreement
2. The Solution can be used on any new or existing Device with a Connection
3. Includes up to 7 years storage per subscriber
4. 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 to the Cloud Storage Platform.
5. 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
6. MVR User Charge will be added to the MVR User's existing mobile airtime Agreement
7. The Mobile Voice Recording Solution Terms apply to this Solution and are available at **www.ee.co.uk/businessterms** or on request from EE.

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Non-Geographic Add Ons (NGN)

Service Plan Compatibility
These Service Plan Add Ons are available with the following Service Plans: The Team Plan, The Shared Plan and The Individual Plan only

The following types of usage are included:

Voice	These Non-Geographic Calling Add-Ons entitle you to an inclusive allowance for calls made to any 084 or 087 numbers.

Minimum Connection Period
Concurrent with the Minimum Agreement Term as set out in your Agreement with EE.

Any unused monthly allowances will expire at the end of a billing period and will not roll over. Once your inclusive tier allowance is used up within the month, then the Standard Business Charges found in Section 1A of this Price Guide for Large Business apply.

This Non-Geographic Calling Add-On is not stackable, you can only have a single allowance at one time. You may request a move to a higher monthly allowance at any time, this would only take effect as of the next billing cycle.

Non-Geographic Calling Add-Ons (calls to 084, 087)				
Tier Allowance (Minutes)	Monthly Subscription charge	Shared Option	Single user Option	Out of allowance charge
100	See Agreement for price.	Yes	No	Standard Business Charges found in Section 1A within this Price Guide
250				
500				
750				
1000				
1500				
2000				
3000				
4000				
5000				
10000				
25000				
50000				
100000				
150000				
200000				
300000				

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Personal data boosters

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans The Team Plan, The Individual Plan, and The Shared plan.

Personal data booster bundles are subscription level data bundles that can be added to connections to supplement existing data allowances.

User Type	Booster allowance	One off	Recurring
"Voice and Data" or "Data Only" Users	2GB	£15.00	£12.00
	5GB	£20.00	£15.00
	10GB	£30.00	£20.00
	20GB	£40.00	£25.00

Personal Data Boosters
Personal Data Boosters can be added to some or all of the compatible subscription. Different connections in an account may have different booster allowances. Only one booster can be concurrently applied to any one subscription.

Data
This speed is dependent on compatible devices and coverage availability. Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on their phone for peer to peer file sharing, but access speeds will be slower than usual as EE monitors it's Network to protect it for all customers. Please see the network management policies on our website for more information. Once a Personal data booster allowance is exceeded data usage will be decremented from the main Service Plan data allowance. If the main Service Plan data allowance is also exceeded, data overage will be managed as per the data overage rules for the main Service Plan. Personal data booster allowances cannot be shared or transferred across different subscriptions.

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User types

Personal data boosters can only be applied to "voice and data" or "data only" user. Booster bundles cannot be applied to "voice only" users.

Inclusive allowances

Personal Data booster allowances can be used in the UK and the EE Business Europe Zone.

Additional Terms applying to Personal data booster bundles

There are two types of Personal data Boosters;

Personal data booster one off
(i) One off boosters can be added to a connection at any point in the contract and at any point in the billing period.
(ii)Any overage generated before the One off booster is added will be chargeable as per the out of bundle rules for the main service plan.
(iii) Any of the allowance that is unused at the end of 30 days will not carry over and will be lost.
(iv) After 30days the one off bundle will be removed from the connection, it will not automatically re-occur. Subsequent one off allowances can be added in future.
Personal data booster re-occurring (Not available for the Individual Plan)
(i) Re-occurring boosters can be added to a connection either at any point in the contract and at any point in the billing period.
(ii) Any overage generated before the reoccurring booster bundle is added will be chargeable as per the out of bundle rules for the main service plan.
(iii) Any data unused at the end of the billing period will not carry over and will be lost.
(iv) This is a reoccurring product and will apply to the connection for every billing period until the connection is disconnected or until the booster is actively removed
(v) If the connection is disconnected or the booster is actively removed before the end of the contract term, ETC will apply.
(vi) Re-occurring Booster sizes can be increased at any point and the change will take effect from the start of the following billing period.
(vii) Booster sizes cannot be decreased.

Out of Bundle charges

Once a booster bundle is exceeded data usage will be decremented from the main Service Plan data allowance. If the main Service Plan data allowance is also exceeded, data overage will be managed as per the out of bundle rules for the main service plan.

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Section 4
Roaming Service Plan Add-Ons

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Daily Roamer

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

Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan.
This Service Plan Add On is **not** available with the following Service Plans Add Ons: Global Roaming Data, Global Roaming Voice and Text or Global Travel Allowance

Allowance	Daily Bundle Charges
Access to the domestic allowance of minutes, text messages and data and domestic standard out of bundle charging when roaming in the EE Business Zone A	£4 per day
Access to the domestic allowance of minutes, text messages and data and domestic standard out of bundle charging when roaming in the EE Business Zone B	£7 per day

*See Section 8 – 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	Aruba, Albania, Andorra, Anguilla, Antigua & Barbuda, Argentina, Armenia, Bahamas, Bangladesh, Barbados, Brazil, British Virgin Islands, Cayman Islands, Chile, Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, Georgia, Grenada, Haiti, India, Indonesia, Israel, Ivory Coast, Jamaica, Japan, Jordan, Kosovo, Kuwait, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Montenegro, Nicaragua, Palestine, Peru, Puerto Rico, 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, Uruguay, United Arab Emirates, US Virgin Islands, Vietnam

Triggering charges

Charges only apply on days that the User accesses voice, message or data services whilst roaming. No charge applies when the User does not roam or use these services whilst roaming. 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.

Usage Charges in EE Business Zone A

When roaming in the EE Business Zone A calls and text messages to mobile and standard landlines in the UK or, to EE Business Zone A will be decremented from your domestic minute and text message bundle. Incoming calls and Text Messages will not be charged. If there is no domestic minute and text message bundle available, then these calls and text messages will be charged at the standard domestic rates as set out in Section 1A. Calls to EE Business Zones B and C will be charged at £1.00/min. Text messages to EE Business Zones B and C will be charged at 30p each.

When roaming in EE Business Zone A data used will be decremented from your domestic data bundle. If there is no domestic bundle available then data will be charged at £1.00/MB

Usage Charges in EE Business Zone B

When roaming in EE Business Zone B calls and text messages to mobile and standard landlines in the UK or, to EE Business Zone B will be decremented from your domestic minute and text message bundle. Incoming calls and text messages will not be charged. If there is no domestic bundle available, then these calls and text messages will be charged at the standard domestic calling rates. Calls to EE Business Zones A and C will be charged at £1.20/min. Text messages to EE Business Zones A and C will be charged at 50p each.

When roaming in EE Business Zone B data used will be decremented from your domestic data bundle. If there is no domestic bundle available, then data will be charged at £2.50/MB

Usage Charges in EE Business Zone C

EE will charge for any minutes used in EE Business Zone C at £1.50/Min.
EE will charge for any text messages used in EE Business Zone C £0.50/SMS.
EE will charge for any data roaming used in EE Business Zone C at £3/MB

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Daily Roamer continued

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan. This Service Plan Add On is **not** available with the following Service Plans Add Ons: Global Roaming Data, Global Roaming Voice and Text, Global Travel Allowance
Caps and Alerts
The Customer acknowledges that by selecting 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 Daily Roamer.
Buffers
In both EE Business Zones A and 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 100KB of data usage in any given data session.
Compatibility with other roaming products
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 EE Business Zones A and B at any time. The Customer will be notified in writing by letter 30 days prior to any change.

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Global Travel Allowance

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans: The Team plan, The Individual Plan and The Shared plan only This Service Plan Add On is **not** compatible with the following Service Plan Add Ons: Daily Roamer, Global Roaming Data or Global Roaming Voice and Text

Monthly charge	Monthly credit received
£100	£500
£200	£1,000
£400	£2,000
£600	£3,000
£800	£4,000
£1,000	£5,500
£2,000	£11,000
£3,000	£16,500
£4,500	£25,000
£6,000	£33,000
£8,000	£44,000
£10,000	£60,000
£15,000	£90,000
£20,000	£120,000
£30,000	£180,000

The following types of usage are included:

Voice:	Roaming voice calls made and received whilst outside of the UK in EE Business Zones A-C up to the monthly allowance limit set out in your Agreement with EE.
Mobile Data:	Mobile data usage outside of the UK in EE Business Zones A-C up to the monthly allowance limit set out in your Agreement with EE.
Other:	Roaming MMS, roaming texts, International Direct Dial (IDD) calls and International Direct Dial (IDD) text messages.

Minimum Connection Period
Concurrent with the Minimum Agreement Term as set out in your Agreement with EE.
Monthly credit decremented
Monthly allowance is decremented by the standard roaming charges shown in Standard Business Charges (International) Section 1A.

Usage in our Europe Zone is not covered under this Service Plan Add-On and will decrement your UK allowance. Any unused credit at the end of a billing cycle will roll over for one month. Rolled over credit will then be consumed prior to the current months' credit allowance. You cannot select more than one Global Travel Allowance add-on at the same time, but you may request a move to a higher credit allowance. The add-on must be applied to a group leader and can be shared across Users on a Shared Service Plan.

Included Countries
All Countries in: EE Business Zones A, B, C (found in the Standard Business Charges Section 1A (UK) of this EE Price Guide for Large Business). Calls to Cuba, Liberia, North Korea, Syria and Iran are barred.

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Global Roaming Data

Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans: The Team plan, The Individual Plan and The Shared plan only.
This Service Plan Add On is **not** compatible with the following service plan Add Ons: Daily Roamer or Global Travel Allowance Bundle

The following types of usage are included:

Mobile Data:	Mobile data usage outside of the UK in EE Business Zones A-C up to the monthly allowance limit set out in your Agreement with EE.

Minimum Connection Period

Concurrent with the Minimum Agreement Term as set out in your Agreement with EE.

Mobile data usage in our Europe Zone is not covered under this Service Plan Add-On and will decrement your UK allowance. Any unused tier allowance at the end of a billing cycle will roll over for two months. Rolled over allowance will then be consumed prior to the current months' allowance. You cannot select more than one Global Roaming Data tier at the same time, but you may request a move to a higher tier. The Global Roaming Data tier must be applied to the account and can be shared across Users on a Shared Service Plan.

Included Countries

All Countries in: EE Business Zones A, B, C (found in the Standard Business Charges Section 1 (UK) of this EE Price Guide for Large Business).

Tier Allowance	Monthly subscription charge	Incremental Allowance (GB)	Increment charge
5GB	See Agreement for price.	1GB	See Agreement for price.
10GB			
15GB			
20GB			
25GB			
30GB			
35GB			
40GB			
45GB			
50GB			
60GB			
70GB			
80GB			
90GB			
100GB			
125GB			
150GB			
200GB			
250GB			
300GB			
400GB			
500GB			
600GB			
700GB			
800GB			
900GB			
1000GB			

Note: Once the inclusive tier allowance is used up within the month, the Incremental allowance will automatically get applied as many times needed in the same month.
Your inclusive tier allowance will reset on the first day of the next billing period.

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Global Roaming Voice and Text

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans: The Team plan, The Individual Plan and The Shared plan only. This Service Plan Add On is **not** compatible with the following Service Plan Add Ons: Daily Roamer or Global Travel Allowance Bundle

The following types of usage are included:

Voice:	Roaming voice calls made and received whilst outside of the UK in EE Business Zones A-C (including calls back to the UK) up to the monthly allowance limit set out in your Agreement with EE.
Text:	Roaming texts whilst outside of the UK in EE Business Zones A-C (including texts back to the UK) up to the monthly allowance limit set out in your Agreement with EE.

Minimum Connection Period
Concurrent with the Minimum Agreement Term as set out in your Agreement with EE.

Mobile Voice and Text usage in our Europe Zone is not covered under this Service Plan Add-On and will decrement your UK allowance. Any unused allowance at the end of a billing cycle will roll over for two months. Rolled over allowance will then be consumed prior to the current months' allowance. You cannot select more than one Global Roaming Voice and Text tier at the same time, but you may request a move to a higher tier. The Global Roaming Voice and Text tier must be applied to the account and can be shared across Users on a Shared Service Plan.

Included Countries
All Countries in: EE Business Zones A, B, C (found in the Standard Business Charges Section 1A (UK) of this EE Price Guide for Large Business). Calls to Cuba, Liberia, North Korea, Syria and Iran are barred.

Tier Allowance (same quantity of minutes and text)	**Monthly price** (for tier allowance of minutes and text.)	**Incremental Allowance** (Minutes only)	**Increment charge** (Minutes only)	**Out of Allowance Text charge**
250	See Agreement for price.	100 Minutes	See Agreement for price.	As per Standard Roaming SMS Charges listed in the Price Guide.
500				
750				
1000				
2000				
3000				
4000				
6000				
8000				
10000				
12500				
15000				
17500				
20000				
25000				
30000				
40000				
50000				
60000				
70000				
80000				
90000				
100000				

Note: Once the inclusive voice allowance is used up within the month, the incremental allowance will automatically get applied as many times needed in the same month. Your inclusive tier allowance will reset on the first day of the next billing period.
There is no incremental allowance for text.

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Calling Abroad from the UK (IDD)

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan only

International Talk and Text Europe

Monthly Price	Monthly allowance (of Minutes)	Monthly allowance (of Text Messages)
£4.00	120	120

What's included	Calls and text messages from the UK to countries in the Europe Zone

International Talk and Text Beyond Europe

Monthly Price	Monthly allowance (of Minutes)	Monthly allowance (of Text Messages)
£8.00	120	120

What's included	Calls and text messages from the UK to countries within EE Business Zones A, B and C

International Talk and Text Ireland

Monthly Price	Monthly allowance (of Minutes)	Monthly allowance (of Text Messages)
£5.00	3000	3000

What's included	Calls and text messages from the UK to the Republic or Ireland

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Calling Abroad from the UK (IDD) – Shared Bundles

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan only

International Talk and Text Europe

Monthly Allowance of Minutes	Monthly allowance of Text Messages	Cost
250	250	See contract for price.
500	500	
1000	1000	
2000	2000	
3000	3000	
4000	4000	
5000	5000	
7500	7500	
10000	10000	
15000	15000	
20000	20000	
25000	25000	
30000	30000	
35000	35000	
40000	40000	

What's included	Calls and text messages from the UK to countries in the Europe Zone

International Talk and Text Europe and Beyond

Monthly Allowance of Minutes	Monthly allowance of Text Messages	Cost
250	250	See contract for price.
500	500	
1000	1000	
2000	2000	
3000	3000	
4000	4000	
5000	5000	
7500	7500	
10000	10000	
15000	15000	
20000	20000	
25000	25000	
30000	30000	
35000	35000	
40000	40000	

What's included	Calls and text messages from the UK to countries within Europe Zone and EE Business Zones A, B and C

Any unused allowance at the end of a billing cycle will roll over for one month. Rolled over allowance will then be consumed prior to the current months' allowance. You cannot select more than one IDD Shared Bundle tier at the same time, but you may request a move to a higher tier. IDD Shared tier must be applied to the account and can be shared across Users on a Shared Service Plan.

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Calling Abroad from the UK (IDD) – Shared Bundles

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan only

International Talk and Text Ireland

Monthly Allowance of Minutes	Monthly allowance of Text Messages	Cost
1000	1000	See contract for price.
2500	2500	
5000	5000	
10000	10000	
20000	20000	
35000	35000	
50000	50000	

What's included	Calls and text messages from the UK to the Republic or Ireland

Any unused allowance at the end of a billing cycle will roll over for one month. Rolled over allowance will then be consumed prior to the current months' allowance. You cannot select more than one IDD Shared Bundle tier at the same time, but you may request a move to a higher tier. IDD Shared tier must be applied to the account and can be shared across Users on Service Plans.

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Section 5
In-Building Coverage Solutions

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4G Office Signal Assist and 4G Office Signal Assist Plus

4G Office Signal Assist and 4G Office Signal Assist Plus are installed units that are capable of carrying 16 or 32 calls and can provide 4G voice and data coverage up to estimated 40 metres. Using the customers Broadband connection and spare Ethernet port from a router or an internet open port. EE will install the units subject to a customer preparing an electrical power socket and working internet connection (you cannot install it yourself).

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

4G Office Signal Assist
4G Office Signal Assist is an installed unit that is capable of carrying 16 calls.

Option	
One-off Payment	£690.00 (inc. installation)
Minimum Term	24 Months
Monthly rental. (Until ceased)	£2.00

- 4G Office Signal Assist can only be purchased upon completion of a coverage check, Contact your Account Manager for details
- Please see the 4G Office Signal Assist solution terms

4G Office Signal Assist Plus
4G Office Signal Assist is an installed unit that is capable of carrying 32 calls.

Option	
One-off Payment	£890.00 (inc. installation)
Minimum Term	24 Months
Monthly rental. (Until ceased)	£2.00

- 4G Office Signal Assist Plus can only be purchased upon completion of a coverage check, Contact your Account Manager for details
- Please see the 4G Office Signal Assist solution terms

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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.

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Section 6
Business Transformations

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Rapid Site

Service Plans Applicable
Business Service Plans outlined in Section 2 do not apply to Rapid Site. Rapid Site Data Service Plans are listed below.

Rapid Site is a fully installed and managed cellular internet connection which provides connectivity to remote locations where it may be difficult to get fixed line connectivity in place. The enterprise grade hardware is provided on a rental basis and once requested, will be decommissioned by our engineers at the end of the deployment on your Site.
A LEO Service is available as an optional add-on to Rapid Site to give connectivity via satellite in locations where the EE Network is either not available or performance is inhibited such as in areas of high contention.

There is a one-off charge for installation of the equipment, followed by a monthly Subscription Charge to cover the management of the equipment in the field. This is in addition to the Subscription Charges for the Rapid Site Data Service Plan and any Service Plan Add-ons:

Installation Charges (includes Decommissioning)

Description	One-off Charge per Connection
Rapid Site Equipment	£750
LEO Satellite Equipment installed at the same time as the Rapid Site Equipment install	£350
Add LEO Satellite Equipment to an existing Rapid Site (requires a separate Site visit)	£800

Monthly Subscription Charge

Description	Monthly Subscription Charge per Connection
Rapid Site Equipment	£40
LEO Satellite Equipment (in addition to the Rapid Site Equipment Monthly Subscription Charge)	£20

Terms and Conditions
The Rapid Connectivity Case Data Service Plan provides access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE Network access available. Rapid Connectivity Case Solution terms apply as set out at: www.ee.co.uk/businessterms

Rapid Site Data Service Plans

Single Connection data usage spend limits can be applied by selecting a Bill Protector (except the Unlimited plan). Please refer to the Bill Protector page within this Price Guide.

Plan	Monthly included data	Monthly Subscription Charge per Connection	Out of Bundle
Essential	50GB	£20	1p per MB
Enterprise	200GB	£40	1p per MB
Unlimited	Unlimited	£60	N/A

LEO Data Service Plan Add-On (optional)

Your monthly included data period for a LEO Data Service Plan Add-On commences on the first day of each calendar month. Once the monthly included data allowance is used up, a 1MB speed cap is applied per Connection until the first day of the next calendar month, when the next monthly included data period commences.

Plan	Included data	Monthly Subscription Charge per Connection
Local Priority 50 GB	50GB	£100
Local Priority 500 GB	500GB	£175
Local Priority 1 TB	1000GB	£250
Local Priority 2 TB	2000 GB	£450
Local Priority 3 TB	3000 GB	£700

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Connected Vehicle

Service Plans Applicable
Business Service Plans outlined in Section 2 do not apply to Connected Vehicle. Connected Vehicle Data Service Plans are listed below.

Connected Vehicle is a fully installed and managed cellular internet connection which provides connectivity into almost any type of vehicle. We install enterprise grade hardware which provides both Wi-Fi and LAN connections over the EE mobile network.

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There is a one-off charge for installation of the equipment, followed by a monthly Subscription Charge to cover the management of the equipment in the field. This is in addition to the Subscription Charges for the Connected Vehicle Data Service Plan and any Service Plan Add-ons:

Installation Charges

Description	Solution Minimum Connection Period	One-off Charge per Connection
Connected Vehicle Equipment (includes Decommissioning)	24 months	£750
Connected Vehicle Equipment (includes Decommissioning)	36 months	£750
Connected Vehicle Equipment	60 months	£500

Monthly Subscription Charge

Description	Monthly Subscription Charge per Connection
Connected Vehicle Equipment	£40

Connected Vehicle Data Service Plans

Single Connection data usage spend limits can be applied by selecting a Bill Protector (except the Unlimited plan). Please refer to the Bill Protector page within this Price Guide.

Plan	Included data	Monthly Subscription Charge per Connection	Out of Bundle
Essential	50GB	£20	1p per MB
Enterprise	200GB	£40	1p per MB
Unlimited	Unlimited	£60	N/A

Terms and Conditions
The Connected Vehicle Data Service Plan provides access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE Network access available. Connected Vehicle Solution terms apply as set out at www.ee.co.uk/businessterms

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Rapid Connectivity Case

Service Plans Applicable
Business Service Plans outlined in Section 2 do not apply to Rapid Connectivity Case. Rapid Connectivity Case Data Service Plans are listed below.

Rapid Connectivity Case is a portable, ruggedised, cloud managed cellular internet connection which provides connectivity to remote locations where it may be difficult to get fixed line connectivity in place. The enterprise grade hardware is provided on a rental basis and is couriered to your site and once requested will be collected by courier at the end of the deployment.
A LEO Service is available as an optional add-on to Rapid Connectivity Case to give connectivity via satellite in locations where the EE Network is either not available or performance is inhibited such as in areas of high contention.

There is a one-off charge per Connection for the Rapid Connectivity Case Equipment, followed by a monthly Subscription Charge as listed below. This is in addition to the Subscription Charges for the Rapid Connectivity Case Data Service Plan and any Service Plan Add-ons:

One-off setup, delivery and Decommissioning of Rapid Connectivity Case Equipment Charge

Description	One-off Charge per Connection
Rapid Connectivity Case Equipment	£250
LEO Satellite Equipment (in addition to the Rapid Connectivity Case Equipment one-off Charge)	£200

Monthly Subscription Charge

Description	Solution Minimum Connection Period	Monthly Subscription Charge per Connection	Additional Monthly Subscription Charge per Connection to add LEO Satellite Equipment
Rapid Connectivity Case Equipment	1 months	£130	£20
Rapid Connectivity Case Equipment	12 months	£110	£20
Rapid Connectivity Case Equipment	24 months	£100	£20
Rapid Connectivity Case Equipment	36 months	£90	£20
Rapid Connectivity Case Equipment	60 months	£80	£20

Terms and Conditions
The Rapid Connectivity Case Data Service Plan provides access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE Network access available. Rapid Connectivity Case Solution terms apply as set out at: www.ee.co.uk/businessterms

Rapid Connectivity Case Data Service Plans

Single Connection spend limits can be applied by selecting a Bill Protector (except the Unlimited plan). Please refer to the Bill Protector page within this Price Guide.

Plan	Included data	Monthly Subscription Charge per Connection	Out of Bundle
Essential	50GB	£20	1p per MB
Enterprise	200GB	£40	1p per MB
Unlimited	Unlimited	£60	N/A

LEO Data Service Plan Add-On (optional)

Your monthly included data period for a LEO Data Service Plan Add-On commences on the first day of each month. Once the monthly included data allowance is used up, a 1mb speed cap is applied until the first day of the next calendar month, when the next monthly included data period commences.

Plan	Included data	Monthly Subscription Charge per Connection
Local Priority 50 GB	50GB	£100
Local Priority 500 GB	500GB	£175
Local Priority 1 TB	1000GB	£250
Local Priority 2 TB	2000 GB	£450
Local Priority 3 TB	3000 GB	£700

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Rapid Site Lite (formerly 5G Fixed Wireless Access)

Terms below are valid for Rapid Site Lite purchases made up to 19 March 2026.
See next page for current Rapid Site Lite plans available.

Service Plan Compatibility
These optional inclusive Add-Ons are available with The Team Plan, The Individual Plan or The Shared Plan only

Rapid Site Lite 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.

Rapid Site Lite

Data Allowance	Price per month
1TB	£70

Terms applying to Rapid Site Lite
Minimum Connection Period of 24 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan. If you choose to terminate Rapid Site Lite before the end of the Minimum Connection Period, termination charges are payable and are set out as follows: Monthly Charge x number of months remaining in your Minimum Connection Period -5%.
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. Allowances cannot be shared across multiple Connections.
Compatible device and 5G coverage are required. For the best experience, it is recommended to purchase an EE Rapid Site Lite Device. Where the device is purchased from EE, the device cost is additional and 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.
For details of 5G coverage, 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 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, Subsidised Tablet Plans, and Rapid Site Lite'.

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Rapid Site Lite

Terms below are valid for purchases of Rapid Site Lite made from 19th March 2026.

Service Plan Compatibility
These optional inclusive Add-Ons are available with The Team Plan, The Individual Plan or The Shared Plan only

Rapid Site Lite from EE is a mobile data offering 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.

Data Allowance	Price per month
Unlimited UK Data	£60

Terms applying to Rapid Site Lite
Minimum Connection Period of 24 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan. If you choose to terminate Rapid Site Lite before the end of the Minimum Connection Period, termination charges are payable and are set out as follows: Monthly Charge x number of months remaining in your Minimum Connection Period -5%.
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 is only available in the UK and is unlimited. However, EE may, without the liability to the Customer, suspend the Customer's and/or any or all Users' access to any relevant part, or where necessary all, of the Services, if necessary to safeguard the integrity and general availability of the Services or the Network to EE's customers.
Compatible device and 5G coverage are required. For the best experience, it is recommended to purchase an EE Rapid Site Lite Device. Where the device is purchased from EE, the device cost is additional and 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.
For details of 5G coverage, check ee.co.uk/coverage. Speeds vary by location, coverage and demand. If you're on a 5G plan, in 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, Subsidised Tablet Plans, and Rapid Site Lite'.

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Section 7
Value Added Services

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Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Knox Suite Enterprise Plan

1, 2 and 3 year device pricing applicable during initial subscription period

Licence Type	Number of Licences	One off cost per device
Knox Suite - Enterprise Plan 1 Year	1	£45.00
Knox Suite - Enterprise Plan 2 Year	1	£81.00
Knox Suite - Enterprise Plan 3 Year	1	£115.50

Additional Terms applying to Samsung Knox Suite Enterprise Plan

1. 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/businessterms

Knox Suite Enterprise Edition

2 and 3 year device pricing applicable during subscription renewal period

Licence Type	Number of Licences	One off cost per device
Knox Suite Enterprise 2 Year (1 Year Free)	1	£35.25
Knox Suite Enterprise 3 Year (1 Year Free)	1	£69.75

Additional Terms applying to Samsung Knox Suite Enterprise Edition

1. 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/businessterms

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Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Knox Suite Essentials Plan

1, 2 and 3 year device pricing

Licence Type	Number of Licences	One off cost per device
Knox Suite - Essential Plan 1 Year	1	£22.00
Knox Suite - Essential Plan 2 Year	1	£43.00
Knox Suite - Essential Plan 3 Year	1	£64.50

Additional Terms applying to Samsung Knox Suite Essentials Plan

1. 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/businessterms

Knox E-FOTA

1, 2 and 3 year device pricing

Licence Type	Number of Licences	One off cost per device
Knox E-FOTA 1 Year	1	£25.00
Knox E-FOTA 2 Year	1	£45.00
Knox E-FOTA 3 Year	1	£65.00

Additional Terms applying to Samsung Knox E-FOTA Plan

1. 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/businessterms

Knox Guard

3 year device pricing

Knox Guard	Number of Licences	One off cost per device
Knox Guard	1	£4.00

Additional Terms applying to Samsung Knox Guard

1. 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/businessterms

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Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Knox Configure Setup Plan

1, 2 and 3 year device pricing

Licence Type	Number of Licences	One of Licence cost
Knox Configure Setup – 1 Year Device	1	£4.75
Knox Configure Setup – 2 Year Device	1	£9.50
Knox Configure Setup - 3-Year Staggered	1	£7.64

Additional Terms applying to Samsung Knox Configure Setup

1. 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/businessterms

Knox Configure Dynamic Plan

1, 2 and 3 year device and seat pricing

Licence Type	Number of Licences	One of Licence cost
Knox Configure Dynamic 1 Year - Seat	1	£10.50
Knox Configure Dynamic 2 Year - Seat	1	£20.50
Knox Configure Dynamic 3 Year - Seat	1	£31.00
Knox Configure Dynamic 1 Year – Device	1	£8.00
Knox Configure Dynamic 2 Year – Device	1	£16.00
Knox Configure Dynamic 3 Year - Device	1	£24.00

Additional Terms applying to Samsung Configure Dynamic

1. 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/businessterms

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Device Lifecycle Management

Device Lifecycle Management in the mobile market is a vital strategy that empowers manufacturers, mobile carriers, and innovative businesses to guide mobile devices through their entire journey from procurement to retirement

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

DLM ESSENTIAL

DLM Essential is the standard package. This provides the customer with support from procurement through to retirement of mobile phone devices. DLM Essential provides a wide range of features which allows the customer to deploy, repair, reuse and retire their mobile device efficiently.

DLM Essential	Cost per user per month
DLM	£3.50

DLM SELECT

DLM Select is an optional add-on to the above DLM Essential features and will give the Customer access to a Device Pool which will allow it to swap out existing devices with replacement refurbished devices.

DLM SELECT	Cost per user per month
DLMBF25	£1.50
DLMBF5	£3.00
DLMBF75	£4.50
DLMBF10	£6.00

Additional terms and conditions

1. Customer must have a minimum of 400 devices containing EE sim cards in the initial order.
2. The minimum connection period is 24 months
3. The Solution must be applied to all mobile devices with EE sim cards purchased under the customer's account with EE.

A Customer can make:

a) a volume of Retrievals equivalent to 100% of the DLM Quantity per Year; and

b) a volume of Redeployments equivalent to 20% of the DLM Quantity per Year.

If the Customer exceeds the Redeployment and/or Redeployment allowance before the end of the relevant Year, Additional Charges will apply of £15.50 (Ex vat)per retrieval and £23.00 Ex vat) per redeployment.

In the case of DLM Select the number of device available for replacement from the Device Pool is based on a percentage of the overall customer DLM device base and depends on the DLM Select option purchased as set out in the Solution Description.

For full terms and conditions please see the Device Lifecycle Management solution terms at Terms and Conditions | Business Terms | EE Business.

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AppleCare for Enterprise

AppleCare for Enterprise provides unparalleled support and service for your business, ensuring your Apple devices are always up and running.

24 Month Pricing Options

Device	Term	Tier 1	Tier 1+	Tier 2	Tier 2+	Tier 3	Tier 3+
iPad	24	£40.83	£57.50	£36.67	£51.67	£32.50	£45.83
iPad Air 10.9-inch	24	£49.17	£65.83	£44.17	£59.17	£39.17	£52.50
iPad Air 11-inch (M2)	24	£49.17	£65.83	£44.17	£59.17	£39.17	£52.50
iPad Air 13-inch (M2)	24	£65.83	£82.50	£59.17	£74.17	£52.50	£65.83
iPad mini	24	£49.17	£65.83	£44.17	£59.17	£39.17	£52.50
iPad Pro 11-inch	24	£82.50	£115.83	£74.17	£104.17	£65.83	£92.50
iPad Pro 11-inch (M4)	24	£90.83	£115.83	£81.67	£104.17	£72.50	£92.50
iPad Pro 12.9" (5th gen. or later)	24	£82.50	£124.17	£74.17	£111.67	£65.83	£99.17
iPad Pro 13-inch (M4)	24	£107.50	£132.50	£96.67	£119.17	£85.83	£105.83
iPhone	24	£82.50	£107.50	£74.17	£96.67	£65.83	£85.83
iPhone mini	24	£82.50	£107.50	£74.17	£96.67	£65.83	£85.83
iPhone Plus	24	£99.17	£132.50	£89.17	£119.17	£79.17	£105.83
iPhone Air/Pro/Pro Max	24	£107.50	£149.17	£96.67	£134.17	£85.83	£119.17
iPhone SE	24	£49.17	£57.50	£44.17	£51.67	£39.17	£45.83
iPhone 16E/17E	24	£57.50	£82.50	£51.67	£74.17	£45.83	£65.83

Additional Terms applying to AppleCare for Enterprise solutions

1. The Customer must maintain a Minimum Fleet at all times during the term of the ACE Solution. If the Minimum Fleet falls below 200 for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
2. Charges under this Solution do not include any airtime or data use.
3. An upfront Charge per Eligible Device applies for the ACE Solution. EE will invoice the Customer for the ACE Solution Charges for the quantity of Eligible Devices detailed on the Initial Order or subsequent orders.
4. For full terms and conditions please see the AppleCare for Enterprise Solution Terms at Terms and Conditions | Business Terms | EE Business

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AppleCare for Enterprise

AppleCare for Enterprise provides unparalleled support and service for your business, ensuring your Apple devices are always up and running.

36 Month Pricing Options

Device	Term	Tier 1	Tier 1+	Tier 2	Tier 2+	Tier 3	Tier 3+
iPad	36	£49.17	£74.17	£44.17	£66.67	£39.17	£59.17
iPad Air 10.9-inch	36	£65.83	£90.83	£59.17	£81.67	£52.50	£72.50
iPad Air 11-inch (M2)	36	£65.83	£90.83	£59.17	£81.67	£52.50	£72.50
iPad Air 13-inch (M2)	36	£82.50	£99.17	£74.17	£89.17	£65.83	£79.17
iPad mini	36	£65.83	£90.83	£59.17	£81.67	£52.50	£72.50
iPad Pro 11-inch	36	£99.17	£140.83	£89.17	£126.67	£79.17	£112.50
iPad Pro 11-inch (M4)	36	£107.50	£140.83	£96.67	£126.67	£85.83	£112.50
iPad Pro 12.9" (5th gen. or later)	36	£99.17	£149.17	£89.17	£134.17	£79.17	£119.17
iPad Pro 13-inch (M4)	36	£124.17	£157.50	£111.67	£141.67	£99.17	£125.83
iPhone	36	£115.83	£140.83	£104.17	£126.67	£92.50	£112.50
iPhone mini	36	£115.83	£140.83	£104.17	£126.67	£92.50	£112.50
iPhone Plus	36	£149.17	£190.83	£134.17	£171.67	£119.17	£152.50
iPhone Air/Pro/Pro Max	36	£165.83	£224.17	£149.17	£201.67	£132.50	£179.17
iPhone SE	36	£65.83	£82.50	£59.17	£74.17	£52.50	£65.83
iPhone 16E/17E	36	£82.50	£107.50	£74.17	£96.67	£65.83	£85.83

Additional Terms applying to AppleCare for Enterprise solutions

1. The Customer must maintain a Minimum Fleet at all times during the term of the ACE Solution. If the Minimum Fleet falls below 200 for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
2. Charges under this Solution do not include any airtime or data use.
3. An upfront Charge per Eligible Device applies for the ACE Solution. EE will invoice the Customer for the ACE Solution Charges for the quantity of Eligible Devices detailed on the Initial Order or subsequent orders.
4. For full terms and conditions please see the AppleCare for Enterprise Solution Terms at Terms and Conditions | Business Terms | EE Business

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AppleCare for Enterprise

AppleCare for Enterprise provides unparalleled support and service for your business, ensuring your Apple devices are always up and running.

48 Month Pricing Options

Device	Term	Tier 1	Tier 1+	Tier 2	Tier 2+	Tier 3	Tier 3+
iPad	48	£65.83	£99.17	£59.17	£89.17	£52.50	£79.17
iPad Air 10.9-inch	48	£82.50	£99.17	£74.17	£89.17	£65.83	£79.17
iPad Air 11-inch (M2)	48	£82.50	£99.17	£74.17	£89.17	£65.83	£79.17
iPad Air 13-inch (M2)	48	£90.83	£115.83	£81.67	£104.17	£72.50	£92.50
iPad mini	48	£82.50	£107.50	£74.17	£96.67	£65.83	£85.83
iPad Pro 11-inch	48	£115.83	£157.50	£104.17	£141.67	£92.50	£125.83
iPad Pro 11-inch (M4)	48	£124.17	£157.50	£111.67	£141.67	£99.17	£125.83
iPad Pro 12.9" (5th gen. or later)	48	£115.83	£165.83	£104.17	£149.17	£92.50	£132.50
iPad Pro 13-inch (M4)	48	£140.83	£174.17	£126.67	£156.67	£112.50	£139.17

Additional Terms applying to AppleCare for Enterprise solutions

1. The Customer must maintain a Minimum Fleet at all times during the term of the ACE Solution. If the Minimum Fleet falls below 200 for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
2. Charges under this Solution do not include any airtime or data use.
3. An upfront Charge per Eligible Device applies for the ACE Solution. EE will invoice the Customer for the ACE Solution Charges for the quantity of Eligible Devices detailed on the Initial Order or subsequent orders.
4. For full terms and conditions please see the AppleCare for Enterprise Solution Terms at Terms and Conditions | Business Terms | EE Business

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AppleCare for Enterprise - MAC

AppleCare for Enterprise provides unparalleled support and service for your business, ensuring your Apple devices are always up and running.

36 Month Pricing Options

Device	Term	Tier 1	Tier 1+	Tier 2	Tier 2+	Tier 3	Tier 3+
13-inch MacBook Air (M1)	36	£90.83	£107.49	£81.67	£96.67	£72.49	£85.83
13-inch MacBook Air (M2)	36	£90.83	£107.49	£81.67	£96.67	£72.49	£85.83
13-inch MacBook Air (M3/M4/M5)	36	£107.49	£124.17	£96.67	£111.67	£85.83	£99.17
14-inch MacBook Pro	36	£207.49	£232.49	£186.67	£209.17	£165.83	£185.83
15-inch MacBook Air (M3/M4/M5)	36	£107.49	£124.17	£96.67	£111.67	£85.83	£99.17
16-inch MacBook Pro Apple Silicon	36	£224.17	£257.49	£201.67	£231.67	£179.17	£205.83
Apple Studio Display	36	£90.83	£107.49	£81.67	£96.67	£72.49	£85.83
Apple Studio Display XDR	36	£149.17	£165.83	£134.17	£149.17	£119.17	£132.49
iMac	36	£90.83	£107.49	£81.67	£96.67	£72.49	£85.83
Mac mini	36	£65.83	£74.17	£59.17	£66.67	£47.49	£53.33
Mac Pro	36	£199.17	£232.49	£179.17	£209.17	£159.17	£185.83
Mac Studio (M2/M2 Ultra)/(M4 Max/M3 Ultra)	36	£90.83	£107.49	£81.67	£96.67	£72.49	£85.83
MacBook Pro 13-inch Apple Silicon	36	£182.49	£215.83	£164.17	£194.17	£131.67	£155.00
MBP 13-inch Intel	36	£207.49	£232.49	£186.67	£209.17	£149.17	£167.49
MBP 16-inch Intel	36	£207.49	£232.49	£186.67	£209.17	£149.17	£167.49
13-inch MacBook Neo (A18 Pro)	36	£65.83	£82.49	£59.17	£74.17	£52.49	£65.83

Additional Terms applying to AppleCare for Enterprise solutions

1. The Customer must maintain a Minimum Fleet at all times during the term of the ACE Solution. If the Minimum Fleet falls below 200 for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
2. Charges under this Solution do not include any airtime or data use.
3. An upfront Charge per Eligible Device applies for the ACE Solution. EE will invoice the Customer for the ACE Solution Charges for the quantity of Eligible Devices detailed on the Initial Order or subsequent orders.
4. For full terms and conditions please see the AppleCare for Enterprise Solution Terms at Terms and Conditions | Business Terms | EE Business

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AppleCare for Enterprise - MAC

AppleCare for Enterprise provides unparalleled support and service for your business, ensuring your Apple devices are always up and running.

48 Month Pricing Options

Device	Term	Tier 1	Tier 1+	Tier 2	Tier 2+	Tier 3	Tier 3+
13-inch MacBook Air (M1)	48	£107.49	£124.17	£96.67	£111.67	£85.83	£99.17
13-inch MacBook Air (M2)	48	£107.49	£124.17	£96.67	£111.67	£85.83	£99.17
13-inch MacBook Air (M3/M4/M5)	48	£124.17	£140.83	£111.67	£126.67	£99.17	£112.49
14-inch MacBook Pro	48	£274.17	£307.49	£246.67	£276.67	£219.17	£245.83
15-inch MacBook Air (M3/M4/M5)	48	£124.17	£140.83	£111.67	£126.67	£99.17	£112.49
16-inch MacBook Pro Apple Silicon	48	£307.49	£340.83	£276.67	£306.67	£245.83	£272.49
Apple Studio Display	48	£107.49	£124.17	£96.67	£111.67	£85.83	£99.17
Apple Studio Display XDR	48	£165.83	£174.17	£149.17	£156.67	£132.49	£139.17
iMac	48	£107.49	£124.17	£96.67	£111.67	£85.83	£99.17
Mac mini	48	£82.49	£90.83	£74.17	£81.67	£59.17	£65.00
Mac Pro	48	£274.17	£307.49	£246.67	£276.67	£219.17	£245.83
Mac Studio (M2/M2 Ultra)/(M4 Max/M3 Ultra)	48	£107.49	£124.17	£96.67	£111.67	£85.83	£99.17
MacBook Pro 13-inch Apple Silicon	48	£249.17	£282.49	£224.17	£254.17	£179.17	£203.33
MBP 13-inch Intel	48	£274.17	£307.49	£246.67	£276.67	£197.49	£221.67
MBP 16-inch Intel	48	£274.17	£307.49	£246.67	£276.67	£197.49	£221.67
13-inch MacBook Neo (A18 Pro)	48	£82.49	£99.17	£74.17	£89.17	£65.83	£79.17

Additional Terms applying to AppleCare for Enterprise solutions

1. The Customer must maintain a Minimum Fleet at all times during the term of the ACE Solution. If the Minimum Fleet falls below 200 for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
2. Charges under this Solution do not include any airtime or data use.
3. An upfront Charge per Eligible Device applies for the ACE Solution. EE will invoice the Customer for the ACE Solution Charges for the quantity of Eligible Devices detailed on the Initial Order or subsequent orders.
4. For full terms and conditions please see the AppleCare for Enterprise Solution Terms at Terms and Conditions | Business Terms | EE Business

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AppleCare for OS Support

AppleCare OS Support provides IT departments with expert phone and email assistance for integrating and migrating Apple operating systems—such as macOS, iOS, iPadOS, watchOS, and visionOS—within their organisations. This service ensures seamless deployment and operation of Apple products in complex environments

Pricing options

Product	Term in Months	One of Charge
AppleCare Help Desk Support (1 Year)	12	£399.17
AppleCare Help Desk Support (2 Years)	24	£799.17
AppleCare Help Desk Support (3 Years)	36	£1199.17
AppleCare OS Support - Alliance (1 Year)	12	£40157.50
AppleCare OS Support - Alliance (2 Years)	24	£80315.83
AppleCare OS Support - Alliance (3 Years)	36	£120465.83
AppleCare OS Support - Extra Contact (1 Year)	12	£4015.83
AppleCare OS Support - Extra Contact (2 Years)	24	£8032.50
AppleCare OS Support - Extra Contact (3 Years)	36	12049.17
AppleCare OS Support - Preferred (1 Year)	12	£16057.50
AppleCare OS Support - Preferred (2 Years)	24	£32115.83
AppleCare OS Support - Preferred (3 Years)	36	£48182.50
AppleCare OS Support - Select (1 Year)	12	£4815.83
AppleCare OS Support - Select (2 Years)	24	£9632.50
AppleCare OS Support - Select (3 Years)	36	£14440.83

Additional Terms applying to AppleCare for OS Support solutions

1. For full terms and conditions please see the AppleCare for OS Support Solution Terms at Terms and Conditions | Business Terms | EE Business

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Ivanti

Ivanti provides mobile centric Unified Endpoint Management (UEM) and Mobile Threat Defence (MTD) solutions. UEM gives organisations the visibility and control needed to secure, manage, and monitor any corporate or personal-owned mobile device or desktop. Neurons for Digital Experience provides information and dashboards to optimise the user digital experience while Neurons for Patch Management streamlines patch management. MTD protects mobile devices from cyber threats such as malicious Apps, phishing and compromised Wi-Fi connections. UEM products can be deployed either in the Cloud (Ivanti Neurons for MDM) or in the customer's data centre (Ivanti Endpoint Manager Mobile Secure).

Ivanti Neurons for MDM Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Ivanti Neurons for MDM	1	£3.00
Ivanti Neurons for MDM Premium	1	£5.50
Ivanti Neurons for MDM and MTD Bundle	1	£5.50
SME Neurons for MDM Add-On	1	£2.00

Neurons DEX and Discovery Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Neurons DEX and Discovery	1	£2.00

Ivanti Endpoint Manager Mobile Secure Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Ivanti Endpoint Manager Mobile Secure	1	£3.00
Ivanti Endpoint Manager Mobile Secure Premium	1	£5.50

Ivanti Neurons for Patch Management Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Neurons for Patch Management	1	£2.40

Additional Terms applying to Ivanti solutions

1. The minimum initial order for Ivanti Neurons for MDM and Ivanti Endpoint Manager Mobile Secure is 1 Licence of Client Software or greater.
2. The minimum initial order for Neurons DEX and Discovery and Ivanti Neurons for Patch Management is 50 Licences of Client Software or greater.
3. Solution Minimum Connection Period of 12 months applies.
4. Charges under this Solution do not include any airtime or data use.
5. Ivanti Neurons for MDM and MTD bundle available up to 2,000 licences on a monthly recurring charge basis.
6. SME Neurons for MDM Add-On only available if the customer has SME Neurons for MDM Inclusive as part of a compatible airtime plan.
7. For full terms and conditions please see the Ivanti Neurons Solution Terms at Terms and Conditions | Business Terms | EE Business

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Ivanti Bundles

Ivanti provides mobile centric Unified Endpoint Management (UEM) and Mobile Threat Defence (MTD) solutions. UEM gives organisations the visibility and control needed to secure, manage, and monitor any corporate or personal-owned mobile device or desktop. Neurons for Digital Experience provides information and dashboards to optimise the user digital experience while Neurons for Patch Management streamlines patch management. MTD protects mobile devices from cyber threats such as malicious Apps, phishing and compromised Wi-Fi connections.

Secure UEM Professional Bundle

Includes Ivanti Neurons for MDM, Neurons for DEX and Discovery, Spend Intelligence

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Secure UEM Professional Bundle	1	£4.00

Secure UEM Professional Plus Bundle

Includes Ivanti Neurons for MDM Premium, Neurons for DEX and Discovery, Spend Intelligence

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Secure UEM Professional Plus Bundle	1	£6.50

Secure UEM Premium Bundle

Includes Ivanti Neurons for MDM Premium, Neurons for DEX and Discovery, Spend Intelligence, Neurons for Patch Management

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Secure UEM Premium Bundle	1	£8.00

Ivanti Neurons for MDM and MTD Bundle

Includes Ivanti Neurons for MDM, Ivanti Mobile Threat Defence

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product name	No. of Licences	Monthly charge per device
Ivanti Neurons for MDM and MTD Bundle	1	£5.50

Additional Terms applying to Ivanti solutions

1. The minimum initial order for the Secure UEM Professional Bundle, Secure UEM Professional Plus Bundle and Secure UEM Premium bundle is 50 Licences for Client Software or greater.
2. Solution Minimum Connection Period of 12 months applies.
3. Charges under this Solution do not include any airtime or data use.
4. Ivanti Neurons for MDM and MTD Bundle available up to 2,000 licences on a monthly recurring charge basis.
5. For full terms and conditions please see the Ivanti Neurons Solution Terms at Terms and Conditions | Business Terms | EE Business

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Ivanti Mobile Threat Defence and Ivanti Zero Sign-On

Ivanti Mobile Threat Defence protects customers' mobile devices against malicious end user applications, stops devices connecting to a compromised or unsecure network and blocks cyber-attacks such as phishing. Ivanti Mobile Threat Defence is integrated directly into the Ivanti UEM service to enable easy deployment and direct action on any potential threats. Ivanti 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.

Ivanti Mobile Threat Defence Licences – Device Pricing

Monthly Subscription Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Ivanti Mobile Threat Defence Product	No. of Licences	Monthly Charge
Ivanti Mobile Threat Defence	1	£3.50
Ivanti Mobile Threat Defence Premium	1	£5.00

Additional Terms applying to Ivanti Mobile Threat Defence:

1. Solution Minimum Connection Period of 12 months applies.
2. For Ivanti Mobile Threat Defence customers must have at least a Secure UEM Licence and compatible iOS and Android devices.
3. Charges under this Solution do not include any airtime or data use.
4. Each User license covers up to 5 devices per user.
5. For full terms and conditions please see the Ivanti Neurons Solution Terms at Terms and Conditions | Business Terms | EE Business

Ivanti Zero Sign-On

Monthly Subscription Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Product Description	No. of Licenses	Monthly Charge
Ivanti Zero Sign-On	1	£2.00

Additional Terms applying to Ivanti Zero Sign-On:

1. Solution Minimum Connection Period of 12 months applies.
2. For Ivanti Zero Sign-On customers must have an Ivanti Neurons for MDM Premium Licence and compatible iOS and Android devices.
3. Charges under this Solution do not include any airtime or data use.
4. For full terms and conditions please see the Ivanti Neurons Solution Terms at Terms and Conditions | Business Terms | EE Business

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Jamf Management and Security

Jamf provides device management, data management and security for the Apple and Android platform with products suitable for small and medium enterprises through to large corporations and Public Sector. The Jamf platform aims to deliver faster deployment and onboarding, consistent security and policy enforcement, and better user experiences while reducing complexity and cost through automation.

Jamf Now Licences

Service Plan Compatibility
This Service Plan Add On is available with all service plans

Jamf Now provides simple and intuitive device management designed for the small and medium business. Supports MacOS, iOS, tvOS, iPadOS

Jamf Now	No. of Licences	Monthly RRP
Jamf Now	1	£2.00

Jamf for Mobile

Service Plan Compatibility
This Service Plan Add On is available with all service plans

The comprehensive mobile management and security solution for organisations, Jamf for Mobile provides device deployment, application management, data protection, threat defence, compliance and secure access for Apple and Android devices.

Jamf for Mobile	No. of Licences	Monthly RRP
Jamf for mobile	1	£6.00

Terms and Conditions

1. The minimum initial order for Jamf Now & Jamf Mobile Security Bundle is 1 user licence.
2. The minimum initial order for Jamf for Mobile & Jamf for Mac is 25 user licences.
3. Solution Minimum Connection Period of 12 months
4. Charges under this Solution do not include any airtime or data use
5. For full terms and conditions please see the Jamf Management and Security Solution Terms at Terms and Conditions | Business Terms | EE Business

Jamf for Mac

Service Plan Compatibility
This Service Plan Add On is available with all service plans

Jamf for Mac is a comprehensive solution for managing and securing Apple Mac devices. It helps organisations set up and manage devices, deploy applications, control user access, protect against security threats, meet compliance requirements, and keep devices secure throughout their lifecycle.

Jamf for Mac	No. of Licences	Monthly RRP
Jamf for Mac	1	£9.00

Jamf Mobile Security Bundle

Service Plan Compatibility
This Service Plan Add On is available with all service plans

Jamf Mobile Security Bundle is a mobile security and secure access solution for Apple and Android devices. It helps organisations protect company data, defend against mobile threats, enforce security policies, and provide secure access to business applications and resources.

Jamf Mobile Security Bundle	No. of Licences	Monthly RRP
Jamf Mobile Security Bundle	1	£5.00

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Jamf Management and Security

Jamf provides device management, data management and security for the Apple and Android platform with products suitable for small and medium enterprises through to large corporations and Public Sector. The Jamf platform aims to deliver faster deployment and onboarding, consistent security and policy enforcement, and better user experiences while reducing complexity and cost through automation.

Jamf Data Policy Licences

Service Plan Compatibility
This Service Plan Add On is available with all service plans

Jamf Data Policy provides the customer with data capping, real time visibility of data usage and a policy management engine

Jamf Data Policy	No. of Licences	Monthly RRP
Jamf Data Policy	1	£3.00

Premium Onboarding - Jamf for Mobile

Service Plan Compatibility
This Service Plan Add On is available with all service plans

Premium Onboarding – Jamf for Mobile provides onboarding, setup and configuration services to help customers deploy and manage mobile devices..

Premium Onboarding –Jamf for Mobile	No. of Licences	One-off Charge
Premium Onboarding-Jamf for Mobile	1	£6000

Premium Onboarding - Jamf for Mac

Service Plan Compatibility
This Service Plan Add On is available with all service plans

Premium Onboarding – Jamf for Mac provides onboarding, setup and configuration services to help customers deploy and manage Mac devices.

Premium Onboarding –Jamf for Mac	No. of Licences	One-off Charge
Premium Onboarding-Jamf for Mac	1	£8000

Jamf Mobile Forensics Licences

Service Plan Compatibility
This Service Plan Add On is available with all service plans

Jamf Mobile Forensics previously known as Jamf Executive Threat Protection provides detection and remediation of advanced threats on mobile devices.

Jamf Mobile Forensics	No. of Licences	Monthly RRP
Jamf Mobile Forensics	1	£58.00

Terms and Conditions

1. The minimum initial order for Jamf Mobile Security Bundle & Jamf Data Policy Licences is 1 user licence.
2. The minimum initial order for Jamf Mobile Forensics Licences is 10 user licences.
3. Solution Minimum Connection Period of 12 months
4. Charges under this Solution do not include any airtime or data use
5. For full terms and conditions please see the Jamf Management and Security Solution Terms at Terms and Conditions | Business Terms | EE Business

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Akamai Secure Internet Access Mobile

Akamai Secure Internet Access Mobile is a network-based, enterprise mobility service that provides a secure internet experience for SIM enabled devices.

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Secure Internet Access Mobile

Monthly Subscription Charges

Product name	Monthly Subscription Charge
Secure Internet Access Mobile	£4.00

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Secure Internet Access Mobile plus Private Access

Monthly Subscription Charges

Product name	Monthly Subscription Charge
Secure Internet Access Mobile plus Private Access	£6.00

Additional Terms applying to Akamai Secure Internet Access Mobile

1. The minimum initial order for this Solution is a 20 licences
2. Solution Minimum Connection Period of 12 months applies
3. Charges under this Solution do not include any airtime or data use
4. For full terms and conditions please see the Akamai Secure Internet Access Mobile Solution Terms as set out at www.ee.co.uk/businessterms

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NetMotion Cloud

Built specifically for the mobile and remote workforce NetMotion software provides secure remote access to company data while also improving the user experience through patented technologies that stabilize and enhance the network connection. Security is provided by NetMotion ZTNA which analyses every single request by remote workers to authorize access to enterprise resources and block risky content. NetMotion experience monitoring provides rich data to help understand, diagnose and improve the remote working experience

Cloud Core Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Cloud Core provides mobile VPN, technologies to enhance network performance and connectivity, encryption and authentication

NetMotion Cloud Core	No. of Licences	Monthly RRP
NetMotion Cloud Core 1	1	£11.00
NetMotion Cloud Core 10	10	£110.00
NetMotion Cloud Core 100	100	£1100.00
NetMotion Cloud Core 1000	1000	£11000.00

Cloud Core Plus Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Cloud Core Plus provides the functionality of NetMotion Cloud Core plus a policy engine with prioritization tools to improve the user experience

NetMotion Cloud Core Plus	No. of Licences	Monthly RRP
NetMotion Cloud Core Plus 1	1	£14.00
NetMotion Cloud Core Plus 10	10	£140.00
NetMotion Cloud Core Plus 100	100	£1400.00
NetMotion Cloud Core Plus 1000	1000	£14000.00

Terms and Conditions

- Please see the NetMotion solution terms
- Licensing is per device
- Minimum term is 12 months
- Minimum initial order is 100 licences
- 10 licences for any additional procurements thereafter
- Subscription includes:
    - 24x7 premium support and maintenance
    - All future product releases during the term of the subscription
    - All major upgrades during the term of the subscription

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NetMotion Cloud

Built specifically for the mobile and remote workforce NetMotion software provides secure remote access to company data while also improving the user experience through patented technologies that stabilize and enhance the network connection. Security is provided by NetMotion ZTNA which analyses every single request by remote workers to authorize access to enterprise resources and block risky content. NetMotion experience monitoring provides rich data to help understand, diagnose and improve the remote working experience

Cloud Core Complete Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Cloud Core Complete gives full access to the NetMotion platform, including the VPN, experience monitoring and SDP/ZTNA functionality.

NetMotion Cloud Core Complete	No. of Licences	Monthly RRP
NetMotion Cloud Core Complete 1	1	£16.00
NetMotion Cloud Core Complete 10	10	£160.00
NetMotion Cloud Core Complete 100	100	£1600.00
NetMotion Cloud Core Complete 1000	1000	£16000.00

Cloud MIQ Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Cloud MIQ provides a cloud-based policy engine for on-premise NetMotion deployments.

NetMotion Cloud MIQ	No. of Licences	Monthly RRP
NetMotion Cloud MIQ 1	1	£11.00
NetMotion Cloud MIQ 10	10	£110.00
NetMotion Cloud MIQ 100	100	£1100.00
NetMotion Cloud MIQ 1000	1000	£11000.00

Terms and Conditions

- Please see the NetMotion solution terms
- Licensing is per device
- Minimum term is 12 months
- Minimum initial order is 100 licences
- 10 licences for any additional procurements thereafter
- Subscription includes:
    - 24x7 premium support and maintenance
    - All future product releases during the term of the subscription
    - All major upgrades during the term of the subscription

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NetMotion On-premise

Built specifically for the mobile and remote workforce NetMotion software provides secure remote access to company data while also improving the user experience through patented technologies that stabilize and enhance the network connection. Security is provided by NetMotion ZTNA which analyses every single request by remote workers to authorize access to enterprise resources and block risky content. NetMotion experience monitoring provides rich data to help understand, diagnose and improve the remote working experience

Cloud Core On-premise Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Cloud Core On-premise provides mobile VPN, technologies to enhance network performance and connectivity, encryption and authentication

NetMotion Cloud Core On-premise	No. of Licences	Monthly RRP
NetMotion Cloud Core On-premise 1	1	£5.00
NetMotion Cloud Core On-premise 10	10	£50.00
NetMotion Cloud Core On-premise 100	100	£500.00
NetMotion Cloud Core On-premise 1000	1000	£5000.00

Cloud Core Complete On-premise Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Cloud Core complete On-premise gives full access to the NetMotion platform, including the VPN, experience monitoring and SDP/ZTNA functionality.

NetMotion Cloud Core Complete On-premise	No. of Licences	Monthly RRP
NetMotion Cloud Core Complete On-premise 1	1	£10.00
NetMotion Cloud Core Complete On-premise 10	10	£100.00
NetMotion Cloud Core Complete On-premise 100	100	£1000.00
NetMotion Cloud Core Complete On-premise 1000	1000	£10000.00

Cloud Core Plus On-premise Licences

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Cloud Core Plus On-premise provides the functionality of NetMotion Cloud Core plus a policy engine with prioritization tools to improve the user experience

NetMotion Cloud Core Plus On-premise	No. of Licences	Monthly RRP
NetMotion Cloud Core Plus On-premise 1	1	£7.00
NetMotion Cloud Core Plus On-premise 10	10	£70.00
NetMotion Cloud Core Plus On-premise 100	100	£700.00
NetMotion Cloud Core Plus On-premise 1000	1000	£7000.00

Terms and Conditions

- Please see the NetMotion solution terms
- Licensing is per device
- Minimum term is 12 months
- Minimum initial order is 25 licences
- 10 licences for any additional procurements thereafter
- Subscription includes:
    - 24x7 premium support and maintenance
    - All future product releases during the term of the subscription
    - All major upgrades during the term of the subscription

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NetMotion Services

Built specifically for the mobile and remote workforce NetMotion software provides secure remote access to company data while also improving the user experience through patented technologies that stabilize and enhance the network connection. Security is provided by NetMotion ZTNA which analyses every single request by remote workers to authorize access to enterprise resources and block risky content. NetMotion experience monitoring provides rich data to help understand, diagnose and improve the remote working experience

Technical services and Training

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

NetMotion Technical Services provides help with set up and configuration as well as training

NetMotion Technical Services	One off charge
NetMotion Technical Services Remote 4 hours	£800.00
NetMotion Technical Services Remote 8 hours	£1600.00
NetMotion Mobility Client Administrator Training	£1834.00

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Lone Worker from EE

EE work with Peoplesafe to provide emergency protection through a range of technology solutions.

Core services	Prices per User per month			
Microguard / Microguard SOS	**0 – 49 Devices**	**50 – 249 Devices**	**250 – 999 Devices**	**1000+ Devices**
1 year	£12.01	£10.81	£9.85	£9.01
2 years	£9.76	£8.29	£7.57	£6.83
3 years	£8.95	£7.60	£6.94	£6.26
Smart phone App	**0 – 49 Devices**	**50 – 249 Devices**	**250 – 999 Devices**	**1000+ Devices**
1 year	£5.38	£4.65	£4.28	£3.91
2 years	£4.63	£4.01	£3.70	£3.39
3 years	£4.16	£3.61	£3.33	£3.06
Smart phone App + Apple watch	**0 – 49 Devices**	**50 – 249 Devices**	**250 – 999 Devices**	**1000+ Devices**
1 year	£7.25	£6.53	£6.15	£5.79
2 years	£6.50	£5.89	£5.57	£5.26
3 years	£6.04	£5.49	£5.21	£4.94
SOS Application	**0 – 49 Devices**	**50 – 249 Devices**	**250 – 999 Devices**	**1000+ Devices**
1 year	£3.18	£2.70	£2.45	£2.23
2 years	£2.69	£2.28	£2.08	£1.88
3 years	£2.38	£2.03	£1.84	£1.66

Features and Add-Ons	Additional monthly charge per User
Check in check out	£0.35
Device activation timer	£1.50
Travel Safe	£2.50
15 Minute Tracking	£0.65
Geofence	£1.00
Global Response	£5.00
Global Response (UK escalation only)	£2.00
Euro Response	£18.00
Apple Watch Add on	£2.00

Minimum Connection Period of 12 months applies to this solution
Specialist Lone Worker Devices supplied are only for use with this Solution.
The Solution should not be used as a substitute for other reasonable personal safety measures
Solution Terms for Lone Worker from EE apply to this service, as set out at www.ee.co.uk/businessterms

Costs for additional specialist services such as body worn cameras are available on request , please contact your account manager for more details

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TeamViewer

TeamViewer is an advanced augmented reality (AR) platform to enable remote support and hands-free workflows.

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

All Charges for the TeamViewer Solution are payable upfront.

TeamViewer Licences				
Licence or Licence Add-on	**Number of Licences**	**One-off Charge for 1 Year (Ex-VAT)**	**One-off Charge for 2 Years (Ex-VAT)**	**One-off Charge for 3 Years (Ex-VAT)**
Frontline Pick	1	£1,253.55	£2,507.10	£3,760.65
Frontline Make	1	£1,353.83	£2,707.66	£4,061.49
Frontline Inspect	1	£1,353.83	£2,707.66	£4,061.49
Frontline Assist	1	£742.10	£1,484.20	£2,226.30
Frontline Spatial Editor (Add-on for Make / Inspect)	1	£651.85	£1,303.70	£1,955.55
Frontline Creator (Add-on for Pick / Make/ Inspect)	1	£0.00	£0.00	£0.00
Assist AR Lite	1	£358.80	£717.60	£1,076.40
Assist AR Professional	1	£684.00	£1,368	£2,052.00

Additional terms applying to the TeamViewer Solution:

1. TeamViewer Solution can be taken out for a Solution Term of 12, 24 or 36 months.
2. Licencing is per User.
3. Charges under this Solution do not include any airtime or data use.
4. Professional Services may be required for set up and onboarding. Additional Professional Services can be ordered at any time during the Solution Term. Contact your account manager for more detail on Professional Services.
5. Costs for Premium Support are available on request from your account manager.
6. For full terms and conditions please see TeamViewer Solution Terms as set out at Terms and Conditions | Business Terms | EE Business

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Drone SIM

Drone SIM is Drone SIM is a highly reliable and secure SIM product purpose built for high altitude drone operations using the EE network, with flexible data options to suit customer needs.

Service Plan Compatibility

This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Drone SIM Plans

EE's Drone SIM plans all offer unlimited data but have two different speed caps to best suit the Customer needs. The Customer accepts that coverage and performance in the air may not directly corelate to that on the ground. Both data plans are for domestic (UK) use only and therefore do not support roaming outside of the UK region.

1. Drone Sim IoT Plan

The Drone SIM IoT plan has a 2mbp/s speed cap and has been designed specifically for customers needing a data connection for command and control (C2) and basic telemetry information of their drone only.

Description	Minimum Connection Period	Monthly Charge Per Item (Ex-VAT)
Drone SIM IoT Plan - 12M	12 Months	£8.33
Drone SIM IoT Plan - 24M	24 Months	£7.50
Drone SIM IoT Plan - 36M	36 Months	£6.67

2. Drone SIM Media Plan

The Drone SIM Media plan has a 40mbp/s speed cap. This is to suit Customers requiring connectivity for high data throughput such as the streaming of video or transfer of images as well as command and control (C2) of their drone.

Description	Minimum Connection Period	Monthly Charge Per Item (Ex-VAT)
Drone SIM Media Plan - 12M	12 Months	£50.00
Drone SIM Media Plan - 24M	24 Months	£47.92
Drone SIM Media Plan - 36M	36 Months	£45.83

Drone SIM Service Plans

Drone SIM Solution Options are for the Customer's sole use only. A 600GB per month fair use policy applies to all plans. EE may consider usage above 600GB /month to be excessive and has the right to apply traffic management controls to deprioritise the Customer's mobile traffic during busy periods or move the Customer to a more suitable plan.

EE is not liable for any drone flights the Customer undertakes as the drone operator and all safety planning and insurance obligations are the Customer's responsibility. EE is not liable for loss or damage that the Customer suffers or that the Customer or the Customer's drone causes to any third party.

If the Customer needs to contact EE, the Customer can call EE on 0800 079 3333. The Customer must immediately inform EE of any changes to the information it has supplied when registering for the service by calling EE on 0800 079 3333.

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Drone SIM Solution Terms

EE will provide the Customer with a Rugged SIM card and a Drone SIM Plan with permission to be used to connect drones at altitude to the EE mobile network in accordance with the Agreement. This connectivity is intended to be used to provide a command-and-control path, telemetry and payload data, such as streamed video.

Any coverage maps provided are a best estimate of EE's outdoor coverage at ground level and not a guarantee of service coverage which may vary from place to place and at altitude.

The Customer must have obtained an uncrewed aircraft system (UAS) specific Wireless Telegraphy Act licence from OFCOM. Obtaining and maintaining this licence is a condition of being permitted to use the Rugged SIM card in the Customer's drone and if the Customer uses the Rugged SIM card in contravention of the licence or if the Customer's licence expires, terminates or is revoked for any reason, the Customer is no longer permitted use the Rugged SIM card and EE can suspend or terminate the Drone SIM service with immediate effect.

EE reserves the right to withdraw its permission for the Customer to connect to the EE mobile network at its sole discretion and in such case, EE will notify the Customer in writing. If EE's permission is withdrawn, the Customer's OFCOM licence under the Wireless Telegraphy Act would no longer authorise the Customer to connect its drone to the EE mobile network and it would therefore no longer be legal for the Customer to connect the drone to the EE mobile network.

The Drone SIM Solution is subject to a Minimum Connection Period which will begin when the Customer purchases Drone SIM. If you choose to terminate the Drone SIM Solution before the end of the Minimum Connection Period, termination charges are payable and are set out as follows: Monthly Charge x number of months remaining in your Minimum Connection Period.

Roaming does not apply to the Drone SIM service. Drone SIM may only be used in the UK and must not be used in any device that is not drone equipment except as permitted by EE. If the Rugged SIM card is lost, stolen or damaged, the Customer should call us on 0800 079 3333 to request a new one. EE reserves the right to recall any Rugged SIM card from the Customer at any time to enhance or maintain the quality of the service.

EE will not provide any equipment with the Drone SIM service, and the Customer will need a compatible drone to access the service. The Customer is responsible for ensuring that the drone is compatible with the service and has the necessary software updates and installations required in order to access the service. The Customer must follow any instructions that EE gives about accessing the service through the drone.

EE will collect details of the Customer's drone and network data from the drone (using software embedded on the Rugged SIM Card) which may include (i) the Customer's IMEI (information which identifies the drone), (ii) the Customer's IMSI (a SIM card's unique identification), (iii) the operating system the Customer is using and (iv) the Customer's IP (Internet Protocol) address, and EE may disable the Rugged SIM card and the Drone SIM service where EE suspect fraudulent activity or any other breach of these terms.

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Managed Device Security - Enterprise

A fully managed Mobile Device Management (MDM) service providing a common service layer for several industry-leading MDM platforms. The service delivers reduced administrative burden, enhanced security and a better user experience.

Service Plan Compatibility
This Service Plan Add On is available with The Team Plan, The Individual Plan or The Shared Plan only

Managed Device Security – Enterprise Subscriptions		
Subscription Tier	**Number of Subscriptions**	**Subscription Charge (Ex-VAT)**
Managed Device Security - Enterprise (251 - 500)	251 – 500	£4.00 (per User/Device)
Managed Device Security - Enterprise (501 - 1000)	501-1000	£3.50 (per User/Device)
Managed Device Security - Enterprise (1001 - 3000)	1000-3000	£3.00 (per User/Device)
Managed Device Security – Enterprise Platform (3001 - 5000)	3001-5000	£8,569.17 (Total)
Managed Device Security - Enterprise Platform (5001 - 7500)	5001-7500	£11,017.50 (Total)
Managed Device Security - Enterprise Platform (7501 - 10000)	75001- 10000	£13,465.40 (Total)
Managed Device Security - Enterprise Platform 10000+	10000+	£25,000.00 (Total)

Managed Device Security – Add-ons	
Item	**One off charge (Ex-VAT)**
Standard deployment services	£10,400.00
Advanced deployment services	£16,250.00
VIP Support tickets (10)	£2,600.00

Additional terms applying to the Managed Device Security – Enterprise Solution:

1. A Solution Minimum Connection Period of 12, 24 or 36 months applies to this Solution.
2. Subscription Charge for Subscription Tiers up to 3000 Subscriptions are on a per User or per Device basis, depending on the MDM platform being managed. For Subscription Tiers covering more than 3000 Subscriptions the fee is a flat-fee platform charge which applies regardless of the number of Users or Devices within that tier.
3. Charges under this Solution do not include any airtime or data use.
4. Professional Services may be required for set up and onboarding. Additional Professional Services can be ordered at any time during the Solution Term. Contact your account manager for more detail on Professional Services.
5. For full terms and conditions please see Managed Device Security – Enterprise Solution Terms as set out at Terms and Conditions | Business Terms | EE Business

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Section 8
Terms and Conditions

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Trade-in Terms

iPhone 15 Trade-in		
Start		3 November 2025
Offer	Eligible devices to be traded in	All colour and memory variants.
	Discount off new iPhone 15	£25.00
Device condition		Eligible trade-in devices must be in “good condition”
		No screen/camera/casing damage.
		Fully working buttons.
		No power issues.
Other		There are no restrictions or change in value for different memory variants.
		Cannot be used in conjunction with any other offer and trade in device eligibility will be checked at point of purchase.
		Trade-in terms apply
Devices trade-in discount is redeemable against		Apple iPhone 15
		Apple iPhone 15 Plus
		Apple iPhone 15 Pro
		Apple iPhone 15 Pro Max
Promo code to be used for the offer		TradeinPromo25

iPhone 16 Trade-In		
Start		3 November 2025
Offer	Eligible devices to be traded in	All colour and memory variants
	Discount off new iPhone 16	£25.00
Device condition		Eligible trade-in devices must be in “good condition”
		No screen/camera/casing damage.
		Fully working buttons.
		No power issues.
Other		There are no restrictions or change in value for different memory variants.
		Cannot be used in conjunction with any other offer and trade in device eligibility will be checked at point of purchase.
		Trade-in terms apply
Devices trade-in discount is redeemable against		Apple iPhone 16E
		Apple iPhone 16
		Apple iPhone 16 Plus
		Apple iPhone 16 Pro
		Apple iPhone 16 Pro Max
Promo code to be used for the offer		TradeinPromo25

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Trade-in Terms

iPhone 17 Trade-In		
Start		3 November 2025
End date		31 July 2026
Offer	Eligible devices to be traded in	All colour and memory variants
	Discount off new iPhone 17	£25.00
Device condition		Eligible trade-in devices must be in “good condition”
		No screen/camera/casing damage.
		Fully working buttons.
		No power issues.
Other		There are no restrictions or change in value for different memory variants.
		Cannot be used in conjunction with any other offer and trade in device eligibility will be checked at point of purchase.
		Trade-in terms apply
Devices trade-in discount is redeemable against		Apple iPhone 17 Air
		Apple iPhone 17
Promo code to be used for the offer		TradeinPromo25

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Trade-in Terms

You have agreed to trade in your devices and return them. You'll receive a discount off your new devices from EE, or equipment as detailed in the table below, together with a one-off payment for any residual value of your trade-in devices from ASECCA Limited, a company incorporated and registered in England and Wales with registered number 08140380 whose registered office is at ASECCA, Northgate, White Lund Industrial Estate, Lancaster, LA3 3PA. VAT registration number: 139428787 ("Asecca"), minus Asecca fees (if applicable).

Your trade-in devices must be returned to Asecca within 90 days of receipt of your new devices or equipment, using the methods you agree with Asecca. The Enhanced Trade-in scheme is operated and administered by Asecca. Please do not return your devices to an EE Store. If you don't return the trade-in devices to Asecca within 90 days, you'll no longer qualify for the discount or one-off payment, and you will be invoiced for the discounted amount per device. If the trade-in devices received are different to the agreed trade-in devices or are not in the condition expected, we reserve the right to remove or amend the discount. It's unlikely that you will be able to retrieve your old devices.

Trade-in device eligibility will be checked at point of purchase. Trade-in only applies, at EE's discretion, to EE Large Business customers purchasing a minimum order quantity of 10 and a maximum order quantity of 1000 Connected Devices. Trade-in does not apply to device-only purchases. General Terms and Conditions for Business Customers apply, available here Terms and Conditions | Business Terms | EE Business.

Before returning your trade-in devices, please make sure that you're happy with your new equipment first as we'll be unable to return your trade-in devices to you. Please make sure you follow the instructions as EE and Asecca will not accept liability for loss of any data or other information contained on the trade-in devices and you agree it is not recoverable. 'Find My iPhone' must be removed prior to returning the devices. Failure to do so may result in loss of the discount.
EE and Asecca do not accept any responsibility for any devices being lost in transit. We strongly recommend you use the insured option when returning your devices. We reserve the right to ask for proof of ownership.

Asecca terms apply as set out under the Large Business terms section available here ee.co.uk/businessterms

Trade-in cannot be used in conjunction with any other offer or discount.

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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.

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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*.

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

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

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 a 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.

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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				

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Fault Cover for Large Businesses

Service	Charge per Device
Fault Cover for EE Large Business	Inclusive for Eligible Devices
What's included Eligible Devices that are Faulty benefit from a next day* replacement service for 24 months. * If claim accepted before 8:00PM. Geographical limitations and exceptional circumstances apply. See below. **Terms and conditions** Full terms and condition apply, see page 91	

Drone Usage

Unless explicitly stated otherwise in your terms, EE SIMs should not be used in airborne drones.

eSIM Deployment

Where the Customer wishes to download an eSIM profile remotely to a Device the Customer must provide EE with the relevant and accurate equipment identifier number ("EID") . EE shall bear no liability for an inaccurate EID provided by the Customer which results in disruption to the Services.

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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.

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
Mobile data	GPRS, EDGE and (where specified) 4G browsing of the internet up to the monthly data limit ordered
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.

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

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
UK Unlimited Data Plans	We have a Fair Usage Policy (FUP) for our "unlimited" data plans, which include a fair usage of 600GB of data per month

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.

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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 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, the relevant Price Guide and the Tariff Notice)
Business Customers	All offers in this Price Guide are available to Business Customers only if they have been sent the Tariff Notice. Business Customers are EE customers who can provide the following: • 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	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. 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/.

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
Service Plan Add- Ons	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.

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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. Roaming Zones are outlined in Section 1 of this document along with the standard 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 Connections for permanent Roaming. Users must have permanent and stable links with the United Kingdom to benefit from a 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 Europe Zone 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 Service Plans with unlimited allowances may be subject to a fair use policy. If a User exceeds the fair use policy for a 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 Europe Zone during the then current billing period. Fair use policies and surcharges for individual 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 or customer service to discuss. 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.

Automatic Updating and Downloads	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

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5. Billing

Rounding	All call charges will be rounded to the nearest hundredth of a penny. Total amounts on your bill are rounded to two decimal places, with the exception of Custom Caller where total amounts are rounded to three decimal places so the value may be a penny higher or lower but always in the favour of the Customer.
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	Your first month's bill may contain a pro-rated sum depending on when you were Connected and your full subscription charges for the subsequent month. The allowance you have used will be worked out when we produce your bill. Any billing information we provide to you prior to then is an estimate only. Where Services are added /removed between billing dates, charges 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.

6. RCS

If the Customer uses an Apple device EE will provide the Customer with the ability to use RCS chats, which is an add-on provided by EE's third party technology provider. By using RCS chats the Customer agrees that its device and its contacts' devices may occasionally be checked for RCS capabilities to ensure they can receive RCS chats.
The Customer may incur data charges in connection with the use of RCS chats. EE will provision and deactivate the RCS service on behalf of its third party technology provider through the messaging application for the Customer's operating system, and when the Customer's Agreement with EE ends EE will no longer provide access to RCS. To the extent that RCS chats fall within the definition of a user-to-user service under the Online Safety Act 2023 ("OSA"), EE provides an access facility to the user-to-user service provided by its third party technology provider and does not access RCS content.
EE cannot investigate or respond to complaints about RCS content under the OSA, but if the Customer wishes to deactivate the service in response to such content please contact abuse@ee.co.uk.

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Fault Cover for EE Large Business

Version 2.0 (19 October 2020)

These terms shall only apply to Eligible 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 Eligible 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 replaceit 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 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.
- Business Smart Watch Devices

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. For connected Devices, the Service shall apply to each individual Device when EE Connects the Customer's new Device on the Network. For non-Connected Devices, the Service shall apply to each individual Device from the date of delivery by EE to the Customer.

The Service will end if:

- the Agreement under which the Device(s) is provided 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.

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

- the Device is Disconnected from 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 (for Connected Devices), from the date of delivery by EE to the Customer (for non-Connected Devices) or the term of the new Agreement whichever is the shorter
- 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.

In respect of this Service, non-Connected Devices are not available from our indirect partners/resellers.

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.

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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;

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Device means a mobile telephone or other device approved by EE 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 (if applicable) 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

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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
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.

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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)	

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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 Broadbandand 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

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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 20th November 2017
29.11.2017	Update to add copy bill charge	All customers requesting copy bill from 12th December
08.01.2018	Remove all non-direct debit charges as per regulation	All customers new and existing from 13th January.
14.02.2018	Addition of MobileIron Access and Bridge	All Customers
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

Date	Change	Applicability
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
04.08.21	Addition of Complete Mobility.	All Customers
07.09.21	Addition of new standard and international standard charges. Addition of Teams, Individual and Shared plans.	All Customers
17.09.21	Samsung Knox Suite Extension discounts applied	All Customers
20.09.21	Amend to Team Plan and Individual plan Addition of modular add ons and non geographic	All Customers
23.09.21	Amend to Modular add ons stackable status	All Customers
28.09.21	Added 4G Office Signal Assist and 4G Office Signal Assist Plus	All Customers
30.09.21	Amend to Non geographic bundles tenure and Modular Add on IDD compatibility	All Customers
21.10.21	Replaced and added new slides for the Blackberry Portfolio, Samsung 3 Years SKUs also added.	All Customers

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Date	Change	Applicability
09.02.2022	Removed Device Unlocking charges.	All Customers
04.04.2022	Addition of: Global Travel Allowance Global Roaming Data Global Roaming Voice and Text	All Customers
12.07.2022	Addition of: Wandera Private Access to Wandera Section New NetMotion service	All Customers
22.08.2022	Addition of: The Individual Plan – Unlimited Voice and Data	All Customers
12.12.2022	Removal of monthly options 4G Office Signal Assist and 4G Office Signal Assist Plus	All Customers
23.01.2023	Updates to the Team Plan and Individual plan Updates to Corporate Daily Roamer	All Customers
27.01.2023	Inclusion of Jamf and Ivanti products	All Customers

Date	Change	Applicability
01.03.2022	Inclusion of Drone usage terms..	All Customers
01/09/2023	Removal of terms prohibiting use of SIMs in routers. Removal of references to use of 3G Network. Removal of prohibiting use in M2M. Inclusion of eSIM usage in Drones	All customers
11/10/2023	Update to Mobile Voice Recording (MVR) and SMS Capture (page 43)	All Customers
04/12/2023	Updates to Non-Geographic Add Ons, Global Roaming Data, Global Roaming Voice & Text and IDD Shared Bundles	All Customers
13/12/2023	Jamf updates	All Customers
08/01/2024	Business Smart Watch Plans	All Customers
22/01/2024	Standard Business Charges Section 1A (UK) Satellite Calling updated from £1.50/min to £4.89	All Customers

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Date	Change	Applicability
16.02.2024	Enhanced Trade-in terms	All Customers
16.02.2024	Updates to Team Plan / Shared Plan / Individual Plan / General T&Cs (Billing)	All Customers
01.03.2024	Updates to Wi-Fi calling and Corporate Traveller	All Customers
19.04.2024	Rapid Site / Connected Vehicle	All Customers
02.08.2024	Enhanced Trading Offer (End Date Update). Update to EE Business Zone C detail (Page 10)	All Customers
09.08.2024	Samsung Knox Updates Ivanti Updates Akamai Updates	All Customers
17.09.2024	Google RCS Chats	All Customers
24.10.2024	Device Lifecycle Management	All Customers
01.11.2024	MVR Update / Enhanced Trading Offer Removed	All Customers
26.11.2024	Update to Standard Roaming Charges (1B) – Additional Charges (eSIM)	All Customers

Date	Change	Applicability
08.01.2025	Akamai Update	All Customers
22.02.2025	AppleCare Update	All Customers
22.02.2025	Jamf Update	All Customers
03.03.2025	RCS Update	All Customers
21.03.2025	Lone Worker from EE	All Customers
17.04.2025	Bill Protector / Layout and General Clarification updates	All Customers
30.06.2025	Samsung Knox / Rugged SIM Updates	All Customers
11.07.2025	Ivanti Update	All Customers
06.08.2025	• Individual Plan Capping • Global Roaming Voice & Text • Standard Business Charges (UK) • Standard Business Charges (Roaming)	All Customers
25.09.2025	• Additional Charges Roaming Sections 1A & 1B • Lone Worker • TeamViewer • Drone SIM	All Customers
03.11.2025	Trade In Terms	All Customers
21.11.2025	• Rapid Site Update • Connected Vehicle Update • Addition of Rapid Connectivity Case • Russia roaming update	All Customers
18.02.2026	• 5G Fixed Wireless Access	All Customers
18.02.2026	• 5G Fixed Wireless Access	All Customers
01/04/2026	• Removal of insurance • Update to Apple Care	All Customers
30/04/2026	• Removal of reference to Tethering for Apple Watches and BlackBerry	All Customers

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Date	Change	Applicability
20/05/2026	• Add 5G+ Terms • Updated AppleCare for Enterprise • Managed Device Security	All Customers
30/07/2026	• Removed Tariffs no longer live • Included Palestine and Kosovo in Zone B • Updated Additional Charges List	All Customers
31/08/2026	• Update to Jamf Security Portfolio	All Customers

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