

## Pre-contract information

### Speeds of the internet service and remedies

#### Accessing speeds

To access 4G or 5G you'll need EE signal coverage, a compatible mobile device and an eligible EE plan. Your 4G or 5G speed will depend on location, number of users and plan.

Use our mobile coverage checker to see a detailed breakdown of network coverage in your area, including 2G (for calls and texts), 4G and 5G coverage: <https://coverage.ee.co.uk/coverage/ee>

#### How we estimate your mobile speeds

The results from our mobile speed checker only give you an indication of what we expect the speed to be: they are not a guarantee of service availability in a particular location.

Various factors can affect your mobile reception, including the type of building you're in, your local environment (are you surrounded by trees, for instance?), weather conditions, and how many people are using the network at the same time at the same place (coverage next to a football ground on match day will probably be patchier than when the season's over).

### Contract renewal and cancellation

#### Renewing your contract

When your initial EE agreement ends, you'll continue on a 30-day rolling agreement until you renew, change or cancel it.

#### Ending your contract

If you choose to cancel the agreement after the 14-day cooling off period, there may be a Cancellation Charge as set out in the EE terms for small business customers which you can find at:

<https://business.ee.co.uk/help/terms-and-conditions/business-terms-and-conditions/#smallbusinessprice>

If you're thinking about ending your agreement early, just ask us and we'll work out the cancellation charge for you.

If you want to end your agreement, you'll need to give us 30 days' notice.

You may not need to pay early cancellation charges to end a service during the minimum term if we've made a change to it. If that's the case we'll let you know.



## Out of allowance usage charges

If you've used up all your allowance for data, making calls and sending texts, we'll charge you for any calls made or messages sent outside of it. You can avoid any out-of-bundle charges by using addons. We won't charge for out-of-bundle data, but you will need to buy a data add-on if you want to continue using data services in your mobile.

Check our current prices and out-of-allowance charges here:

<https://business.ee.co.uk/help/terms-and-conditions/business-terms-and-conditions/#smallbusinessprice>

## Roaming charges

By signing this agreement, you confirm that you understand that you will be charged a daily rate to use your allowances in the EU/ EEA, unless you have an add-on or Inclusive Extra that includes EU roaming. For more information on which countries are included visit:

<https://business.ee.co.uk/help/network-and-coverage/roaming/>

## Billing

We'll bill you in advance for monthly charges.

Your first bill might be higher than your normal bill if your new service starts midway through the billing cycle because we'll charge you for the partial month and the following full month in advance. After that, your bills will just cover each month in advance.

If you are already with us your first bill might be higher or lower than normal if there is a crossover between your existing and new packages.

If you change your bank details, please let us know so we can make sure it doesn't affect your Direct Debit payments.

You can [keep an eye on your bills and analyse your usage](#) through a My EE account.

Setting up a My EE account is easy. Just go to [Register to My EE](#).



## How to contact us

Go to [Contact EE Business](#) to get in touch about:

- Sales
- Upgrades
- Customer service
- Lost or stolen devices

And if you struggle to hear or speak on the phone, you'll also find details about the Next Generation Text Relay (Relay UK) service.

## How to report a fault

### Network headaches

If you're having trouble getting a decent signal, use our [coverage and network status checker](#) to see the signal strength in your area and check for any network problems.

### Device problems

If your device develops a fault, we'd like to help you get it repaired whether you're an EE customer or not.

Find out more [about repairing your device](#) and how we can help get you talking again.

## How to make a complaint

When things go wrong, we want to know so we can put them right as quickly as possible.

Find out to [complain to us](#) by phone, webform, or letter.

You can read about how we deal with complaints in our [customer complaints code of practice](#).

## Ordering a device from us

We deliver all EE online orders - and orders placed on your behalf in a retail store - for phones, tablets, and mobile Wi-Fi devices, free to your home or an EE store of your choice.

Find out [everything you need to know about delivery of your EE business order](#), including how the service works, delivery to a different address, what happens if you're not there, deliveries to EE stores, and ID requirements.

### When will we deliver your new device or SIM?

If your device is in stock, we'll despatch it as soon as we've processed your order. We'll text you when it's on its way.

If it's out of stock, we'll let you know when you're likely to receive it. Then, when we despatch it, we'll text you to let you know when you'll receive it. (If you've ordered more than one device, we'll deliver them separately.) If you ordered a SIM-only package, we'll send it straight to you by second class mail.

### Will I need ID?

Yes. You'll need to show either a valid driving licence or a passport before we can hand over the package to you. We're sorry but we cannot accept any other form of ID.



## You cannot sell the device in the first six months

For the first six months of your contract, we legally own the device, although you're still responsible for any damage or loss. This doesn't affect your warranty or any insurance you may have. But it does mean you can't sell it during that period.

If you choose to cancel your agreement within the first six months of your minimum term, you'll have to return your device. If you don't, we may charge you for it.

## Switching

### Switching from another provider to EE

If you want to switch to us from another provider and keep your existing phone number, you'll need to ask your old provider for your PAC code (it stands for Porting Authorisation Code, but they'll know what you mean).

If you don't want to keep your old phone number, you'll need to get a STAC code (Service Termination Authority Code), which switches off your current SIM and stops you being charged by two providers.

Find out more about [switching to EE](#)

### Switching from EE to another provider

Find out everything you need to know about [leaving the UK's number 1\\* network](#)

\*Rankings based on the RootMetrics, UK RootScore Report: H2 (Jul-Dec) 2021. Tested at locations across the UK with the best commercially available smartphones on 4 national mobile networks across all available network types. Your experiences may vary. The RootMetric award is not an endorsement of EE. Visit [ee.co.uk/claims](https://ee.co.uk/claims) for more details.

## Traffic management

Good news: we don't have any traffic management measures!

That means we won't reduce the speed of your broadband service at any time of the day.

Find out more [about our traffic management policies](#) - go to **Other terms** and then **Traffic Management**.

## Safety and security

We take the [safety and security](#) of our customers seriously.

If we suspect there's been, or is likely to be, a security incident, we may lock your MY EE online account to protect your details. We'll ask you to change your password before letting you log back in.

## Your personal data

### Protecting your personal data

When you use EE, you trust us with your information – and that's a responsibility we take very seriously. Our [privacy policy](#) spells out exactly what data we collect and how we use it.

If you would like to know what information we hold about you, want to see a copy of it, or would like us to change or delete it, please [contact us](#).



## Your details in directory listings

You can choose whether you want an entry on directory listings, including the phone book. If you would like your details to be included, please contact customer services.

## Your useful links

Contact EE Business	<a href="https://business.ee.co.uk/help/contact-us/getintouch/">https://business.ee.co.uk/help/contact-us/getintouch/</a>
Coverage and network status checker	<a href="https://coverage.ee.co.uk/coverage/ee">https://coverage.ee.co.uk/coverage/ee</a>
About repairing your device	<a href="https://business.ee.co.uk/help/accountsandbilling/repairingyour-device/">https://business.ee.co.uk/help/accountsandbilling/repairingyour-device/</a>
Complain to us	<a href="https://business.ee.co.uk/help/make-acomplaint/">https://business.ee.co.uk/help/make-acomplaint/</a>
Customer complaints code of practice	<a href="https://ee.co.uk/help/helpnew/safetyandsecurity/protectingyour-information/complaints-code-of-practice">https://ee.co.uk/help/helpnew/safetyandsecurity/protectingyour-information/complaints-code-of-practice</a>
Delivery of your EE business order	<a href="https://business.ee.co.uk/help/eegettingstarted/delivery-ofyouree-device/">https://business.ee.co.uk/help/eegettingstarted/delivery-ofyouree-device/</a>
Switching to EE	<a href="https://business.ee.co.uk/help/eegettingstarted/keepingyournumber/">https://business.ee.co.uk/help/eegettingstarted/keepingyournumber/</a>
Leaving the UK's number 1* network	<a href="https://business.ee.co.uk/help/accountsandbilling/movingfromee/">https://business.ee.co.uk/help/accountsandbilling/movingfromee/</a>
Keep an eye on your bills and analyse your usage	<a href="https://business.ee.co.uk/help/accountsandbilling/billanalysis/">https://business.ee.co.uk/help/accountsandbilling/billanalysis/</a>
Register to My EE	<a href="https://id.ee.co.uk/register">https://id.ee.co.uk/register</a>
Safety and security	<a href="https://business.ee.co.uk/help/safety-andsecurity/">https://business.ee.co.uk/help/safety-andsecurity/</a>



Privacy policy	<a href="https://ee.co.uk/eeprivacycentre">https://ee.co.uk/eeprivacycentre</a>
Out Of Bundle Charges   EE Business	<a href="https://business.ee.co.uk/outofbundlecharges/">https://business.ee.co.uk/outofbundlecharges/</a>
Cancelling a contract	<a href="https://business.ee.co.uk/help/accountsandbilling/how-doicancel-my-business-account/">https://business.ee.co.uk/help/accountsandbilling/how-doicancel-my-business-account/</a>
Ombudsman	<a href="https://www.ombudsman-services.org/">https://www.ombudsman-services.org/</a>

