



# EE PRICE GUIDE FOR LARGE BUSINESS

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

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

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

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

# A Note about Roaming

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

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

# Section 1

# Standard Business Charges

# Standard Business Charges Section 1A (UK)

## Service Plans Applicable

These Standard business Charges apply to the following service plans; The Team Plan, The Individual Plan, The Shared Plan, Custom Caller.

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'.

## Standard UK Call Charges

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

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 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	£4.89 per minute
076 paging number service	42.6p per minute
076 paging number service (text message)	£1 per text message

## Calls to premium rate numbers

Premium Rate Services Banding as of Jan 2021: 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 Section 1A (UK) continued`

## Service Plans Applicable

These Standard business Charges apply to the following service plans; The Team plan, The Individual Plan, The Shared plan, Custom Caller

## Calls to Directory Enquiries

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

## Important Numbers

Service	Telephone number	Call charge per minute
International assistance (not call connect)	155	Free of charge
Customer services	150	Free of charge
Business customer services	158	Free of charge
Emergency services	999	Free of charge
Standard non-emergency	101	Free of charge

## International Direct Dial

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

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

## EE Business Zones

We've grouped countries into simple Zones so it's easy to work out how much International direct dial and roaming calls will cost. <<The international calling and the roaming zones are the same >>

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



# Standard Business Charges (International) Section 1A

## Service Plans Applicable

These Standard business Charges apply to the following service plans; The Team plan, The Individual Plan, The Shared plan, Custom Caller

## 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

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 Messaging Roaming Charges

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

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

# Standard Business Charges (International) Section 1A

## Service Plans Applicable

These Standard business Charges apply to the following service plans; The Team plan, The Individual Plan, The Shared plan, Custom Caller

## Roam like at Home Surcharges

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

## EE Business Zones

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

## Data Roaming Cap

Per Bill Cycle	Europe rate (Zones 1-2)	Rest of the world rate (Zones 3-7) including other zones
	£45.00	7MB

## Additional Charges

Payment related charges	
Payment failure – direct debit, credit, debit or charge card	£5.00 per failure (VAT n/a)
Device Unlocking Fee	£0.00
Replacement or Reconfigured SIM Fee	£3.00
Suspension Lifting Fee	£25.00
Disconnection Fee	£25.00
Inactive Connection Fee (per connection)	50p per bill
Fully itemised paper bill (per group, per month)	£25.00
Late payment Charges for invoices up to £999.99	£40.00
Late payment Charges for invoices between £1000 and £9,999.99	£70.00
Late payment Charges for invoices over £10,000	£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 card authority or direct debit on a Corporate account then payment will automatically be taken (in the case of direct debit) or charged (in the case of credit cards) 28-days after an invoice has been raised – irrespective of what the contractual payment terms are.

# Standard Business Charges Section 1B (UK)

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

## Standard UK Call Charges

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

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

## Calls to UK Special Numbers

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

\*Some 076 services, Mercury CPP and Vodafone are charge at a rate below the 50p fixed charge per call.

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

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

For more info, please click [here](#) and follow the links to 'service charge costs for calls beginning 08 & 09' or 'service charge costs for calls beginning 118'.

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

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

## Calls to premium rate numbers

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

# Standard Business Charges Section 1B (UK)

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

## Important Numbers

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

## International Direct Dial

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

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

## Calling Zones

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

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

## Calls to Directory Enquiries

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

# Standard Roaming Charges Section 1B

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

## Standard voice roaming charges (per min)

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

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

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

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

## Standard Messaging Roaming Charges

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

<sup>1</sup> Standard MMS (for example a single photo up to 50KB)

<sup>2</sup> Multiple MMS (for example multiple photos/a video or any message over 50Kb)

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

## Standard Data Roaming Charges

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

## Data Roaming Cap

Per calendar month (not bill cycle)	Europe rate (Zones 1-2)	Rest of the world rate (Zones 3-7) including other zones	Andorra and Moldova
	£45.00	7MB	867 MB

# Standard Roaming Charges Section 1B (continued)

## A Note about Roaming

All service plans and service plan add-ons (unless otherwise stated either in this price guide or in your contract) will allow Users to utilise their UK allowance / pricing structure (voice, Text Messages, and data) when Roaming in EE Business Zones 1 & 2 at no additional cost, Roam Like At Home (“RLAH”) from 15 June 2017.

Please note,

- calls from the UK to EE Business Zones 1 & 2 and
- roamed calls from EE Business Zones 1 & 2 to EE Business Travel zones 3-7, are not included within the scope of RLAH and are charged at standard rates. To be eligible for RLAH, connections must not be used for permanent roaming and must satisfy specific criteria. Please see Section 9 of this Price Guide for further details.

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

## EE Business Zones

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

### Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

## Roam like at Home Surcharges

If a User breaches a fair use policy while using Roaming in Business Travel Zones 1 & 2, or if it appears a Connection is being used abroad for more than 2 months out of any 4 month period EE may ask the User to stop Roaming. If Roaming continues, EE may apply a surcharge to that User’s Roaming data usage of £6.51/GB of data usage, 0.8p / 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.

## Additional Charges

Payment related charges	
Non-direct debit payment	£0.00 (Invoices issued from 13 <sup>th</sup> January 2018)
Payment failure – direct debit, credit, debit or charge card	£5.00 per failure (VAT n/a)
Device Unlocking Fee	£0.00
Replacement SIM Fee	£3.00
Re-downloadable eSIM (up to 3 times)	£0.00
Suspension Lifting Fee	£25.00
Disconnection Fee	£25.00
Inactive Connection Fee (per connection)	50p per bill
Fully itemised paper bill (per group, per month)	£25.00

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

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

# Section 2

# Voice Service Plans

# The Team Plan

The Team Plan – a shared data pot that automatically flexes and grows with your business.

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

User type
Voice and Data
Data Only
Voice Only

**Step 2** – Select the monthly data contribution for all data users on under the agreement

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

**Step 3** – Select a monthly voice and text message contribution for all voice Users on under the agreement

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



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

## Inclusive allowances

On The Team Plan minute and text message allowances include the following call types;

(i) Voice Calls made within the UK to UK mobile numbers and UK fixed lines (ii) Voice calls made within the Europe Zone to UK mobile numbers and UK fixed lines (iii) Voice calls made within the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines (iv) Voicemail

On The Team Plan minute and text allowances exclude the following call types;

(i) Calls to non-geographic numbers Inc. Satellite, Aviation and Maritime (ii) Calls to directory enquiries (iii) Calls to premium rate and special services (iv) International direct dial calls (calls initiated in the UK to destinations outside the UK) (v) Roaming Calls made from outside the UK and Europe Zone

On The Team Plan minute and text allowances include the following message types;

(i) Text Messages sent from the UK to UK mobile numbers and UK fixed lines (ii) Text Messages sent within the Europe Zone to UK mobile numbers and UK fixed lines (iii) Text Messages sent within the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines

On The Team Plan minute and text allowances exclude the following message types ;

(i) text messages to networks outside of the Europe Zone and UK (ii) text messages sent whilst outside the UK and Europe Zone (iii) text messages to premium and special rate services (iv) MMS

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

On The Team Plan the data allowances exclude data used outside the UK and Europe Zone.

## UK Unlimited calls package

The UK unlimited calls package includes calls and texts are from within the UK to UK mobile numbers and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Mann). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for normal person to person use from your device. We monitor use in accordance with the EE Business General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or 3,000 minutes or 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, and if you don't 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 contract, calls will be charged at EE's standard rates found in Section 1A of this price guide.

## Minimum Connection Period

Minimum Connection Period is as stated in your Agreement with EE. Migrations to a different Service Plan, re-signs or upgrades are not permitted during the Minimum Agreement Term. Any airtime discounts on bundles specified in your agreement apply only to the bundles contracted in your Agreement. Any subsequent airtime bundles (voice or data) added during the term of your Agreement (including bundles of the same size as those contracted) will be charged at List Price. Discounts on plan charges set out in your Agreement do apply to any additional Connections you add.

## Exceeding Monthly allowances

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

**Automatic.** EE will review your usage every 3 billing cycles. If usage has exceeded the aggregated total available on average over the review period, EE will not charge for the excess usage but will automatically move every connection under the agreement to the next suitable data contribution. If usage changes again in subsequent review periods, EE will again move every connection under the agreement up or down to a suitable data contribution. A suitable data contribution is one that would have been large enough to cover the previous review period's average monthly usage. Where connections are initially contracted to or moved to the highest tier available and usage subsequently exceeds the aggregated total available on average over the review period EE reserves the right to charge for this data used during that period at the prevailing data usage rate as set out in section 1A.

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

## Roaming

The Customer understands and agrees that by taking this service plan it will be opted out of the EU roaming regulatory caps with regard to data (i.e. the customers data roaming spend will not be restricted to €50 per monthly billing). It will be possible to add the EU roaming regulatory caps later subject to the removal of any incompatible roaming services that you have provisioned for use with your Team Plan service plan connections.

## Daily Roamer

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

## BT Wi-fi

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

## Bill Protector

Bill Protector is an optional product for users on The Team Plan with access to data 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 £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 £50, £100, £250, £500 and £1000. Customers can have a mix of the two types of bill protector applied to different users. Bill Protector can be added to connections at any point in the contract, to take effect at the start of the following billing cycle. Bill Protector can be removed from connections at any point in the contract, to take effect at the start of the following billing cycle. The Bill Protector value can be amended at any point in the contract, to take effect at the start of the following billing cycle. When a connection approaches 80% their Bill Protector spend limit, a text notification will be sent to the user. When a connections reaches the Bill Protector spend limit a text notification will be sent to the user and a data bar will be placed on the connection. Data bars will be automatically removed at the start of the following billing period at which time any data allowances are reset. It is also possible for an authorised contact to request the bar be lifted early. If the bar is lifted, any subsequent data used that billing month will be charged at the standard data overage rate found in section 1A.

## Unlimited Data package

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

# The Shared Plan

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

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

User type	Line Rental Per connection per month
Voice Only	£8
Voice and Data	£8
Data Only	£8

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

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

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

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

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

## Inclusive allowances

On The Shared Plan minute and text allowances include the following call types;

(i) Voice Calls made within the UK to UK mobile numbers and UK fixed lines (ii) Voice calls made within the Europe Zone to UK mobile numbers and UK fixed lines (iii) Voice calls made within the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines (iv) Voicemail

On The Shared Plan minute and text allowances exclude the following call types;

(i) Calls to non-geographic numbers Inc. Satellite, Aviation and Maritime (ii) Calls to directory enquiries (iii) Calls to premium rate and special services (iv) International direct dial calls (calls initiated in the UK to destinations outside the UK) (v) Roaming Calls made from outside the UK and Europe Zone

On The Shared Plan minute and text allowances include the following message types;

(i) Text Messages sent from the UK to UK mobile numbers and UK fixed lines (ii) Text Messages sent within the Europe Zone to UK mobile numbers and UK fixed lines (iii) Text Messages sent within the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines

On The Shared Plan minute and text allowances exclude the following message types ;

(i) text messages to networks outside of the Europe Zone and UK (ii) text messages sent whilst outside the UK and Europe Zone (iii) text messages to premium and special rate services (iv) MMS

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

On The Shared Plan the data allowances exclude data used outside the UK and Europe Zone.

## Out of bundle usage

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

## UK Unlimited calls package

The UK unlimited calls package includes calls and texts are from within the UK to UK mobile numbers and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Mann). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for normal person to person use from your device. We monitor use in accordance with the EE Business General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or 3,000 minutes or 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, and if you don't 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 contract, calls will be charged at EE's standard rates found in Section 1A of this price guide.

## Minimum Connection Period

Minimum Connection Period is as stated in your Agreement with EE. Migrations to a different Service Plan, re-signs or upgrades are not permitted during the Minimum Agreement Term. Any airtime discounts on bundles specified in your agreement apply only to the bundles contracted in your Agreement. Any subsequent airtime bundles (voice or data) added during the term of your Agreement (including bundles of the same size as those contracted) will be charged at List Price. Discounts on plan charges set out in your Agreement do apply to any additional Connections you add.

## Multiple Bundles

It is not possible to select more than one EE5G Shared data bundle or more than one voice and text message shared bundle for use with a Shared Plan.

## Roaming

The Customer understands and agrees that by taking this service plan it will be opted out of the EU roaming regulatory caps with regard to data (i.e. the customers data roaming spend will not be restricted to £45 per monthly billing). It will be possible to add the EU roaming regulatory caps later subject to the removal of any incompatible roaming services that you have provisioned for use with your Team Plan service plan connections.

## Daily Roamer

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

## BT Wi-fi

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

## Bill Protector

Bill Protector is an optional product for users on The Shared Plan with access to data 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 £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 £50, £100, £250, £500 and £1000. Customers can have a mix of the two types of bill protector applied to different users. Bill Protector can be added to connections at any point in the contract, to take effect at the start of the following billing cycle. Bill Protector can be removed from connections at any point in the contract, to take effect at the start of the following billing cycle. The Bill Protector value can be amended at any point in the contract, to take effect at the start of the following billing cycle. When a connection approaches 80% their Bill Protector spend limit, a text notification will be sent to the user. When a connections reaches the Bill Protector spend limit a text notification will be sent to the user and a data bar will be placed on the connection. Data bars will be automatically removed at the start of the following billing period at which time any data allowances are reset. It is also possible for an authorised contact to request the bar be lifted early. If the bar is lifted, any subsequent data used that billing month will be charged at the standard data overage rate found in section 1A.

# The Individual Plan

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

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

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

**Step 2** – Select a data bundle for all “voice and data” and “data only” users

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



# The Individual Plan – Unlimited Voice and Data

The Individual Plan Unlimited – Unlimited Voice, Texts and 5GEE Data allowances for your whole base.

User type	Unlimited Voice, Texts and 5GEE Data Bundle	Bill Description	Price per month
Voice and Data	Unlimited	Unlimited Voice and Data UNL	See contract for price

## Specific Terms and Conditions for the Individual Plan – Unlimited Voice and Data

All connections on an account must take the Unlimited Voice and Data service plan.

The plan is for the User's person to person use only. Usage other than in accordance with these plan terms will be deemed a material breach of your agreement

EE may consider data usage above 600GB per month per User to be excessive and has the right to reduce the network speed the Customer is able to access (per User) on a monthly basis.

## Terms and Conditions for The Individual Plan and The Individual Plan – Unlimited Voice and Data

### 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. Out of bundle data will be charged at the standard rates as set out in section 1A of this price guide. Out of bundle data charges for all Users on The Individual Plan only will be subject to a £50 built in spend cap. When a connection approaches 80% their built in spend limit, a text notification will be sent to the User. When a connection reaches the spend limit a text notification will be sent to the User and a data bar will be placed on the connection. Data bars will be automatically removed at the start of the following billing period at which time any data allowances are reset. It is also possible for an authorised contact to request the bar be lifted early. If the bar is lifted, any subsequent data used that billing month will be charged at the standard charges in section 1A of this price guide (unless another product is added). Access to the 5G network in the UK is dependent on the Device (excluding routers) and available coverage. There are currently no 5G roaming networks available. Customers on 5G plans will receive 4G data Services while roaming subject to availability.

### User types

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

Each "voice and data" or "voice only" User under The Individual Plan agreement will have unlimited UK and EU minutes and text messages, unless Custom Caller is taken, where there will be no inclusive allowances

### Inclusive data allowances

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

On The Individual Plan – Unlimited Voice and Data, the allowances include data used in the UK and the Europe Zone. Europe Zone usage is subject to 25GB per month per User fair use policy and limited to three months of continuous roaming

On The Individual Plan the data allowances exclude data used outside the UK and Europe Zone.

On The Individual Plan – Unlimited Voice and Data 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 are from within the UK to UK mobile numbers and to UK landlines starting 01/02/03 (excluding Jersey, Guernsey, and the Isle of Mann). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for normal person to person use from your device. We monitor use in accordance with the EE Business General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or 3,000 minutes or 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, and if you don't 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 contract, calls will be charged at EE's standard rates found in Section 1A of this price guide. Custom Caller is not compatible with The Individual Plan - Unlimited Voice and Data.

## Minimum Connection Period

Minimum Connection Period is as stated in your Agreement with EE. Migrations to a different Service Plan, re-signs or upgrades are not permitted during the Minimum Agreement Term. Any airtime discounts on bundles specified in your agreement apply only to the bundles contracted in your Agreement. Any subsequent airtime bundles (voice or data) added during the term of your Agreement (including bundles of the same size as those contracted) will be charged at List Price. Discounts on plan charges set out in your Agreement do apply to any additional Connections you add.

## Roaming

The Customer understands and agrees that by taking this service plan it will be opted out of the EU roaming regulatory caps with regard to data (i.e. the customers data roaming spend will not be restricted to £45 per monthly billing). It will be possible to add the EU roaming regulatory caps later subject to the removal of any incompatible roaming services that you have provisioned for use with your service plan connections. The customer must request the activation of roaming to access the Services whilst outside of the UK.

## Daily Roamer

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

## BT Wi-fi

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

## Bill Protector

Bill Protector is an optional product for Users on with access to data 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 £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 £50, £100, £250, £500 and £1000. Customers can have a mix of the two types of bill protector applied to different Users. Bill Protector can be added to connections at any point in the contract, to take effect at the start of the following billing cycle. Bill Protector can be removed from connections at any point in the contract, to take effect at the start of the following billing cycle. The Bill Protector value can be amended at any point in the contract, to take effect at the start of the following billing cycle. When a connection approaches 80% their Bill Protector spend limit, a text notification will be sent to the User. When a connections reaches the Bill Protector spend limit a text notification will be sent to the User and a data bar will be placed on the connection. Data bars will be automatically removed at the start of the following billing period at which time any data allowances are reset. It is also possible for an authorised contact to request the bar be lifted early. If the bar is lifted, any subsequent data used that billing month will be charged at the standard data overage rate found in section 1A of this price guide.

# Business Smart Watch Plans

## Service Plan Compatibility

Business Smart Watch Plans are available with the following Voice Service Plans: The Team Plan, The Individual Plan and The Shared Plan (the “Lead Plans”). Business Smart Watch Plans are not available with the following Voice Service Plans: Your Plan, 4G EE Unlimited Voice and Text – Single User and 5G EE Unlimited Voice and Text – Single User.

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

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

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

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

Roaming is not available on the Business Smart Watch Plan.

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

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

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

You cannot use your Business Smart Watch as a modem (‘tethering’), for peer-to-peer or other internet file sharing. Usage other than in accordance with these plan terms will be deemed a material breach of your agreement.

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

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

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

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

### Apple Watch Terms

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

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

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

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

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

# Inclusive Security Add-Ons

## Service Plan Compatibility

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

## Inclusive Security Add-Ons

Ivanti SME Secure UEM (Cloud MDM)

Jamf Now

Inclusive Security Add-Ons entitle you to an inclusive licence of either Ivanti SME Secure UEM or Jamf Now when you purchase the Team Plan, The Individual Plan or The Shared Plan with a device, where the device is purchased at either a point of connection or at a later date from your technology fund. The Add-on must be added at point of connection and cannot be added in-life.

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

Note that the Jamf Now Add-On is only compatible with Apple devices, and the SME Secure UEM is compatible with iOS and Android.

The Solution Terms for:

- Mobile Secure Data Management (Jamf) apply to the Jamf Now Add-on, and
- Mobile Device Management apply to the SME Secure UEM (Cloud MDM) Add-on (there is no separate Statement of Requirements for this Add-on)

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

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

# Your Plan

## Pricing will be as set out in your Agreement

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

## Shared Data Option

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

## UK Unlimited calls package

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

## Roaming

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

## Roaming Individual User Option

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

## Additional Terms applying to Your Plan

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

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

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

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

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

# Your Plan continued

Roaming Voice		
Allowance	Daily Bundle Charges	
60 minutes of incoming and outgoing voice calls in Zones 3-7	£7.50 per day	<p>Charges only apply on days that the Users access voice or text message services whilst roaming in Zones 3-7. No charge applies when the User does not roam or if the User does not access voice or text message services when roaming. No credit or refund will be given for any unused data in a Daily Bundle. A day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time. Any group leader or sharer may use a Daily Bundle, however only that individual's usage will decrement their individual Daily Bundle, Usage is decremented per second.</p> <p>Premium rate and 08/070 and equivalent services will be charged at EE's standard rates.</p> <p>Calls from Zones 1-2 made to Zones 3-7, text message in Zones 3-7 and calls in Zones 3-7 after 60 minutes usage are charged at standard rates Section 1B.</p>

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

## Extra Terms and Conditions for Your Plan Northern Ireland

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

Add on	Inclusive allowance	Out of bundle
Your Plan Northern Ireland	1000 minutes of IDD calls to Republic of Ireland only and UK Unlimited calls and text message package	IDD calls to Republic of Ireland after 1000 minutes usage are charged at standard rates Section 1B. Calls not included within the allowance are charged at standard rates as shown Section 1B.

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



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

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

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

## Pricing on the agreement and UK Unlimited call and text package

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

## Roaming

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

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

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

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

#### Pricing on the agreement and UK Unlimited call and text package

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

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

#### Roaming

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

# 5G Fixed Wireless Access

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

## 5G Site Access

Data Allowance	Price per month
1TB	£70

### Terms applying to 5G Site Access

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

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

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

Data included in the bundle is for use in the UK and EE Business Europe Zone. Allowances cannot be shared across multiple Connections.

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

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

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

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

# 5G Mobile Broadband

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

Data Allowance	Price per month
50GB	£60

## Additional Terms applying to 5G Mobile Broadband

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

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

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

Data included in the bundle is for use in the UK EE Business Europe Zone. Allowances cannot be shared across multiple Connections.

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

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

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

# 5G Mobile Broadband

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

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

## Terms applying to 5G Mobile Broadband

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

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

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

Data included in the bundle is for use in the UK and EE Business Europe Zone. Allowances cannot be shared across multiple Connections.

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

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

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

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

# 4G Mobile Broadband

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

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

## 24 Month Subsidised Tablet Plans

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

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

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

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

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

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

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

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

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

# Section 3

## Service Plan Add-Ons



# WiFi Calling

## Service Plan Compatibility

This Service Plan Add On is available with all service plans

## 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 Wi-Fi Calling will be charged as per the EE Service Plan set out in the Customer's agreement with EE or in the EE Price Guide for Large Business. Calls and Text Messages will appear as normal in the Customer's itemised bill.

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

## Requirements

- To be eligible for Wi-Fi 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 Wi-Fi Calling icon on the phone when Wi-Fi Calling is ready to use. Wi-Fi Calling will then work when Users are connected to a suitable Wi-Fi network. The Wi-Fi connection process and behaviour of Wi-Fi Calling will depend on the Device. Some Devices may only use Wi-Fi 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 Wi-Fi network in line with its terms and conditions. Users may be charged by the Wi-Fi provider for access to the Wi-Fi network.

## Restrictions

- EE cannot accept any responsibility for the quality, security, availability, internet connection or coverage of Wi-Fi 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.
- Wi-Fi Calling is not compatible with EE Freedom, Call Safe, Smartnumbers or Pocket Landline. These products must be disabled on Connections before Wi-Fi Calling can be activated.
- If a User leaves the Wi-Fi network during a Wi-Fi 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.
- Wi-Fi Calling is not permitted whilst roaming.
- If you make calls over Wi-Fi 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 Wi-Fi calling in your phone settings.

**Emergency Services:** When using Wi-Fi 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 Wi-Fi Calling only as an absolute last resort.

# Visual Voicemail

## Service Plan Compatibility

This Service Plan Add On is available with all service plans

## Service

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

# Teams Phone Mobile

## Team Phone Mobile

Monthly Subscription charges

	Monthly Charge
Teams Phone Mobile	£7.00

Solution Terms applying to Teams Phone Mobile are available at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms) or on request from EE.

# Mobile Voice Recording (MVR) and SMS Capture

## Service Plan Compatibility

This Solution is available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan, The Team Plan, The Individual Plan, The Shared Plan & Custom Caller.

## MVR and Text Messages Capture

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

## Additional Monthly Subscription charges for increased storage period

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

## Additional Terms applying to MVR and SMS Capture

1. Minimum Connection Period applies to this Solution as set out in the Commercial Terms of the EE agreement
2. The Solution can be used on any new or existing Device with a Connection
3. Includes up to 7 years storage per subscriber
4. For an additional Charge and subject to EE agreement, EE will provide the Customer with the ability to store the Recordings at an alternative location to the Cloud Storage Platform.
5. User Charges will be based on a fixed charge per month, per MVR User registered with the Solution payable in advance on a pro-rated basis
6. MVR User Charge will be added to the MVR User's existing mobile airtime contract
7. The Mobile Voice Recording Solution Terms apply to this Solution and are available at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms) or on request from EE.

# Modular Add Ons

## Service Plan Compatibility

These Service Plan Add Ons are available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. These Service Plan Add Ons are not available with any other service plan, including The Team Plan, The Individual Plan, The Shared Plan, Custom Caller. The IDD Add Ons are not available with the Corporate Capped 2 Service Plan.

Modular Add-Ons								
Type	Monthly Subscription Charge	Minimum Connection Period	Inclusive Minutes	Inclusive Texts	Cash Allowance	Rate Decrement	Standard rate (once allowance runs out)	Stackable
Non-Geographic (Calls to 084, 087)	£4	Length of Minimum Agreement Term (as stated in your Agreement with EE)	N/A	N/A	£15	See 'Calls to UK Special Numbers' section under the Standard Business Charges of this Price Guide for Large Business		Max of 2
IDD EU (Calling Zones 1-3)	£4		120	120	N/A	See 'International Direct Dial' section under the Standard Business Charges of this Price Guide for Large Business		Max of 2
IDD ROW (Calling Zones 4-7)	£4		60	60	N/A			Max of 2

Modular Add-Ons entitle you to an inclusive allowance for calls and texts made from within the UK. If added at point of contract or re-sign, these Single Service Plan Add-Ons stay on your account for the length of the Minimum Connection Period specified in the table above.

If added in-life to your Agreement, they will apply for the remainder of the Minimum Connection Period. If you choose to terminate any Modular Add-Ons before the end of the Minimum Connection Period, termination charges will be payable and are set out as follows: Subscription Charge x number of months remaining in your Minimum Connection Period.

Modular Add-Ons are swappable, so may be removed and replaced with another option as shown in the table above. They cannot be swapped with any other Service Plan Add-Ons. A Modular Add-On swapped for a replacement is not regarded as a termination.

To swap a Modular Add-On, contact EE's Business Customer Service Team who will make the change. The Modular Add-Ons can only be swapped once a month and once requested, the change will take effect from the first day of the next monthly billing cycle.

Any unused monthly allowances will expire at the end of a billing period and will not roll over. Once your credit or inclusive allowances run out, the Standard Business Charges found in Section 1 of this Price Guide for Large Business will apply.

If a Modular Add-On credit or inclusive allowance expires at the end of the month, the benefit of any unused allowance included in the Modular Add-On will be lost and is non-refundable. If your Service Plan is inclusive of calling or SMS Charges, then the allowance granted under the Modular Add-On will be used first.

The Modular Add-Ons are stackable twice, in that you may buy a maximum multiple of 2 of each Modular Add-On type per User.

# Non Geographic Add Ons

## Service Plan Compatibility

These Service Plan Add Ons are available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. These Service Plan Add Ons are not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan, Custom Caller. The shared option of the Add-ons cannot be purchased in conjunction with an Aggregated Data Service Plan.

Non-Geographic Calling Add-Ons (calls to 084, 087)							
Monthly Subscription Charge	Cash Allowance	Shared Option	Single user Option	Minimum Connection Period	Stackable	Rate Decrement	Standard rate (once allowance runs out)
£25	£100	Yes	Yes	30 days	Yes		See 'Calls to UK Special Numbers' section under the Standard Business Charges of this Price Guide for Large Business
£200	£1,000	Yes	Yes	30 days	Yes		

Non-Geographic Calling Add-Ons entitle you to an inclusive allowance for calls made to any 084 or 087 numbers. These Service Plan Add-Ons are taken on a rolling contract basis and have a Minimum Connection Period of 30 days.

Non-Geographic Calling Add-Ons are not swappable and cannot be replaced during the Minimum Connection Period with another option shown in the table above or any other Service Plan Add-On. You may however remove or change month on month provided the Non-Geographic Calling Add-On has been on your account for the initial Minimum Connection Period of 30 days.

Any unused monthly allowances will expire at the end of a billing period and will not roll over. Once your credit runs out, the Standard Business Charges found in Section 1 of this Price Guide for Large Business apply.

If your Non-Geographic Calling Add-On credit expires at the end of the month, the benefit of any unused allowance included in the Non-Geographic Calling Add-On will be lost and is non-refundable. If your Service Plan is inclusive of calling Charges, then the allowance granted under the Non-Geographic Calling Add-On will be used first.

The Non-Geographic Calling Add-On is stackable in that you may buy multiples of each Non-Geographic Modular Add-On type per User or group.

Each Non-Geographic Calling Add-On may be purchased as a Shared Service Plan Add-on for use between a group of Users, or as a Single Service Plan Add-on under which the Modular Add-On is attached to an individual User.

# Non Geographic Add Ons (NGN) available for The Team Plan, The Individual Plan and The Shared Plan

## Service Plan Compatibility

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

These Service Plan Add Ons are not available with the following Service Plans: Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan.

The following types of usage are included:

### Voice

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

### Minimum Connection Period

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

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

This Non-Geographic Calling Add-On is not stackable, in that you will get a single allowance at one time. You may request a move to a higher monthly subscription charge.

## Non-Geographic Calling Add-Ons (calls to 084, 087)

Tier Allowance (Minutes)	Monthly Subscription charge	Shared Option	Single user Option	Out of allowance charge
100	See contract for price.	Yes	No	As per Standard Roaming SMS Charges listed in the Price Guide
250				
500				
750				
1000				
1500				
2000				
3000				
4000				
5000				
10000				
25000				
50000				
100000				
150000				
200000				
300000				

# 5G Services

## Terms applying to 5G Data Services

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

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

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



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

## Super Secure Select

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

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

### Additional Terms applying to Super Secure Select

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

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

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

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

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

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

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

# Personal data boosters

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team Plan, The Individual Plan, The Shared plan, Custom Caller. This Service Plan Add On is not available with the following Service Plans, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

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

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

## Personal Data Boosters

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

## Data

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

Personal data booster allowances cannot be shared or transferred across different subscriptions.

## User types

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

## Inclusive allowances

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

## Additional Terms applying to Personal data booster bundles

There are two types of Personal data Boosters;

### Personal data booster one off

- (i) One off boosters can be added to a connection at any point in the contract and at any point in the billing period.
- (ii) Any overage generated before the One off booster is added will be chargeable as per the out of bundle rules for the main service plan.
- (iii) Any of the allowance that is unused at the end of 30 days will not carry over and will be lost.
- (iv) After 30 days the one off bundle will be removed from the connection, it will not automatically re-occur. Subsequent one off allowances can be added in future.

### Personal data booster re-occurring (Not available for the Individual Plan)

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

## Out of Bundle charges

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

## 4GEE Data Bundle

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

## Shared Data Bundles For Shared Talk & Text Plans

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

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

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

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

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

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

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

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

Minimum Connection Period is 24 months or as per the Customer's Agreement with EE. Data tariffs must be purchased in conjunction with a compatible voice service plan. For shared data bundles this means Users must be part of a shared talk and text plan as well. Shared bundles cannot be added mid-contract

Data bundles will not provide access to 4G services unless specified. A 4G compatible Device is also required and Users must be within range of a 4G base station. If the Customer is upgrading to 4G from a 3G service plan, a new SIM will be required to use 4G services. 4G is currently only available in select cities in the UK. Not all services will work over 4G. Please contact us for more information or see individual Solution Terms for details.

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

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

# Section 4

## International Service Plan Add-Ons

# Daily Roamer

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

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan, The Shared plan, Customer Caller. This Service Plan Add On is not available with the following Service Plans, Global Roaming Data, Global Roaming Voice and Text, Global Travel Allowance, Travel Allowance Bundles, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

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 9 – Allowance and Fair Usage for more details

Zone Name	Countries Included
Zone-A	USA, Canada, South Africa, New Zealand, Turkey, China (excludes Macau), Hong Kong and Australia
Zone-B	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, from EE Business Zone A will be decremented from your domestic minute and text message bundle. Incoming calls and Text Messages will not be charged. If there is no domestic minute and text message bundle available then these calls and text messages will be charged at the standard domestic rates as set out in Section 1A. Calls to EE Business Zones B and C will be charged at £1.00/min. Text messages to EE Business Zones B and C will be charged at 30p each.

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

## Usage Charges in EE Business Zone B

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

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

## Usage Charges in EE Business Zone C

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

# Daily roamer continued

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan, The Shared plan, Customer Caller. This Service Plan Add On is not available with the following Service Plans, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

## Caps and Alerts

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

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

## Buffers

In both EE Business Zone 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 15Kb of data usage in any given data session.

## Compatibility with other roaming products

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

## Future Changes

EE may change the countries that make up 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 following Service Plans: The Team plan, The Individual Plan, The Shared plan.

This Service Plan Add On is not available with the following Service Plans, the Daily Roamer, Corporate Daily Roamer, Global Roaming Data and Global Roaming Voice and Text, Travel Allowance Bundle, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access and 4G Mobile Broadband.

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:

<b>Voice:</b>	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.
<b>Mobile Data:</b>	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.
<b>Other:</b>	Roaming MMS, roaming texts, International Direct Dial (IDD) calls and International Direct Dial (IDD) text messages.

## Minimum Connection Period

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

## Monthly credit decremented

Monthly allowance is decremented by the standard roaming charges shown in Standard Business Charges (International) Section 1A.

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

## Included Countries

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

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



# Global Roaming Data

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan, The Shared plan and Global Roaming Voice and Text.

This Service Plan Add On is not available with the following Service Plans, the Daily Roamer, Corporate Daily Roamer, Global Travel Allowance, Travel Allowance Bundles, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

The following types of usage are included:

<b>Mobile Data:</b>	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.
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## 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 1A (UK) of this EE Price Guide for Large Business).

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

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

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

# Global Roaming Voice and Text

## Service Plan Compatibility

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

This Service Plan Add On is not available with the following Service Plans, the Daily Roamer, Corporate Daily Roamer, Global Travel Allowance, Travel Allowance Bundles, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

The following types of usage are included:

<b>Voice:</b>	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.
<b>Other:</b>	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 for Large Business).

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

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

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

# Corporate Daily Roamer

As per the Roam Like at Home regulation EU usage will decrement your UK allowance. For a list of EU RLAH countries see the 'Standard Business Charges (International Roaming) section B. Corporate Daily Roamer provides daily minutes, text messages and data in EE Business Zone A and B as defined in the table below.

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan.

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

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

\*See section on – Allowance and Fair Usage for more details.

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

## Voice

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

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

EE will charge for any roaming minutes used outside both EE Business Zone A and B at £1.50/Min.

EE will charge for any roaming text message used outside both EE Business Zone A and B at £1/Text Messages.

EE defines unlimited roaming calls in EE Business Zone A and B as incoming calls, outgoing calls in country back to the UK and calls to other countries. Premium numbers are not included in the allowance.

## Data

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

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

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

EE will charge for any data roaming used outside both EE Business Zone A and Zone B at £3/MB, this includes Maritime and Norway Maritime, but excludes Aircraft data will be charged at £5.50/MB

Daily allowances apply per User and are not aggregated from an account perspective.

Usage: Users may use their Daily Bundle to access mobile data (subject to availability) using their device or EE data card.

This does not include event charges such as charges for the download of ringtones or games, or for the use of any services for which additional charges apply.

# Corporate Daily Roamer continued

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans, Your Plan, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

## Caps and Alerts

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

## Buffers

In both EE Business Zone 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 Text Message or 15Kb of data usage in any given data session.

## Eligibility

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

## Future Changes

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

# Travel Allowance Bundles

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

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

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans, Your Plan, Super Secure Select, 4G EE Unlimited Calls and Text – Single User Data Plan, 5G EE Unlimited Calls and Text – Single User Data Plan. This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan, Global Roaming Data, Global Roaming Voice and Text, Global Travel Allowance., Daily Roamer, Corporate Daily Roamer.

<b>Voice:</b>	Roaming voice calls made and received whilst outside of the UK up to the monthly credit ordered.
<b>Data:</b>	Mobile data usage outside of the UK up to the monthly cash equivalent limit ordered. Wi-Fi usage not included.
<b>Other:</b>	Roaming MMS, roaming text message, International Direct Dial (IDD) minute and text message usage are also covered by Your Travel Allowance Bundles

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

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

Zone Name	Receiving calls whilst abroad	Calls to the country you're in or back to the UK (includes Answerphone)	Calls to Zones 1-2	Calls to other countries in Zones 3-7	Text Messages	IDD	IDD Text Messages	MMS	Data (MB)
EU Zone	See note 1	See note 1	See note 1	50p	See note 1	5p	20p	See note 1	See note 1
TRAVELLER	15p	30p	75p	75p	10p	10p	20p	25p	25p
ROW	50p	120p	175p	175p	30p	30p	20p	100p	250p

See below for list of countries in each zone for Travel Allowance bundles; For new and existing customers these bundles will be Roam Like At Home compliant. Customers' EU zone Usage will decrement their UK allowance instead of the Travel Allowance Bundle(s).

Travel Allowance Bundle Zones	Countries Included
<b>EU Zone</b>	Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland (inc Aland Isl.), France, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, Isle of Man, Italy (inc Vatican City), Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Martinique, Monaco, Netherlands, Norway, Poland, Portugal (inc Azores & Madeira), Reunion Isl., Romania, Slovakia, Slovenia, Spain (inc Canary Islands, Ceuta and Melilla), Sweden, Switzerland
<b>Traveller Zone</b>	USA, Canada, Mexico, Caribbean (Antigua & Barbuda, Bahamas, Barbados, British Virgin Islands, Puerto Rico, St. Kitts & Nevis, St. Vincent, Trinidad & Tobago, US Virgin Islands, Cayman Islands, Dominica, Grenada, Haiti, Jamaica, St. Lucia, Turks Islands, Caicos Islands, Anguilla and Aruba), Brazil, Argentina, Australia, China, Egypt, Hong Kong, India, Indonesia, Israel, Japan, Kuwait, Malaysia, New Zealand, Philippines, Russia, Singapore, South Africa, Thailand, Qatar, South Korea, Saudi Arabia, Turkey, UAE, Andorra and Moldova

<b>Minimum Connection Period</b>
As stated in your agreement
<b>Eligibility</b>
Not compatible with any other roaming bundle, promotion, offer or bespoke data roaming pricing.

# Calling Abroad from the UK (IDD)

Service Plan Compatibility
This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan, The Shared plan, Custom Caller. This Service Plan Add On is not available with the following Service Plans, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

## International Talk and Text Europe

Monthly Price	Monthly allowance of Minutes	Monthly allowance of Text Messages
£4.00	120	120
What's included	Calls and text messages from the UK to countries in the Europe Zone	

## International Talk and Text Beyond Europe

Monthly Price	Monthly allowance of Minutes	Monthly allowance of Text Messages
£8.00	120	120
What's included	Calls and text messages from the UK to countries within EE Business Zones A, B and C	

## International Talk and Text Ireland

Monthly Price	Monthly allowance of Minutes	Monthly allowance of Text Messages
£5.00	3000	3000
What's included	Calls and text messages from the UK to the Republic or Ireland	

# Calling Abroad from the UK (IDD) – Shared Bundles

## Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan. This Service Plan Add On is not available with the following Service Plans, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

### International Talk and Text Europe

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

<b>What's included</b>	Calls and text messages from the UK to countries in the Europe Zone
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### International Talk and Text Europe and Beyond

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

<b>What's included</b>	Calls and text messages from the UK to countries within Europe Zone and EE Business Zones A, B and C
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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 Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan. This Service Plan Add On is not available with the following Service Plans, Your plan, 4G EE unlimited – single user, 5G EE unlimited voice and text – single user, 5G Mobile Broadband and fixed wireless access, 4G Mobile Broadband.

## International Talk and Text Ireland

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

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

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



# Calling Abroad from the UK (IDD): Cash Bundles

## Service Plan Compatibility

These are compatible with the following service plans; Your Plan, 4G EE Unlimited Voice and Text – Single User, 5G EE Unlimited Voice and Text – Single User, Super Secure Select

Compatible with the following Roaming plans: Corporate Daily Roamer, but not compatible with Travel Allowance Bundles

They are not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

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

## Included Countries

Afghanistan, Albania, Algeria, American Samoa, Andorra, Angola, Anguilla, Antigua and Barbuda, Argentina, Armenia, Aruba, Ascension, Australia, Australian External Territories, Austria, Azerbaijan, Bahamas, Bahrain, Bangladesh, Barbados, Belarus, Belgium, Belize, Benin, Bermuda, Bhutan, Bolivia, Bosnia and Herzegovina, Botswana, Brazil, British Virgin Islands, Brunei Darussalam, Bulgaria, Burkina Faso, Burundi, Cambodia, Cameroon, Canada, Cape Verde, Cayman Islands, Central African Republic, Chad, Chile, China, Christmas Island, Colombia, Comoros, Congo, Cook Islands, Costa Rica, Cote d'Ivoire, Croatia, Cyprus, Czech Republic, Democratic Republic of the Congo, Denmark, Diego Garcia, Djibouti, Dominica, Dominican Republic, East Timor, Ecuador, Egypt, El Salvador, Equatorial Guinea, Eritrea, Estonia, Ethiopia, Falkland Islands, Faroe Islands, Fiji, Finland, France, French Dept/Terr in Indian Ocean, French Guiana, French Polynesia, Gabon, Gambia, Georgia, Germany, Ghana, Gibraltar, Greece, Greenland, Grenada, Guadeloupe, Guam, Guatemala, Guinea, Guinea-Bissau, Guyana, Haiti, Honduras, Hong Kong, Hungary, Iceland, India, Indonesia, Iraq, Ireland, Israel, Italy, Jamaica, Japan, Jordan, Kazakhstan, Kenya, Kiribati, Kuwait, Kyrgyzstan, Lao, Latvia, Lebanon, Lesotho, Libya, Liechtenstein, Lithuania, Luxembourg, Macau, Macedonia, Madagascar, Malawi, Malaysia, Maldives, Mali, Malta, Marshall Islands, Martinique, Mauritania, Mauritius, Mexico, Micronesia, Moldova, Monaco, Mongolia, Montenegro, Montserrat, Morocco, Mozambique, Myanmar, Namibia, Nauru, Nepal, Netherlands, Netherlands Antilles, New Caledonia, New Zealand, Nicaragua, Niger, Nigeria, Niue, Northern Mariana Islands, Norway, Oman, Pakistan, Palau, Palestine, Panama, Papua New Guinea, Paraguay, Peru, Philippines, Poland, Portugal, Puerto Rico, Qatar, Reunion, Romania, Russia, Rwanda, Saint Helena, Saint Kitts and Nevis, Saint Lucia, Saint Pierre and Miquelon, Saint Vincent and the Grenadines, Samoa, San Marino, Sao Tome and Principe, Saudi Arabia, Senegal, Serbia, Seychelles, Sierra Leone, Singapore, Slovakia, Slovenia, Solomon Islands, Somalia, South Africa, South Korea, Spain, Sri Lanka, St Lucia, Sudan, Suriname, Swaziland, Sweden, Switzerland, Taiwan, Tajikistan, Tanzania, Thailand, Togo, Tokelau, Tonga, Trinidad & Tobago, Tunisia, Turkey, Turkmenistan, Turks and Caicos Islands, Tuvalu, U.S. Virgin Islands, UAE, Uganda, Ukraine, United States, Uruguay, Uzbekistan, Vanuatu, Venezuela, Vietnam, Wallis and Futuna, Yemen, Zambia, Zimbabwe,

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

## What's included

Voice calls to other countries from within the United Kingdom.

## Extra terms and conditions for Cash IDD Bundles

Cash **International Direct Dial (IDD)** Bundles entitle you to additional credit for voice calls to other countries from within the UK. Any unused usage will roll over for one month only. If a cash bundle expires or is cancelled, the benefit of any unused inclusive international calling included in the cash bundle will be lost and is non-refundable.

Cannot be used in conjunction with any other calling abroad bundle, offer or promotion. If your Service Plan is inclusive of calling abroad call charges, then the allowance granted under the cash bundle will be used first. You may have multiple cash calling abroad bundles. The £50 calling abroad bundle must be attached to a single Connection and cannot be shared across a group. All other cash IDD bundles must be applied to a group leader and can be shared across the Users on a shared Service plan.

# Travel Data Bundles

**Service Plan Compatibility**

These are compatible with the following service plans; Your Plan, 4G EE Unlimited Voice and Text – Single User, 5G EE Unlimited Voice and Text – Single User, Super Secure 4GEE Starter, Super Secure Select

This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

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

Out of bundle usage will be charged at the following rates: £2.50 per MB

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

# Corporate Traveller

## Corporate Traveller Call Rates



**Service Plan Compatibility**

These are compatible with the following service plans; Your Plan, 4G EE Unlimited Voice and Text – Single User, 5G EE Unlimited Voice and Text – Single User, Super Secure 4GEE Starter, Super Secure Select

This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

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

### Corporate Traveller – Closed User Group (CUG) calls

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

## Corporate Traveller Zones

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

### Service Plan Compatibility

These are compatible with the following service plans; Your Plan, 4G EE Unlimited Voice and Text – Single User, 5G EE Unlimited Voice and Text – Single User, Super Secure 4GEE Starter, Super Secure Select  
 This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

### Extra Terms and Conditions for Corporate Traveller

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

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

### Charging increments

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

### Standard Roaming Charges

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

### Service Plan Compatibility

These are compatible with the following service plans; Your Plan, 4G EE Unlimited Voice and Text – Single User, 5G EE Unlimited Voice and Text – Single User, Super Secure 4GEE Starter, Super Secure Select

This Service Plan Add On is not available with the following Service Plans: The Team Plan, The Individual Plan, The Shared Plan.

# Section 5

# In-Building Coverage Solutions

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

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

## 4G Office Signal Assist

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

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

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

## 4G Office Signal Assist Plus

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

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

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

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# Bespoke In-Building Coverage Solutions

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



# Section 6

# Business Transformations

# Rapid Site

Rapid Site is a fully installed and managed cellular internet connection which provides connectivity to remote locations where it may be difficult to get fixed line connectivity in place. The enterprise grade hardware is provided on a rental basis and once requested will be decommissioned by our engineers at the end of the deployment on your site.

## Pricing

The pricing for Rapid Site covers a one-off charge for installation of £750 (standard install)  
 Followed by monthly Subscription Charge to cover the management of the device in the field £40.  
 Plus a monthly Rapid Site Data Service Plan from the options below:

Data amount	Cost per month per Connection	Out of bundle Usage Charge	Usage Charge Limit
2GB	£12	1p per MB	£50
4GB	£15.50	1p per MB	£50
8GB	£20	1p per MB	£50
16GB	£30	1p per MB	£200
32GB	£64	1p per MB	£200
64GB	£128	1p per MB	£500
Unlimited	£150	N/A	N/A

## Terms and Conditions

The above data plans provide access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE Network access available. Rapid Site Solution terms apply as set out at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms)

# Connected Vehicle

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

## Pricing

The pricing for Connected Vehicle covers a one-off charge for installation of £300 (standard install) followed by monthly Subscription Charge to cover the management of the device in the field £40 per month for 24 months, £30 per month for 36 months or £25 per month for 60 months. Plus a monthly Connected Vehicle Data Service Plan from the options below:

Data amount	Cost per month per Connection	Out of bundle Usage Charge	Usage Charge Limit
2GB	£12	1p per MB	£50
4GB	£15.50	1p per MB	£50
8GB	£20	1p per MB	£50
16GB	£30	1p per MB	£200
32GB	£64	1p per MB	£200
64GB	£128	1p per MB	£500
Unlimited	£150	N/A	N/A

## Terms and Conditions

The above data plans provide access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE Network access available. Connected Vehicle Solution terms apply as set out at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms)

# Section 7

# Value Added Services

# Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

## Samsung Knox Suite

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

Licence Type	Number of Licences	One off cost per device
Knox Suite 1-Year	1	£47.00
Knox Suite 1-Year 10	10	£470.00
Knox Suite 1-Year 100	100	£4,700.00
Knox Suite 1-Year 1000	1000	£47,000.00
Knox Suite 2-Year	1	£93.00
Knox Suite 2-Year 10	10	£930.00
Knox Suite 2-Year 100	100	£9,300.00
Knox Suite 2-Year 1000	1000	£93,000.00
Knox Suite 3-Year 1	1	£139.00
Knox Suite 3-Year 10	10	£1,390.00
Knox Suite 3-Year 100	100	£13,900.00
Knox Suite 3-Year 1000	1000	£139,000.00

Additional Terms applying to Samsung Knox Suite

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

## Samsung Knox Suite Enterprise Edition

2 and 3 year device pricing applicable during subscription renewal period

Licence Type	Number of Licences	One off cost per device
Knox Suite 2-Year Enterprise Edition 1	1	£35.25
Knox Suite 2-Year Enterprise Edition 10	10	£352.50
Knox Suite 2-Year Enterprise Edition 100	100	£3,525.00
Knox Suite 2-Year Enterprise Edition 1000	1000	£35,250.00
Knox Suite 3-Year Enterprise Edition 1	1	£69.75
Knox Suite 3-Year Enterprise Edition 10	10	£697.50
Knox Suite 3-Year Enterprise Edition 100	100	£6,975.00
Knox Suite 3-Year Enterprise Edition 1000	1000	£69,750.00

Additional Terms applying to Samsung Knox Suite Enterprise Edition

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

# Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

## Samsung Knox Manage

1 and 2 year device pricing

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

Knox PFE	Number of licences	One off cost per device
Knox PFE 1 year	1	£34.00
Knox PFE 1 year x 10	10	£340.00
Knox PFE 1 year x 100	100	£3400.00
Knox PFE 1 year x 1000	1000	£34000.00
Knox PFE 2 year	1	£67.00
Knox PFE 2 year x 10	10	£670.00
Knox PFE 2 year x 100	100	£6700.00
Knox PFE 2 year x 1000	1000	£67000.00

Additional Terms applying to Samsung Knox Manage

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

## Samsung Knox E-FOTA One

1, 2 and 3 year device pricing

Licence Type	Number of Licences	One off cost per device
Knox E-FOTA One 1-Year 1	1	£20.00
Knox E-FOTA One 1-Year 10	10	£200.00
Knox E-FOTA One 1-Year 100	100	£2,000.00
Knox E-FOTA One 1-Year 1000	1000	£20,000.00
Knox E-FOTA One 2-Year 1	1	£37.00
Knox E-FOTA One 2-Year 10	10	£370.00
Knox E-FOTA One 2-Year 100	100	£3,700.00
Knox E-FOTA One 2-Year 1000	1000	£37,000.00
Knox E-FOTA One 3-Year 1	1	£56.00
Knox E-FOTA One 3-Year 10	10	£560.00
Knox E-FOTA One 3-Year 100	100	£5,600.00
Knox E-FOTA One 3-Year 1000	1000	£56,000.00

Knox Guard	Number of licences	One off cost per device
Knox Guard	1	£4.00
Knox Guard x 10	10	£40.00
Knox Guard x 100	100	£400.00
Knox Guard x 1000	1000	£4000.00

Additional Terms applying to Samsung Knox E-FOTA One

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

# Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

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

Additional Terms applying to Samsung Knox Configure Set-up

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

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

Additional Terms applying to Samsung Configure Dynamic

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

# Device Lifecycle Management

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

## DLM ESSENTIAL

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

DLM Essential	Cost per user per month
DLM	£3.50

Additional terms and conditions

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

A Customer can make:

- a) a volume of Retrievals equivalent to 100% of the DLM Quantity per Year; and
- b) a volume of Redeployments equivalent to 20% of the DLM Quantity per Year.

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

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

For full terms and conditions please see the Device Lifecycle Management solution terms at [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#).

## DLM SELECT

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

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



# AppleCare for Enterprise

AppleCare for Enterprise provides hardware and technical support for your Apple Devices.

## 24 Month Pricing Options

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

### Additional terms applying to the AppleCare for Enterprise Solution

- The Customer must maintain a Minimum Fleet at all times during the Solution Term. If the Minimum Fleet falls below 200 Eligible Devices for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
- Charges under this Solution do not include any airtime or data use.
- The upfront Charge per Eligible Device applies for the ACE Solution.
- The AppleCare for Enterprise Solution Terms apply, see [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#)

# AppleCare for Enterprise

AppleCare for Enterprise provides hardware and technical support for your Apple Devices.

## 36 Month Pricing Options

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

### Additional terms applying to the AppleCare for Enterprise Solution

1. The Customer must maintain a Minimum Fleet at all times during the Solution Term. If the Minimum Fleet falls below 200 Eligible Devices for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
2. Charges under this Solution do not include any airtime or data use.
3. The upfront Charge per Eligible Device applies for the ACE Solution.
4. The AppleCare for Enterprise Solution Terms apply, see [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#)

# AppleCare for Enterprise

AppleCare for Enterprise provides hardware and technical support for your Apple Devices.

## 48 Month Pricing Options

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

### Additional terms applying to the AppleCare for Enterprise Solution

1. The Customer must maintain a Minimum Fleet at all times during the Solution Term. If the Minimum Fleet falls below 200 Eligible Devices for more than twelve (12) months, the Customer will be deemed to be in breach of the ACE Apple Terms and the ACE Solution may be terminated for all Eligible Devices.
2. Charges under this Solution do not include any airtime or data use.
3. The upfront Charge per Eligible Device applies for the ACE Solution.
4. The AppleCare for Enterprise Solution Terms apply, see [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#)

# AppleCare for OS Support

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

## Pricing options

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

Additional terms applying to AppleCare for OS Support Solution

1. Eligibility criteria applies.
2. The AppleCare for OS Support Solution Terms apply, see [Terms and Conditions](#) | [Business Terms](#) | [EE Business](#)

# Ivanti

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

## Ivanti Neurons for MDM Licences

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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 all service plans

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 all service plans

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 all service plans

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

# Ivanti Bundles

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

## Secure UEM Professional Bundle

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

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

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

## Secure UEM Premium Bundle

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

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

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

## Secure UEM Professional Plus Bundle

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

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

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

## Ivanti Neurons for MDM and MTD Bundle

Includes Ivanti Neurons for MDM, Ivanti Mobile Threat Defence

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

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

Additional Terms applying to Ivanti solutions

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

# 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 all service plans

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 all service plans

Product Description	No. of Licences	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 all service plans

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

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

## Jamf Pro Licences

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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 all service plans

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 all service plans

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 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 Business Plan

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

Jamf Pro UEM plus Jamf Connect, Jamf Protect, Jamf BYOD and Jamf Threat Defence provides management and security for MacOS, iOS, tvOS, iPadOS

Jamf Business Plan	No. of Licences	Monthly RRP
Jamf Business Plan	1	£11.00

## Jamf Network Traffic Stream

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

Jamf Network traffic stream enables organizations to stream, record, and review all network activity processed by the service's infrastructure via third-party analytics tools

Jamf Network Traffic Stream	No. of Licences	Monthly RRP
Jamf Network Traffic Stream	1	£1.00

## Jamf Mobile Security Bundle

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

Includes Jamf Data Policy, Jamf Threat Defence and Jamf ZTNA. Supports iOS, Android.

Jamf Mobile Security Bundle	No. of Licences	Monthly RRP	
Jamf Mobile Security Bundle	1	£7.00	

## Terms and Conditions

1. The minimum initial order for Jamf Network Traffic Stream and Jamf Mobile Security Bundle is 1 user licence
2. The minimum initial order for Jamf Business Plan is 1 user licence.
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

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

<b>Service Plan Compatibility</b>
This Service Plan Add On is available with all service plans

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

<b>Service Plan Compatibility</b>
This Service Plan Add On is available with all service plans

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

<b>Service Plan Compatibility</b>
This Service Plan Add On is available with all service plans

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

Jamf Data Policy	No. of Licences	Monthly RRP
Jamf Data Policy	1	£3.50

## 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

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 all service plans

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 all service plans

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 all service plans

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

# Akamai Secure Internet Access Mobile

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

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

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

## Secure Internet Access Mobile

Monthly Subscription Charges

Product name	Monthly Subscription Charge
Secure Internet Access Mobile	£4.00

## Secure Internet Access Mobile plus Private Access

Monthly Subscription Charges

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

Additional Terms applying to Akamai Secure Internet Access Mobile

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

# NetMotion Cloud

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

## Cloud Core Licences

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

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

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

## Terms and Conditions

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

## Cloud Core Plus Licences

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

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

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

# NetMotion Cloud

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

## Cloud Core Complete Licences

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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

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

## Terms and Conditions

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

## Cloud MIQ Licences

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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

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

# NetMotion On-premise

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

## Cloud Core On-premise Licences

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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

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

## Cloud Core Complete On-premise Licences

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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

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

## Cloud Core Plus On-premise Licences

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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

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

## Terms and Conditions

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

# NetMotion Services

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

## Technical services and Training

### Service Plan Compatibility

This Service Plan Add On is available with all service plans

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

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



BlackBerry® Spark Suites offer a broad set of security capabilities and management tools covering people, devices, networks, and apps. They are available in a range of offerings to cover different Unified Endpoint Management (UEM) and Unified Endpoint Security (UES) needs.

## Monthly Subscription Licences:

Hosted:

No. of Licences	Spark UEM Express Suite Monthly RRP	Spark UEM Suite Monthly RRP	Cyber Suite Monthly RRP	Spark Suite Monthly RRP
1	£6.24	£12.00	£20.05	£28.30
10	£62.40	£120.00	£200.50	£283.00
100	£624.00	£1,200.00	£2,005.00	£2,830.00
1000	£6,240.00	£12,000.00	£20,050.00	£28,300.00

On-Premise:

No. of Licences	Spark UEM Express Suite Monthly RRP	Spark UEM Suite Monthly RRP	Cyber Suite Monthly RRP	Spark Suite Monthly RRP
1	£5.20	£10.00	£15.33	£23.58
10	£52.00	£100.00	£153.30	£235.80
100	£520.00	£1,000.00	£1,533.00	£2,358.00
1000	£5,200.00	£10,000.00	£13,330.00	£23,580.00

Additional Terms applying to Blackberry® UEM/UES

1. Minimum Agreement Term of 12 months

BlackBerry®'s professional services are a full lifecycle deployment programme for small/medium or large enterprises that complement BlackBerry® Spark Suites. They help Customers implement BlackBerry® software and check if this solution is working properly. Education and training services are also available.

## Professional Services for Cyber Suite and Spark Suite (One off charge):

Spark Suite Professional Services	£39,000.00
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**BlackBerry® Health Check** is a professional service where Customers can get BlackBerry® to audit your installation to make sure everything is running properly

## BlackBerry® Health Check (One off charge):

BlackBerry® Health Check	£10,400.00
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## Jump Start & Quick Start professional services for Spark UEM Express and Spark UEM Suites (One off charge):

### Jump Start

Licence	Spark UEM Express Suite	Spark UEM Suite
Hosted	£17,200.00	£34,320.00
On Premise	£21,600.00	£41,120.00

### Quick Start

Licence	Spark UEM Express Suite	Spark UEM Suite
Hosted	£11,600.00	£23,040.00
On Premise	£13,200.00	£26,800.00

BlackBerry® Digital Workplace offers “anywhere” secure access to any application, desktop and file. Employees, contractors and partners can use their own devices to access behind-the-firewall content, with many of the same capabilities they would have with a traditional corporate-owned and managed computer. All endpoints are protected with CylancePROTECT.

### BlackBerry® Digital Workplace:

Licence	BlackBerry® Digital Workplace Monthly RRP
1	£6.60
10	£66.00
100	£660.00
1000	£6,600.00

Additional Terms applying to Blackberry® Digital Workplace

1. Minimum Agreement Term of 12 months

BBM Enterprise allows secure chat, voice, video and group chat on any smartphone or desktop. BBM Enterprise protects data with end-to-end encryption both in transit and at rest across Android™, iOS®, BlackBerry® 10, Windows®, and macOS. BBM Enterprise Archiving via BlackBerry® UEM helps ensure compliance with electronic communication regulations.

### BBM Enterprise:

No. of Licences	BBM Enterprise UEM Monthly RRP	BBM Enterprise EID Monthly RRP	BBM Enterprise Archive UEM Monthly RRP	BBM Enterprise Conferencing UEM Monthly RRP
1	£1.20	£1.20	£1.20	£4.40
10	£12.00	£12.00	£12.00	£44.00
100	£120.00	£120.00	£120.00	£440.00
1000	£1,200.00	£1,200.00	£1,200.00	£4,400.00

Additional Terms applying to Blackberry® Enterprise Messenger

1. Minimum Agreement Term of 12 months

BlackBerry® AtHoc software is used to communicate and collaborate in times of crisis, providing business leaders and crisis managers valuable situational awareness and control.

BlackBerry® AtHoc Public Safety provides capabilities to deliver critical communications directly to the public in an accurate, secure and trusted manner. As part of their critical event management programs, BlackBerry® AtHoc Public Safety edition enables public leaders to rapidly disseminate critical information to everyone in an affected area to keep their communities informed and safe.

## BlackBerry® AtHoc:

No. of Licences	BlackBerry AtHoc Standard	BlackBerry® AtHoc Enterprise
	Monthly RRP	Monthly RRP
1	£0.50	£1.70
10	£5.00	£17.00
100	£50.00	£170.00
1000	£500.00	£1,700.00

Additional Terms applying to Blackberry® AtHoc

1. Minimum Agreement Term of 12 months

## BlackBerry AtHoc Public Safety:

BlackBerry® AtHoc Public Safety up to 50k	BlackBerry® AtHoc Public Safety up to 99,999k	BlackBerry® AtHoc Public Safety up to 149,999k	BlackBerry® AtHoc Public Safety up to 499,999k	BlackBerry® AtHoc Public Safety up to 1M
Tier 1 Annual RRP	Tier 2 Annual RRP	Tier 3 Annual RRP	Tier 4 Annual RRP	Tier 5 Annual RRP
£11,536.00	£23,086.00	£34,627.60	£115,557.40	£231,114.80

# Section 8

# 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](http://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

£4 per invoice (Exclusive of VAT)

# Premium Service Delivery

## What's included

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

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

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

## Who's eligible

Any Customer that fulfils all of the following criteria:

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

## Charge

There will be a one off Charge per 5 items delivered

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

## Extra Terms and Conditions

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

**Table A - Exclusions**

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

No Saturday Delivery Available											
AB30	IV14	IV6	PA35	PH19	FK17	IV36	KW6	PA65	PH42	AB42	IV23
AB31	IV15	IV63	PA36	PH20	FK18	IV4	KW7	PA66	PH43	AB43	IV24
AB32	IV16	IV7	PA37	PH21	FK19	IV40	KW8	PA67	PH44	AB44	IV25
AB33	IV17	IV8	PA38	PH22	FK20	IV41	KW9	PA68	PH49	AB45	IV26
AB34	IV18	IV9	PA39	PH23	FK21	IV42	PA20	PA69	PH50	AB51	IV27
AB35	IV19	IV99	PA40	PH24	HS1	IV43	PA21	PA70	TR21	AB52	IV28
AB36	IV2	KA27	PA41	PH25	HS2	IV44	PA22	PA71	TR22	AB53	IV3
AB37	IV20	KA28	PA42	PH26	HS3	IV45	PA23	PA72	TR23	AB54	IV30
AB38	IV21	KW1	PA43	PH30	HS4	IV46	PA24	PA73	TR24	AB55	IV31
AB41	IV22	KW10	PA44	PH31	HS5	IV47	PA25	PA74	TR25	AB56	IV32
PA45	PH32	HS6	IV48	PA26	PA75	PA60	PH37	IV10	IV53	PA31	PH15
PA46	PH33	HS7	IV49	PA27	PA76	PA61	PH38	IV11	IV54	PA32	PH16
PA47	PH34	HS8	IV5	PA28	PA77	PA62	PH39	IV12	IV55	PA33	PH17
PA48	PH35	HS9	IV51	PA29	PA78	PA63	PH40	IV13	IV56	PA34	PH18
PA64	PH41										

Post codes excluded from all premium delivery (delivery is a minimum of 2 days)									
AB	36-38	55-56	NORTHERN HIGHLANDS			KA	28	OBAN	
FK	17-21		NORTHERN HIGHLANDS			KW	0-14	NORTHERN HIGHLANDS	
GY	ALL		GUERNSEY			KW	15-99	ORKNEY SHETLAND	
JE	ALL		JERSEY			PA	20-99	OBAN	
HS	1-8		NORTHERN HIGHLANDS			PH	15-32	34-48	NORTHERN HIGHLANDS
HS	9		OBAN			PH	33	49-99	OBAN
IM	ALL		ISLE OF MAN			TR	21-25		SCILEY ISLES
V	ALL		NORTHERN HIGHLANDS			ZE	ALL		ORKNEY SHETLAND
KA	27		ARRAN						



## Damage and Full Cover for Large Businesses

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

## Fault Cover for Large Businesses

Service	Charge per Device
Fault Cover for EE Large Business	Inclusive for Eligible Devices
<p><b>What's included</b></p> <p>Eligible Devices that are Faulty benefit from a next day* replacement service for 24 months.</p> <p>* If claim accepted before 07.30 pm. Geographical limitations and exceptional circumstances apply. See below.</p> <p><b>Terms and conditions</b></p> <p>Full terms and condition apply, see page 108</p>	

## 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.

# Complete Mobility

Our end to end service that provides EE experts who will design, deliver and support a complete mobile experience for your business

## Complete Mobility – Device Pricing

Monthly Subscription Licences

Complete Mobility Tier	Connections	Monthly RRP per device
Complete Mobility Small	50-249	£4.00
Complete Mobility Medium	250-499	£3.50
Complete Mobility Large	500-999	£3.00
Complete Mobility XL	1000+	£2.50

### Additional Terms applying to Complete Mobility

1. The Minimum User Requirement for this Solution is 50 devices
2. The Initial Order or Contract Change Note will specify the tier that you are charged
3. The Solution Minimum Connection Period is 24 months
4. Charges under this Solution do not include any airtime or data use
5. The Solution Terms for Complete Mobility apply to this Solution and are available on request from EE or at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms)
6. Customer must take a compatible MobileIron product as per the Solution Terms for Complete Mobility

## Complete Mobility with Secure UEM – Device Pricing

Monthly Subscription Licences

Complete Mobility Tier	Connections	Monthly RRP per device
Complete Mobility Small with Secure UEM	50-249	£7.50
Complete Mobility Medium with Secure UEM	250-499	£6.50
Complete Mobility Large with Secure UEM	500-999	£5.50
Complete Mobility XL with Secure UEM	1000+	£4.50

### Additional Terms applying to Complete Mobility with Secure UEM

1. The Minimum User Requirement for this Solution is 50 devices
2. The Initial Order or Contract Change Note will dictate the tier that you are charged
3. The Solution Minimum Connection Period is 24 months
4. Charges under this Solution do not include any airtime or data use
5. The Solution Terms for Complete Mobility apply to Complete Mobility with Secure UEM and are available on request from EE or at [www.ee.co.uk/business/terms](http://www.ee.co.uk/business/terms)

# Allowances and Fair Usage

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

## Allowances – General

### Pro-rata calculations

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

### Important exclusions

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

### Premium and special numbers

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

### Unused Allowances

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

## Specific Allowances

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

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

### In-Plan

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

### What’s included

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

### Fair Usage

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

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

### Use Outside of Notified Limits

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

### How we measure data usage

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

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

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

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

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

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

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

# General Terms and Conditions

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

## 1. Agreement

<b>Terms and conditions</b>	Connection to a Service Plan and/or Service Plan Add-On is subject to the terms and conditions stated in your Agreement with EE (including, but not limited to, an EE Business Agreement, Business Agreement, or in the relevant Price Guide
<b>Business Customers</b>	<p>All offers in this Price Guide are available to Business Customers on Line 1 only Business Customers are EE customers who can provide the following:</p> <ul style="list-style-type: none"> <li>Limited companies: the company registration number and the VAT number</li> <li>Charities: the charity number</li> <li>All other businesses: a copy of a business chequebook, plus an invoice on company headed paper or a business utility bill</li> <li>For details of all Consumer plans please see <a href="http://www.ee.co.uk">www.ee.co.uk</a></li> </ul>
<b>Compatibility</b>	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
<b>Traffic Management</b>	<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 <a href="https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/">https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/</a>.</p>

## 2. Minimum Connection Period / Termination Charges

<b>Minimum Connection Period</b>	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.
<b>Termination Charges</b>	Termination Charges will be as set out in your Agreement with EE.

## 3. Orders and Changes

<b>Acceptance</b>	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
<b>Migrations</b>	<p>Customers joining before 30 October 2012 may migrate to a higher price point at any time during the term of the Agreement, but may only migrate down one price point one time once you are have passed the mid-point of your Minimum Agreement Term.</p> <p>Customers joining from 30 October 2012 on can change to a different Service Plan or Service Plan Add-On price point at any time but you may not drop below the price point specified in your Agreement with EE during your Minimum Connection Period.</p> <p>You may migrate from a pay monthly Service Plan to a Business SIM Only Service Plan at any time subject to the payment of any outstanding Termination Charges if this is during the Minimum Connection Period.</p>
<b>Service Plan Add- Ons</b>	Service Plan Add-Ons taken on a rolling 30 day contract can be added, removed or changed month on month provided the bundle has been on the account for an initial minimum period of 30 days. A Service Plan Add-On will normally be activated within 24 hours of an order but you may ask for it to be activated at any time up to 28 days in advance. Bundles do not take effect until they have been activated. “Contracted” or “Fixed” bundles may only be added at the point of Connection of the relevant Service Plan and must remain Connected for that Service Plan’s Minimum Connection Period. Once a Service Plan Add-On is applied to your subscription you will continue to receive it for the life of your contract unless you contact EE to remove it. For modular add ons, see appropriate page in Section3, Service Plan Add Ons

#### 4. Service Plan Add-Ons

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

#### 5. Leaders and Sharers

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

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

Billing	<p>In addition to requiring stable links with the United Kingdom, use of certain Euro Service Plans with unlimited allowances may be subject to a fair use policy. If a User exceeds the fair use policy for a Euro Service Plan, EE may contact the User by SMS advising that the fair use policy has been exceeded and that Charges will apply for any further Roaming use within the EE Business Travel Zones 1 and 2 during the then current billing period. Fair use policies and surcharges for individual Euro Service Plans will be set out in the Price Guide where relevant. If you have any concerns about EE's FUP policy, please call your account manager to discuss.</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>
Try 4G	EE may offer a two month trial of 4G services to new Customers who sign to a 4GEE data tariff with an average monthly UK data allowance of 2GB per User or greater and a 24 month Minimum Connection Period or longer. Eligible in- life Customers with a compatible device may be offered a two month trial of 4G services at any point during their Minimum Agreement Term. No UK out-of-bundle data charges will be incurred during the two month trial period. At the end of the trial period, Customers will revert to their contracted data bundle.
EU Roaming Data Limit	Where you elect to activate Roaming on all or part of its account, the EU roaming data limit will apply to the relevant Connections unless you have purchased a rolling Roaming Data Bundle of 250MB in the EU or greater. Contact EE to change your Roaming options.
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.

## 6. Price Caps

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

## 7. Billing

Rounding	All call charges will be rounded to the nearest tenth 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 will 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 print 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 and allowances will be pro-rated. Where the Charges under this Agreement are varied, there may be a delay in those changes becoming effective due to billing cycles. There may also be a delay in any bespoke roaming, international direct dial solution or International Data Bundle being implemented.
Peak / Off-peak	UK peak times: 7:00 am to 7:00 pm Mondays to Fridays  UK off peak times: all other times including English bank holidays.

## 8. 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](mailto:abuse@ee.co.uk).

## BlackBerry® for Business Terms and Conditions

### 1. Interpretation

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

### 2. Definitions

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

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

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

### 3. BlackBerry® for business – the Solution

#### 3.1 Service:

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

#### BlackBerry® Internet Service (BIS)

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

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

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

### 3.2 End User Software Licence:

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

## 4. Customer Obligations

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

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

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

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

## 5. Export Control

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

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



## 6. Solution Restrictions

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

## 7. BlackBerry® Technical Support from EE

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

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

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

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

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

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

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

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

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

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

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

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

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

# Fault Cover for EE Large Business

Version 2.0 (19 October 2020)

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

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

## 5. Repairs & return of Device to EE

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

## 6. In Life Changes

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

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

## 7. Upgrading

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

## 8. Interpretation and Definitions

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

**Agreement** means the EE Business Agreement;

**Device** means a mobile telephone or other device approved by EE 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 document was formerly known as the Orange Business Price Guide.

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

## Part 1

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

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

## Part 2

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

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

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

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

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



Date	Change	Applicability
	Remove all legacy roaming bundles Include calls to 300 different numbers a month within the Fair Usage policy definition	
08.11.2017	Update to NGN Numbers from 6p per minute to 36.7p for all Customers	All customers taking services after 20 <sup>th</sup> November 2017
29.11.2017	Update to add copy bill charge	All customers requesting copy bill from 12 <sup>th</sup> December
08.01.2018	Remove all non-direct debit charges as per regulation	All customers new and existing from 13 <sup>th</sup> January.
14.02.2018	Addition of MobileIron Access and Bridge	All Customers
03.12.18	Updated design and addition of Wi-Fi for Transport	All Customers
27.05.19	Addition of 5G	All Customers
04.07.19	Addition of Mobile Voice Recording and 5G Mobile Broadband	All Customers
21.10.19	Price change for calls to Personal Service Numbers	All Customers
15.10.19	5G price changes	All Customers
08.01.20 (valid from 11.03.2020)	Minor 5G updates and additions to Roaming Zone country list	All Customers

Date	Change	Applicability
06.10.20	Addition of 10GB for £20 Tariff (page16) Addition of "How we measure data"	All Customers
17.11.20	Updates to Super Secure and MobileIron detail	All Customers
01.04.21	Changed all SIM Card references to SIM which includes eSIM	All customers
17.06.21	Updated Your Plan details	All Customers
17.06.21	Updated 5G data options	All Customers
28.06.21	Addition of Samsung Knox for Enterprise pricing.	All Customers
04.08.21	Addition of Complete Mobility.	All Customers
07.09.21	Addition of new standard and international standard charges. Addition of Teams, Individual and Shared plans.	All Customers
17.09.21	Samsung Knox Suite Extension discounts applied	All Customers
20.09.21	Amend to Team Plan and Individual plan Addition of modular add ons and non geographic	All Customers
23.09.21	Amend to Modular add ons stackable status	All Customers
28.09.21	Added 4G Office Signal Assist and 4G Office Signal Assist Plus	All Customers
30.09.21	Amend to Non geographic bundles tenure and Modular Add on IDD compatibility	All Customers
21.10.21	Replaced and added new slides for the Blackberry Portfolio, Samsung 3 Years SKUs also added.	All Customers

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

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

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

Date	Change	Applicability
08.01.2025	Akamai Update	All Customers
22.02.2025	AppleCare Update	All Customers
22.02.2025	Jamf Update	All Customers
03.03.2025	RCS Update	All Customers