



EE Price Guide for Large Business Group Plan & Single Plan

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This Price Guide and the terms and conditions in this document only apply to Customers who have been notified that they are on the Group Plan or the Single Plan. For all other tariffs, please refer to relevant price guides at www.ee.co.uk/business/terms

References in this Price Guide to the “Tariff Notice” are to the notice sent to eligible Customers from September 2025 informing them of the change in the billing platform and their Service Plan.

Any applicable Solution Terms 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 0800 956 5032 from any other phone.

Please see Section 5 (Terms and Conditions) for general rules applicable to the Group Plan and the Single Plan and Service Plan Add-Ons and details of the allowances and fair usage policies which apply. All unlimited tariffs are subject to a fair usage policy.

EE Limited is part of BT Group PLC, with registered offices at 1 Braham Street, London, E1 8EE

A Note about Roaming

The Group Plan and The Single Plan and other service plan add-ons (unless otherwise stated either in this price guide) 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”). Please note, inter-zone calls (Calls and SMS destined to a zone other than the one you are in) are not included within the scope of RLAH and are charged at 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 3 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.

Section 1

Standard Business Charges

Standard Business Charges (UK)

Service Plans Applicable

These standard business charges apply to the following Service Plans; The Single Plan and The Group Plan

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 (*unless otherwise stated in section 2 of this Price Guide)	Up to £20 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

Standard Business Charges (UK) continued

Service Plans Applicable

These standard business charges apply to the following Service Plans; The Single Plan and The Group Plan

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

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
Inactive Connection Fee (per connection)	50p per bill
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.

Standard Business Charges (Roaming)

Service Plans Applicable

These standard business charges apply to the following Service Plans; The Single Plan and The Group Plan

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.

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	10p
Zone A	15p	10p
Zone B	45p	10p
Zone C	65p	10p

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 Data Charges (per MB)

Zone	Using data per MB
Europe Zone	Note 1
Zone-A	£5.50
Zone-B	£5.50
Zone-C	£5.50

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



Service Plans Applicable

These standard business charges apply to the following Service Plans; The Single Plan and The Group Plan

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, Kuwait, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Montenegro, Nicaragua, 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

Section 2

Business Service Plans

The Group Plan

A simple, centralised bill 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	Voice and Text Message Bundle	Price Per User Per Month
Voice Only	Unlimited	As per Agreement, including Tariff Notice
Voice and Data		
Data Only	n/a	As per Agreement, including Tariff Notice

Specific Terms and Conditions for the Group 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.

Step 2 – Select a data bundle to be accessed by “voice and data” and “data only” users on The Group Plan

User type	Out of bundle	Shared Data Bundle	Price per month	Shared Data Bundle	Price per month
Data Only Or Voice and data	£20/GB	20GB	As per Agreement, including Tariff Notice	500GB	As per Agreement, Including Tariff Notice
		40GB		600GB	
		60GB		700GB	
		80GB		800GB	
		100GB		1500GB	
		120GB		10,000GB	
		140GB		18,000GB	
		160GB		1TB	
		200GB		2TB	
		300GB		3TB	

Data

All data users receive access to up to 5G data speeds 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 its Network to protect it for all customers. Please see the network management policies on our website for more information.

User types

Each "voice and data" or "data only" user under the Group Plan Agreement will have access to the group allowance of data. Each "voice and data" and "voice only" user under the Group 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.

Inclusive allowances

On The Group 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 fixed UK-to-UK, calls made UK-to-UK, the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines (iv) Voicemail

On The Group 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 Group 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 Group 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 Group Plan the data allowances include data used in the UK and the Europe Zone.

On The Group 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 in section 1.

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 in Section 1. 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 specified otherwise in your Agreement, calls will be charged at EE's standard rates found in Section 1 of this price guide.

Multiple Bundles

It is not possible to select more than one Group data bundle or more than one voice and text message shared bundle for use with a Group Plan.

Daily Roamer

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

The Single Plan

Dedicated data allowances to meet each person's individual need

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	As per Agreement, including Tariff Notice
Voice and Data		
Data Only	n/a	As per Agreement, including Tariff Notice

Step 2 – Select a data bundle for all “voice and data” and “data only” users . Some plans have a built-in spend cap

Data Allowance	Price per User per month	Monthly Built In Spend Cap	Out of Bundle
2GB	As per Agreement, including Tariff Notice	£50	£20 per GB
4GB			
8GB			
25GB	As per Agreement, including Tariff Notice	£200	£10 per GB
50GB			
125GB			

Specific Terms and Conditions for the Single 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.

Data Allowance	Price per User per month	Out of Bundle
1GB	As per Agreement, including Tariff Notice	£20 per GB
2GB		
3GB		
4GB		
5GB		
6GB		
7GB		
8GB		
9GB		
10GB	As per Agreement, including Tariff Notice	£10 per GB
25GB		
50GB		
125GB		

Data

All data Users receive access to up to 5G data speeds 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.

User types

Each "voice and data" or "data only" User under The Single Plan Agreement will have access to a dedicated data allowance.

Each "voice and data" or "voice only" User under The Single 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 allowances

On The Single 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 fixed UK-to-UK calls made UK-to-UK the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines (iv) Voicemail

On The Single 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 Single 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 Single 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 Group Plan the data allowances include data used in the UK and the Europe Zone.

On The Group Plan the data allowances exclude data used 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 in Section 1. 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.

Out of bundle usage

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

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 Single Plan - Unlimited Voice and Data.

Built In Spend Cap

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

Daily Roamer

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

5G Fixed Wireless Access

Service Plans Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

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

5G Site Access

Data Allowance	Price per month
1TB	£70

Terms applying to 5G Site Access

Minimum Connection Period of 24 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan.

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

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

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

Compatible device and 5G coverage is required. For the best experience, we recommend purchasing an EE 5G Fixed Wireless Access Device. Where the 5G Fixed Wireless Access Device is purchased from EE, the device cost will be additional, not included in the monthly recurring charge.

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

For details of 5G coverage, check ee.co.uk/coverage. Speeds vary by location, coverage and demand. 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.

Bill Protector – All Data & Roaming Data

Service Plans Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

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.

WiFi Calling

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

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 (including the Tariff Notice) or in this EE Price Guide. 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 Wi-Fi) to continue the call. If a User makes a call over the Network and loses coverage, the Users must connect to Wi-Fi Calling before redialling. For the purposes of EE's statistics these do not count as dropped calls.
- WiFi Calling is not permitted whilst roaming.
- If you make calls over WiFi to local landlines and mobile numbers whilst abroad you will be charged our standard international rates and this will be treated as a call from the UK to an international number. To avoid these charges turn off WiFi calling in your phone settings.

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

Section 3

Roaming Service Plan Add-Ons

Daily Roamer

As per Roam Like at Home, usage in our EE Business Europe Zone will decrement your UK allowance. For a full list of EE Business Europe Zone countries see the ‘Standard Business Charges (Roaming)’ section 1’. 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 Single Plan and The Group Plan

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 5– 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, Kuwait, Macedonia, Madagascar, Malaysia, Mexico, Moldova, Montenegro, Nicaragua, 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 1. 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 £5.50/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 rates as set out in Section 1. 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 £5.50/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 £5.50/MB

Daily Roamer continued

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.

Global Travel Allowance

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

With this monthly plan, you pay a fixed fee and receive credit that's worth more than what you pay. This credit will be applied for usage within Zones A to C, giving you great value and flexibility.

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 (Roaming) Section 1.

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.

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.

Calls to Cuba, Liberia, North Korea, Syria and Iran are barred.

Global Roaming Data

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

Global Roaming Data gives you a monthly data allowance for use in Zones A to C. Just choose your plan and enjoy seamless connectivity abroad with a simple monthly subscription

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 of this EE Price Guide)

Tier Allowance	Monthly subscription charge	Incremental Allowance (GB)	Increment charge
5GB	As per Agreement, including Tariff Notice.	1GB	As per Agreement, including Tariff Notice.
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.

Global Roaming Voice and Text

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

Global Roaming Voice & Text gives you a monthly bundle of minutes and texts for use in Zones A - C. Stay connected while travelling with a simple monthly subscription.

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.
Other:	Roaming texts whilst 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 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

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	As per Agreement, including Tariff Notice.	100 Minutes	As per Agreement, including, Tariff Notice.	As per Standard Roaming SMS Charges listed in section 1 of this 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.

Calling Abroad from the UK (IDD)

Service Plans Applicable

This Service Plan Add On is available with The Single Plan and The Group Plan

This plan will give an Individual User a monthly bundle of minutes and texts for use when calling abroad from the UK

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 of 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.

Calling Abroad from the UK (IDD) – Shared Bundles

Service Plans Applicable

This Service Plan Add On is available with The Single Plan and The Group Plan

This plan will provide a shared monthly bundle of minutes and texts for use when calling abroad from the UK

International Talk and Text Europe

Monthly Allowance of Minutes	Monthly allowance of Text Messages	Cost
250	250	As per Agreement, including Tariff Notice
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	As per Agreement, including Tariff Notice
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.

Calling Abroad from the UK (IDD) – Shared Bundles

Service Plans Applicable

This Service Plan Add On is available with The Single Plan and The Group Plan

This plan will provide a shared monthly bundle of minutes and texts for use when calling abroad from the UK

International Talk and Text Ireland

Monthly Allowance of Minutes	Monthly allowance of Text Messages	Cost
1000	1000	As per Agreement, including Tariff Notice
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.

Section 4

Value Added Services

Additional Products and Services

The following additional products and Value Added Services are available to purchase alongside the Group Plan and Single Plan
Further information about each of these can be found in EE Large Price Guide for Business at www.ee.co.uk/business/terms

Product/ Service		Product / Service	
1.	Business Smart Watch Plans	9.	Rapid Site
2.	Visual Voicemail	10.	Connected Vehicle
3.	Teams Phone Mobile	11.	Samsung Knox
4.	MVR	12.	DLM
5.	Non-Geographic Add Ons (NGN)	13.	Apple Care
6.	Personal Data Boosters	14.	Akamai Secure Internet Access Mobile
7.	4G Office Signal Assist and 4G Office Signal Assist Plus	15.	Lone Worker from EE
8.	Bespoke Inbuild Coverage Solutions	16.	TeamViewer

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

- 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](#)

Ivanti Endpoint Manager Mobile Secure Licences

Service Plan Compatibility		
This Service Plan Add On is available with The Single Plan and The Group Plan		
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 Single Plan and The Group Plan		
Product name	No. of Licences	Monthly charge per device
Neurons for Patch Management	1	£2.40

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 Single Plan and The Group Plan

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 Single Plan and The Group Plan

Product Description	No. of Licenses	Monthly Charge
Ivanti Zero Sign-On	1	£2.50

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](#)

Jamf

Jamf provides device management and security for the Apple platform with products suitable for small and medium enterprises through to large corporations and Public Sector. With Jamf UEM organisations can manage and protect their devices, data and applications without getting in the way of the intended Apple experience while protecting personal privacy.

Jamf Now Licences

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

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 Pro Licences

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

The professional solution for the larger organisation, Jamf Pro provides deployment, device management, App management, self-service, inventory management and security for the iOS and MacOS ecosystem

Jamf Pro	No. of Licences	Monthly RRP
Jamf Pro iOS	1	£3.00
Jamf Pro Mac	1	£5.00

Jamf Connect Licences

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

Jamf Connect simplifies provisioning, identity and access management for MacOS.

Jamf Connect	No. of Licences	Monthly RRP
Jamf Connect	1	£3.00

Jamf Protect Licences

Service Plan Compatibility

This Service Plan Add On is available with The Single Plan and The Group Plan

Jamf Protect provides malware protection for MacOS.

Jamf Protect	No. of Licences	Monthly RRP
Jamf Protect	1	£5.00

Terms and Conditions

1. The minimum initial order for Jamf Now, Jamf Pro, Jamf Protect and Jamf Connect is 1 user licence
2. Solution Minimum Connection Period of 12 months
3. Charges under this Solution do not include any airtime or data use
4. For full terms and conditions please see the Mobile Secure Data Management (Jamf) solution terms at [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#)

Jamf

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

Jamf Data Capping Licences

Service Plan Compatibility
This Service Plan Add On is available with The Single Plan and The Group Plan

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

Jamf Data Capping	No. of Licences	Monthly RRP
Jamf Data Capping	1	£1.00

Jamf Threat Defence Licences

Service Plan Compatibility
This Service Plan Add On is available with The Single Plan and The Group Plan

Jamf Threat Defence secures the customer's mobile devices from threats such as malicious Apps, phishing and malicious WiFi connections

Jamf Threat Defence	No. of Licences	Monthly RRP
Jamf Threat Defence	1	£3.50

Jamf Data Policy Licences

Service Plan Compatibility
This Service Plan Add On is available with The Single Plan and The Group Plan

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	£3.50

Terms and Conditions

1. The minimum initial order for Jamf Data Capping, Jamf Data Policy and Jamf Threat Defence is 1 user licence
2. Solution Minimum Connection Period of 12 months
3. Charges under this Solution do not include any airtime or data use
4. For full terms and conditions please see the Mobile Secure Data Management (Jamf) solution terms at [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#)

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

Jamf Data Policy and Threat Defence Licences

Service Plan Compatibility
This Service Plan Add On is available with The Single Plan and The Group Plan

Jamf Data Policy and Threat Defence bundle provides the customer with real time visibility of data usage, data policy management and mobile security

Jamf Data Policy and Threat Defence	No. of Licences	Monthly RRP
Jamf Data Policy and Threat Defence	1	£6.00

Terms and Conditions

1. The minimum initial order for Jamf Data Policy and Threat Defence, and Jamf ZTNA is 1 user licence
2. The minimum initial order for Jamf Executive Threat Protection 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 Mobile Secure Data Management (Jamf) solution terms at [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#)

Jamf ZTNA Licences

Service Plan Compatibility
This Service Plan Add On is available with The Single Plan and The Group Plan

Jamf ZTNA provides secure remote access to cloud or internal applications from mobile and remote devices

Jamf ZTNA	No. of Licences	Monthly RRP
Jamf ZTNA	1	£2.75

Jamf Executive Threat Protection Licences

Service Plan Compatibility
This Service Plan Add On is available with The Single Plan and The Group Plan

Jamf Executive Threat Protection provides detection and remediation of advanced threats on mobile devices.

Jamf Executive Threat Protection	No. of Licences	Monthly RRP
Jamf Executive Threat Protection	1	£50.00

Section 5

Terms and Conditions

Business Class Service for Large Business

What's included

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

Who's Eligible

Any Customer that fulfils all of the following criteria:

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

Service Add-Ons

What's included

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

Who's eligible

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

Charges

Pricing available on request from EE.

Extra terms and conditions

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

Tailored End to End

What's included

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

Who's eligible

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

Charges

Pricing available on request from EE.

Extra terms and conditions

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

Tailored Set Up

What's included

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

Who's eligible

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

Charges

Pricing available on request from EE.

Extra terms and conditions

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

Copy Invoicing

What's included?

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

Charges

£10 per invoice (Exclusive of VAT)

Premium Service Delivery

What's included

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

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

*Orders for next day delivery must be placed before 5pm 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 on next page).
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.

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								

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 previous page. Terms and conditions Full terms and condition apply, see from page 43	

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.

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 and other networks, 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 & 5G 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.

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 other networks	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 includes a limit 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 as set out in Section 1.

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)

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

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

Your data usage will also include additional data packets which control the flow of data over the network and may also include data packets which have to be re-sent over the network, for example if you're in an area with poor coverage and your connection drops off.

When content providers state the file size of their content, it may take up a little bit more of your data to download that file. This is because of encryption and addressing data which can be up to 10 per cent of the total file size. For instance, if an image is said to be 100MB, it may take up to 110MB of data to download that file to your device.

General Terms and Conditions

The following general rules apply to all Service Plans and Service Plan Add- Ons unless otherwise stated or agreed. Any extra terms and conditions which apply will be stated or referenced within this 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	<p>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:</p> <ul style="list-style-type: none"> Limited companies: the company registration number and the VAT number Charities: the charity number All other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill <p>For details of all Consumer plans please see www.ee.co.uk</p>
Compatibility	Not all Services and Services Plan Add-Ons are compatible with each other or with all Equipment. You may need to purchase certain Equipment to benefit from the full functionality and range of Services
Traffic Management	<p>In certain circumstances, such as periods of high demand, EE may manage network performance by undertaking traffic management activities such as mobile line speed reductions.</p> <p>More information on EE's traffic management activities is set out in the 'Large Business – Traffic Management – Key Facts Indicator' document which can be found under the 'Other Terms' tab at the following link https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/.</p>

2. Minimum Connection Period / Termination Charges

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

3. Orders and Changes

Acceptance	EE is entitled to accept or reject new orders and change requests and to conduct additional credit checks. Certain Services can only be added, changed or removed by the authorised account holder
Service Plan Add- Ons	<p>Service Plan Add-Ons taken on a rolling 30 day contract can be added, removed or changed month on month provided the bundle has been on the account for an initial minimum period of 30 days. A Service Plan Add-On will normally be activated within 24 hours of an order but you may ask for it to be activated at any time up to 28 days in advance. Bundles do not take effect until they have been activated. "Contracted" or "Fixed" bundles may only be added at the point of Connection of the relevant Service Plan and must remain Connected for that Service Plan's</p> <p>Minimum Connection Period. Once a Service Plan Add-On is applied to your subscription you will continue to receive it for the life of your contract unless you contact EE to remove it.</p>

4. Roaming

Roaming Activation	Roaming must be provisioned on the Connection(s) to which any Service Plan or Service Plan Add-On involving Roaming is applied before you travel abroad. 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	<p>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.</p> <p>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.</p>

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

5. Price Caps

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

6. 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.

7. 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.

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 replace it at no charge.

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

2. Eligible Devices

The Service is only available to EE Branded Devices and Qualifying Non- Branded Devices provided to EE Large Business Customers 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.

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 of which is the subject of a manufacturer's recall of faulty products (manufacturer's guarantee or warranty exclusion).
- breakdown or interruption of the network service (network service);
- damage during any testing, repairing, adjusting, servicing or maintenance operation caused by improper or unauthorised repair, maintenance or modification (unauthorised maintenance or faulty workmanship);
- damage which does not impair the normal functions of the Device (cosmetic damage);
- disregard of the manufacturer's instructions for operation and care of the Device (manufacturer's instructions);
- anything that EE has stated to the Customer is a limitation of the specific Device (EE Device - specific limitation).

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

5. Repairs & return of Device to EE

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

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

EE reserves the right to charge the Customer for failed deliveries. The current Charge is detailed in this Large Business Price Guide under Additional Charges in Section 1.

Where the Claim was received and agreed before 8:00pm, 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 www.ee.co.uk/business/terms

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

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

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

Replacement of any Device will only be made with an EE product and may be from refurbished stock that has been tested and is fully functional. A replacement Device may be a different make or model to that sent for repair and may have an alternative operating system, provided that such a replacement will be (in EE's reasonable opinion) of the same or similar specification.

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

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

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

6. In Life Changes

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

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

7. Upgrading

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

8. Interpretation and Definitions

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

In this Service Plan:

Agreement means the EE Business Agreement;

Device means a mobile telephone or other device approved by EE 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

Changes Annex

This annex highlights any updates made to the EE Business Price Guide from 18th September 2025 onwards

Date	Change	Applicability
25.09.2025	First Publication	All Customers