



EE PRICE GUIDE FOR LARGE BUSINESS

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

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

Please see Section 8 (Terms and Conditions) for general rules applicable to all Service Plans and Service Plan Add-Ons and details of the allowances and fair usage policies which apply. All unlimited offers are subject to a fair usage policy.

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

A Note about Roaming

Section 1A customers

Service plans and service plan add-ons (unless otherwise stated either in this price guide or in your Agreement) where applicable will allow users to use their UK allowance / pricing structure (voice, SMS, and data) when Roaming in Europe Zone at no additional cost, Roam Like At Home (“RLAH”) from June 2017. Please note, inter-zone calls (Calls and SMS destined to a zone other than the one you are in.) are not included within the scope of RLAH and are charged at standard rates. In addition, to be eligible for RLAH, connections must not be used for permanent roaming and must satisfy specific criteria. Please see Section 8 of this Price Guide for further details.

Additionally, any UK fair usage terms associated with UK service plans in respect to voice, data or SMS will also be applicable whilst roaming in Europe Zone of the EE Business Zones.

Section 1B customers

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, to be eligible for RLAH, connections must not be used for permanent roaming and must satisfy specific criteria. Please see Section 8 of this Price Guide for further details.

Additionally, any UK fair usage terms associated with UK service plans in respect to voice, data or SMS will also be applicable 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.

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

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 and The Shared Plan only.

Standard UK Call Charges

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

Calls to UK Special Numbers

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

For calls to these numbers, you will be charged EE's access charge plus the applicable service charge. These charges will also apply whilst roaming in our EE Europe Zone. For more info, please click [here](#) and follow the links to 'service charge costs for calls beginning 08 & 09' or 'service charge costs for calls beginning 118'.

Calls to Non-Geographic Numbers

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

Calls to Premium Rate Numbers

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

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 and The Shared Plan only.

Calls to Directory Enquiries

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

Important Numbers

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

International Direct Dial

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

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

EE Business Zones

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

| Zone Name | Countries Included |
|-------------|---|
| Europe Zone | Republic of Ireland, Guernsey, Isle of Man, Jersey Austria, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland (inc. Aland Islands), France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy (inc. Vatican City), Latvia Liechtenstein, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal (inc. Azores and Madeira), Romania, San Marino, Spain (inc. Canary Islands, Ceuta and Melilla), Slovakia, Slovenia, Sweden, Switzerland, |
| Zone-A | USA, Canada, South Africa, New Zealand, Turkey, China (excludes Macau), Hong Kong and Australia |
| Zone-B | Aruba, Albania, Andorra, Anguilla, Antigua & Barbuda, Argentina, Armenia, Bahamas, Bangladesh, Barbados, Brazil, British Virgin Islands, Cayman Islands, Chile, Costa Rica, Dominica, Dominican Republic, Ecuador, Egypt, Georgia, Grenada, Haiti, India, Indonesia, Israel, Ivory Coast, Jamaica, Japan, Jordan, 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 (Roaming) Section 1A

Service Plans Applicable

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

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

Standard Voice Roaming Charges (per min)

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

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

Standard Messaging Roaming Charges (per message)

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

Standard Roaming Data Charges (per MB)

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

Standard Business Charges (Roaming) Section 1A

Service Plans Applicable

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

Roam like at Home Surcharges

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

EE Business Zones

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

Additional Charges

| Payment related charges | |
|---|-----------------------------|
| Payment failure – direct debit, credit, debit or charge card | £5.00 per failure (VAT n/a) |
| Device Unlocking Fee | Free of Charge |
| Replacement or Reconfigured SIM Fee (Physical SIM and eSIM QR Packs) | £3.00 |
| Suspension Lifting Fee | £25.00 |
| Disconnection Fee | £25.00 |
| Rugged SIMs (New Acquisitions & Replacements) | £4.95 |
| Re-downloadable eSIM (up to 3 times) | £0.00 |
| Inactive Connection Fee (per connection) | 50p per bill |
| Repeat Renumber Fee | £10.00 |
| Fully itemised paper bill (per group, per month) | £25.00 |
| Late payment Charges for invoices up to £999.99 (per month) | £40.00 |
| Late payment Charges for invoices between £1000 and £9,999.99 (per month) | £70.00 |
| Late payment Charges for invoices over £10,000 (per month) | £100.00 |

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

Please note that if an individual User is paying by recurring credit authority or direct debit on a Corporate account then payment will automatically be taken 28-days after an invoice has been raised – irrespective of what the contractual payment terms are.

Standard Business Charges 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 and 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 www.ee.co.uk/business/terms and download '09 premium rate number call charges' the call will be charged between £1.0417 and £1.875 per minute or as a fixed charge. 09 numbers charged per minute are rounded for the first minute and billed per second thereafter. |
| International premium rate numbers (calls to premium rate services operating on international prefixes) | £1.2765 |

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

¹ Standard MMS (for example a single photo up to 50KB)

² 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 and 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 th January 2018) |
| Payment failure – direct debit, credit, debit or charge card | £5.00 per failure (VAT n/a) |
| Device Unlocking Fee | £0.00 |
| New or Replacement/reconfigured SIM Fee (Physical SIM and eSIM QR Packs) Fee | £5.00 |
| 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

Business Service Plans

The Team Plan

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

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

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

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

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

| User type |
|----------------|
| Voice and Data |
| Data Only |
| Voice Only |

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

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

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

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

Data

All data users receive access to up to 5G data speeds dependent on compatible devices and coverage availability. Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on their phone for peer-to-peer file sharing but access speeds will be slower than usual as EE monitors 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 to UK mobile numbers and to UK landlines starting 01/02/03 from the UK and Europe Zone (excluding Jersey, Guernsey, and the Isle of Man). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for standard person to person use from your device. We monitor use in accordance with the EE Business General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or exceed more than 3,000 minutes or text messages in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop, if you continue to break these terms then we may disconnect your SIM from our network.

Custom Caller

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

Exceeding Monthly allowances

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

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

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

Roaming

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

Daily Roamer

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

BT Wi-fi

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

Unlimited Data package

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

The Shared Plan

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

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

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

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

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

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

| User type | Out of bundle | Shared Data Bundle | Price per month |
|-----------------------------------|---------------|--------------------|-----------------|--------------------|-----------------|--------------------|-----------------|--------------------|-----------------|
| 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 their phone for peer-to-peer file sharing but access speeds will be slower than usual as EE monitors its Network to protect it for all customers. Please see the network management policies on our website for more information.

User types

Each "voice and data" or "data only" user under the 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) UK-to-UK calls made to the Europe Zone to Europe Zone mobile numbers and Europe Zone fixed lines (iv) Voicemail

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

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

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

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

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

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

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

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

Out of bundle usage

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

UK Unlimited calls package

The UK unlimited calls package includes calls and texts to UK mobile numbers and to UK landlines starting 01/02/03 from the UK and Europe Zone (excluding Jersey, Guernsey, and the Isle of Man). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for standard person to person use from your device. We monitor use in accordance with the EE Business General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or exceed more than 3,000 minutes or text messages in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop, if you continue to break these terms then we may disconnect your SIM from our network.

Custom Caller

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

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/

The Individual Plan

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

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

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

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

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

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

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

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. 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, the data allowance provided will include usage within the UK and Europe Zone. The data allowance provided will exclude usage outside the UK and Europe Zone.

On The Individual Plan – Unlimited Voice and Data, the data allowance provided will include usage within the UK and Europe Zone. Europe Zone usage is subject to 25GB per month per User fair use policy and limited to three months of continuous roaming. The data allowance provided will exclude usage outside the UK and Europe Zone.

UK Unlimited Calls and text messages

The UK unlimited calls package includes calls and texts to UK mobile numbers and to UK landlines starting 01/02/03 from the UK and Europe Zone (excluding Jersey, Guernsey, and the Isle of Man). Out-of-bundle calls and text messages will be charged at EE's standard rates found at Section 1A. These plans are for standard person to person use from your device. We monitor use in accordance with the EE Business General Terms and Conditions and the terms in this Price Guide. The terms state that you can't use these plans to sell access to our network to anyone else. They are also not to be used for anything unlawful or to send nuisance communications. We'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month and/or exceed more than 3,000 minutes or text messages in a month. Remember, we're free to decide that other types of use may also be breaking this term. If you do break this term, we'll contact you and ask you to stop, if you continue to break these terms then we may disconnect your SIM from our network.

Custom Caller

Custom Caller does not include any calls or text allowances. Users are charged per minute for voice calls and per text for text messages. Unless otherwise specified in your Agreement, calls will be charged at EE's standard rates found in Section 1A of this price guide. Custom Caller is not compatible with The Individual Plan - Unlimited Voice and Data.

Individual Plan Capping

For Individual Plans purchased pre-October 2022 - Out of bundle data charges for all Users on The Individual Plan will be subject to a £50 built in spend cap. When a connection approaches 80% of their built in spend limit, a text notification will be sent to the User. When a connections reaches the spend limit a text notification will be sent to the User and a data bar will be placed on the connection. Data bars will be automatically removed at the start of the following billing period at which time any data allowances are reset. It is also possible for an authorised contact to request the bar be lifted early. If the bar is lifted, any subsequent data used that billing month will be charged at the standard charges in section 1A of this price guide (unless another product is added). Access to the 5G network in the UK is dependent on the Device (excluding routers) and available coverage.

For Individual Plans purchased post-October 2022 – please refer to the [Bill Protector - All Data & Roaming Data](#) page within this guide

Minimum Connection Period

Minimum Connection Period is as stated in your Agreement with EE. Migrations to a different Service Plan, re-signs or upgrades are not permitted during the Minimum Agreement Term. Any airtime discounts on bundles specified in your Agreement apply only to the bundles contracted in your Agreement.

Roaming

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

Daily Roamer

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

BT Wi-fi

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

Bill Protector – All Data & Roaming Data

Service Plan Compatibility

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

Bill Protector

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

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

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

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

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

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

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

Business Smart Watch Plans

Service Plan Compatibility

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

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 Agreement for details.

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

Apple Watch Terms

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

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

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

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

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

Security Add-Ons

Service Plan Compatibility

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

Inclusive Security Add-Ons

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, 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 | |

Your Plan continued

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 11]. 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

Terms below are valid for 5G Mobile Broadband purchases made up to 19 February 2026.
See next page for current 5G Mobile Broadband plans available.

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

5G Site Access

| Data Allowance | Price per month |
|----------------|-----------------|
| 1TB | £70 |

Terms applying to 5G Site Access

Minimum Connection Period of 24 months (or greater if specified in the Customer’s Agreement with EE) applies to all Connections under this Service Plan. If you choose to terminate 5G Site Access before the end of the Minimum Connection Period, termination charges are payable and are set out as follows: Monthly Charge x number of months remaining in your Minimum Connection Period.

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

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

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

Compatible device and 5G coverage are required. For the best experience, it is recommended to purchase an EE 5G Fixed Wireless Access Device. Where the device is purchased from EE, the device cost is additional and not included in the monthly recurring charge.

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

For details of 5G coverage, check ee.co.uk/coverage. Speeds vary by location, coverage and demand. 5G coverage and compatible device needed. If you’re on a 5G plan, in very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you’re connected to the 5G network when you’re not. You’ll still receive our best available speed at this location.

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

5G Fixed Wireless Access

Terms below are valid for purchases of 5G Mobile 5G Fixed Wireless Access made from 20 February 2026.

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 |
|----------------|-----------------|
| Unlimited | £60 |

Terms applying to 5G Site Access

Minimum Connection Period of 24 months (or greater if specified in the Customer's Agreement with EE) applies to all Connections under this Service Plan. If you choose to terminate 5G Site Access before the end of the Minimum Connection Period, termination charges are payable and are set out as follows: Monthly Charge x number of months remaining in your Minimum Connection Period – 5%.

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

Data is only available in the UK and is unlimited. However, EE may, without the liability to the Customer, suspend the Customer's and/or any or all Users' access to any relevant part, or where necessary all, of the Services, if necessary to safeguard the integrity and general availability of the Services or the Network to EE's customers.

Compatible device and 5G coverage are required. For the best experience, it is recommended to purchase an EE 5G Fixed Wireless Access Device. Where the device is purchased from EE, the device cost is additional and not included in the monthly recurring charge.

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

For details of 5G coverage, check ee.co.uk/coverage. Speeds vary by location, coverage and demand. If you're on a 5G plan, in very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you're connected to the 5G network when you're not. You'll still receive our best available speed at this location.

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

5G Mobile Broadband

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

| Service Plan Compatibility |
|--|
| Not compatible with The Team Plan, The Individual Plan or The Shared Plan. |

| Data Allowance | Price per month |
|----------------|-----------------|
| 50GB | £60 |

| Additional Terms applying to 5G Mobile Broadband |
|---|
| <p>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.</p> <p>Out of bundle data usage will be charged at 1p/MB, price capped at £500 per monthly bill period.</p> <p>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.</p> <p>Data included in the bundle is for use in the UK EE Business Europe Zone. Allowances cannot be shared across multiple Connections.</p> <p>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.</p> <p>A 5G Mobile Broadband Device will be required to access 5G connectivity. Device cost will be additional, not included in the monthly recurring charge.</p> <p>5G launching in London, Edinburgh, Cardiff, Belfast, Birmingham and Manchester with roll out growing across other UK cities. Check ee.co.uk/coverage. Speeds vary by location, coverage and demand. 5G coverage and compatible device needed. If you’re on a 5G plan, in very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you’re connected to the 5G network when you’re not. You’ll still receive our best available speed at this location.</p> |

5G Mobile Broadband

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

| Service Plan Compatibility |
|--|
| Not compatible with The Team Plan, The Individual Plan or The Shared Plan. |

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

| Terms applying to 5G Mobile Broadband |
|--|
| <p>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.</p> <p>Out of bundle data usage will be charged at 1p/MB, price capped at £200 per monthly bill period.</p> <p>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.</p> <p>Data included in the bundle is for use in the UK and EE Business Europe Zone. Allowances cannot be shared across multiple Connections.</p> <p>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.</p> <p>A 5G Mobile Broadband Device will be required to access 5G connectivity. Device cost will be additional, not included in the monthly recurring charge.</p> <p>5G launched in London, Edinburgh, Cardiff, Belfast, Birmingham and Manchester with roll out growing across other UK cities. Check ee.co.uk/coverage. Speeds vary by location, coverage and demand. 5G coverage and compatible device needed. If you’re on a 5G plan, in very limited circumstances right at the edge the 5G-enabled area and when you are indoors, your device may show you’re connected to the 5G network when you’re not. You’ll still receive our best available speed at this location.</p> <p>For additional terms which apply, please refer to the section ‘Extra Terms applying to Mobile Broadband and Subsidised Tablet Plans’</p> |

4G Mobile Broadband

Service Plan Compatibility

Not compatible with The Team Plan, The Individual Plan or The Shared Plan.

| 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.

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

Service Plan Compatibility

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

Team Phone Mobile

Monthly Subscription charges

| | Monthly Charge |
|--------------------|----------------|
| Teams Phone Mobile | £7.00 |

Solution Terms applying to Teams Phone Mobile are available at www.ee.co.uk/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 and The Shared Plan.

MVR and Text Messages Capture

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

Additional Monthly Subscription charges for increased storage period

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

Additional Terms applying to MVR and SMS Capture

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

The IDD Add Ons are **not** available with the Corporate Capped 2 Service Plan.

These Service Plan Add Ons are **not** available with any other service plan, including The Team Plan, The Individual Plan and The Shared 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. The shared option of the Add-ons cannot be purchased in conjunction with an Aggregated Data Service Plan.

These Service Plan Add Ons are **not** available with the following Service Plans: The Team Plan, The Individual Plan **and** The Shared 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 Shared Plan and The Individual Plan

Service Plan Compatibility

These Service Plan Add Ons are available with the following Service Plans: The Team Plan, The Shared Plan and The Individual Plan only
 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, you can only have a single allowance at one time. You may request a move to a higher monthly allowance at any time, this would only take effect as of the next billing cycle.

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

5G Services

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. 5G comes as standard for The Team Plan, The Individual Plan and The Shared Plan.

Terms applying to 5G Data Services

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

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

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

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

Super Secure Select

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

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. The shared option of the Add-ons cannot be purchased in conjunction with an Aggregated Data Service Plan.

These Service Plan Add Ons are **not** available with the following Service Plans: The Team Plan, The Individual Plan **and** The Shared Plan.

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

Additional Terms applying to Super Secure Select

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

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

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

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

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

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

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

Personal data boosters

Service Plan Compatibility

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

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 | Recurring |
|---|-------------------|---------|-----------|
| "Voice and Data" or "Data Only" Users | 2GB | £15.00 | £12.00 |
| | 5GB | £20.00 | £15.00 |
| | 10GB | £30.00 | £20.00 |
| | 20GB | £40.00 | £25.00 |

Personal Data Boosters

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

Only one booster can be concurrently applied to any one subscription.

Data

All data users receive access to up to 5G data speeds dependent on compatible devices and coverage availability. Data tariffs may be used to make internet phone calls ('VoIP'). The Customer may use mobile internet on their phone for peer to peer file sharing, but access speeds will be slower than usual as EE monitors it's Network to protect it for all customers. Please see the network management policies on our website for more information.

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

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

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

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. The shared option of the Add-ons cannot be purchased in conjunction with an Aggregated Data Service Plan.

These Service Plan Add Ons are **not** available with the following Service Plans: The Team Plan, The Individual Plan **and** The Shared 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

Roaming 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 and The Shared plan.

This Service Plan Add On is **not** available with the following Service Plans Add Ons: Global Roaming Data, Global Roaming Voice and Text, Global Travel Allowance, Travel Allowance Bundles, Corporate Daily Roamer

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 and 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 8 – Allowance and Fair Usage for more details

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

Triggering charges

Charges only apply on days that the User accesses voice, message or data services whilst roaming. No charge applies when the User does not roam or use these services whilst roaming. A day begins at 00:00:00 hours and ends at 23:59:59 hours, using local time and date. Each session of data roaming is rounded up to the nearest kilobyte.

Usage Charges in EE Business Zone A

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

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

Usage Charges in EE Business Zone B

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

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

Usage Charges in EE Business Zone C

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

Daily Roamer continued

Service Plan Compatibility

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

This Service Plan Add On is **not** available with the following Service Plans Add Ons: Global Roaming Data, Global Roaming Voice and Text, Global Travel Allowance, Travel Allowance Bundles, Corporate Daily Roamer

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 and 4G Mobile Broadband.

Caps and Alerts

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

Buffers

In both EE Business Zones A and B, the Daily Bundle Charge will be triggered by the following; making a call 30 seconds or longer, receiving a call 60 seconds or longer, 1 SMS or 100KB of data usage in any given data session.

Compatibility with other roaming products

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

Future Changes

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

Global Travel Allowance

Service Plan Compatibility

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

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

Minimum Connection Period

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

Monthly credit decremented

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

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

Included Countries

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

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

Global Roaming Data

Service Plan Compatibility

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

This Service Plan Add On is **not** compatible with the following service plan Add Ons: Daily Roamer, Corporate Daily Roamer, Travel Allowance Bundle and Global Travel Allowance Bundle

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 and 4G Mobile Broadband.

The following types of usage are included:

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

Minimum Connection Period

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

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

Included Countries

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

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

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

Global Roaming Voice and Text

Service Plan Compatibility

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

This Service Plan Add On is **not** compatible with the following Service Plan Add Ons: Daily Roamer, Corporate Daily Roamer,, Travel Allowance Bundle and Global Travel Allowance Bundle

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 and 4G Mobile Broadband.

The following types of usage are included:

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

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

Minimum Connection Period

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

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

Included Countries

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

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

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

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

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., Daily Roamer.

| 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, Global Roaming Data, Global Roaming Voice and Text, Global Travel Allowance., Daily Roamer.

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. |

| | |
|---------------|--|
| Voice: | Roaming voice calls made and received whilst outside of the UK up to the monthly credit ordered. |
| Data: | Mobile data usage outside of the UK up to the monthly cash equivalent limit ordered. Wi-Fi usage not included. |
| Other: | 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 |
|-------------------------------|---|
| EU Zone | 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 |
| Traveller Zone | 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 |

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

Calling Abroad from the UK (IDD)

| Service Plan Compatibility |
|--|
| <p>This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan only</p> <p>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</p> |

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 only
 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 | |

International Talk and Text Europe and Beyond

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

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

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

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

Calling Abroad from the UK (IDD) – Shared Bundles

Service Plan Compatibility

This Service Plan Add On is available with the following Service Plans The Team plan, The Individual Plan and The Shared plan only
 This Service Plan Add On is **not** 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 Service Plans.

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 and The Shared Plan.

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

What's included

Voice calls to other countries from within the United Kingdom.

Extra terms and conditions for Cash 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.

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.

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 and 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

| | |
|---------------------------|--|
| What's Included | Cellular data services (subject to availability) using the User's Device, up to the monthly data limit ordered. |
| Minimum Connection Period | Bundles on a rolling 30 day contract: 30 day. Bundles on a 12 month contract: 12 months |

Extra terms and conditions for Travel Data Bundles

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.

May be used whilst Roaming in any country of the world in which a network supporting internet browsing is available to EE customers.

BlackBerry®

BlackBerry® Europe and BlackBerry® World bundles are only available if you are on a BlackBerry® Internet Service or BlackBerry® Enterprise Server service plan.. Unless specified otherwise, only one Travel Bundle may be active per Connection at any one time.

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 and 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 and The Shared Plan.

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 and 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.

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).

Service Plan Compatibility

This Service Plan Add On is available with all service plans

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

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

Service Plans Applicable

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

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

A LEO Service is available as an optional add-on to Rapid Site to give connectivity via satellite in locations where the EE Network is either not available or performance is inhibited such as in areas of high contention.

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

Installation Charges (includes Decommissioning)

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

Monthly Subscription Charge

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

Terms and Conditions

The Rapid Connectivity Case Data Service Plan provides access to the EE 5G Network, however where the EE 5G Network is unavailable, connectivity will default to the strongest EE Network access available. Rapid Connectivity Case Solution terms apply as set out at:

www.ee.co.uk/business/terms

Rapid Site Data Service Plans

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

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

LEO Data Service Plan Add-On (optional)

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

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

Connected Vehicle

Service Plans Applicable

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

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

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

Installation Charges

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

Monthly Subscription Charge

| Description | Monthly Subscription Charge per Connection |
|-----------------------------|--|
| Connected Vehicle Equipment | £40 |

Connected Vehicle Data Service Plans

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

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

Terms and Conditions

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

Rapid Connectivity Case



Service Plans Applicable

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

Rapid Connectivity Case is a portable, ruggedised, cloud managed cellular internet connection which provides connectivity to remote locations where it may be difficult to get fixed line connectivity in place. The enterprise grade hardware is provided on a rental basis and is couriered to your site and once requested will be collected by courier at the end of the deployment.

A LEO Service is available as an optional add-on to Rapid Connectivity Case to give connectivity via satellite in locations where the EE Network is either not available or performance is inhibited such as in areas of high contention.

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

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

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

Monthly Subscription Charge

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

Terms and Conditions

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

Rapid Connectivity Case Data Service Plans

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

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

LEO Data Service Plan Add-On (optional)

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

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

Section 7

Value Added Services

Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Service Plan Compatibility

This Service Plan Add On is available with all Service Plans

Knox Suite Enterprise Plan

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

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

Additional Terms applying to Samsung Knox Suite Enterprise Plan

- 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

Knox Suite Enterprise Edition

2 and 3 year device pricing applicable during subscription renewal period

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

Additional Terms applying to Samsung Knox Suite Enterprise Edition

- Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Service Plan Compatibility

This Service Plan Add On is available with all Service Plans

Knox Suite Essentials Plan

1, 2 and 3 year device pricing

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

Additional Terms applying to Samsung Knox Suite Essentials Plan

- 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

Knox E-FOTA

1, 2 and 3 year device pricing

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

Additional Terms applying to Samsung Knox E-FOTA Plan

- 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

Knox Guard

3 year device pricing

| Knox Guard | Number of licences | One off cost per device |
|------------|--------------------|-------------------------|
| Knox Guard | 1 | £4.00 |

Additional Terms applying to Samsung Knox Guard

- Requires a compatible Samsung Mobile Device, as per the Samsung Knox for Enterprise terms available on request from EE or at www.ee.co.uk/business/terms

Samsung Knox for Enterprise

Security, deployment and management tools from Samsung

Service Plan Compatibility

This Service Plan Add On is available with all Service Plans

Knox Configure Setup Plan

1, 2 and 3 year device pricing

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

Additional Terms applying to Samsung Knox Configure Setup

- 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

Knox Configure Dynamic Plan

1, 2 and 3 year device and seat pricing

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

Additional Terms applying to Samsung Configure Dynamic

- 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

Device Lifecycle Management

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

Service Plan Compatibility

Compatible with The Team Plan, The Individual Plan or The Shared Plan only.

DLM ESSENTIAL

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

| DLM Essential | Cost per user per month |
|---------------|-------------------------|
| DLM | £3.50 |

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.



Service Plan Compatibility

Compatible with The Team Plan, The Individual Plan or The Shared Plan only.

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

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.

Service Plan Compatibility

Compatible with The Team Plan, The Individual Plan or The Shared Plan only.

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

- 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.

Service Plan Compatibility

Compatible with The Team Plan, The Individual Plan or The Shared Plan only.

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

- 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 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.

Service Plan Compatibility

Compatible with The Team Plan, The Individual Plan or The Shared Plan only.

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 | £2.00 |

Additional Terms applying to Ivanti Zero Sign-On:

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

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

| |
|--|
| Service Plan Compatibility |
| 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

| |
|--|
| Service Plan Compatibility |
| 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

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

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

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

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

Secure Internet Access Mobile

Monthly Subscription Charges

| Product name | Monthly Subscription Charge |
|-------------------------------|-----------------------------|
| Secure Internet Access Mobile | £4.00 |

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

Service Plan Compatibility

This Service Plan Add On is available with all service plans

Secure Internet Access Mobile plus Private Access

Monthly Subscription Charges

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

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 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 |
|-----------------------------------|------------|

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 |
|--------------------------|------------|

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 |

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 |

Additional Terms applying to Blackberry® AtHoc

1. Minimum Agreement Term of 12 months

Lone Worker from EE

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

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

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

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

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

TeamViewer

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

Service Plan Compatibility

Compatible with The Team Plan, The Individual Plan or The Shared Plan only.

All Charges for the TeamViewer Solution are payable upfront.

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

Additional terms applying to the TeamViewer Solution:

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

Drone SIM Solution Terms

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

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

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

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

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

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

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

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

Drone SIM Plans

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

1. Drone Sim IoT Plan

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

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

2. Drone SIM Media Plan

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

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

Drone SIM Service Plans

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

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

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

Section 8

Terms and Conditions

Trade-in Terms

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

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

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

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

EE and Asecca do not accept any responsibility for any devices being lost in transit. We strongly recommend you use the insured option when returning your devices. We reserve the right to ask for proof of ownership.

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

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

Trade-in Terms



| iPhone 15 Trade-in | | |
|---|--|---------------------------------|
| Start | 3 November 2025 | |
| End date | 31 July 2026 | |
| Offer | Eligible devices to be traded in | All colour and memory variants. |
| | Discount off new iPhone 15 | £25.00 |
| Device condition | Eligible trade-in devices must be in "good condition" | |
| | No screen/camera/casing damage. | |
| | Fully working buttons. | |
| | No power issues. | |
| Other | There are no restrictions or change in value for different memory variants. | |
| | Cannot be used in conjunction with any other offer and trade in device eligibility will be checked at point of purchase. | |
| | Trade-in terms apply | |
| Devices trade-in discount is redeemable against | Apple iPhone 15 | |
| | Apple iPhone 15 Plus | |
| | Apple iPhone 15 Pro | |
| | Apple iPhone 15 Pro Max | |
| Promo code to be used for the offer | TradeinPromo25 | |

| iPhone 16 Trade-In | | |
|---|--|--------------------------------|
| Start | 3 November 2025 | |
| End date | 31 July 2026 | |
| Offer | Eligible devices to be traded in | All colour and memory variants |
| | Discount off new iPhone 16 | £25.00 |
| Device condition | Eligible trade-in devices must be in "good condition" | |
| | No screen/camera/casing damage. | |
| | Fully working buttons. | |
| | No power issues. | |
| Other | There are no restrictions or change in value for different memory variants. | |
| | Cannot be used in conjunction with any other offer and trade in device eligibility will be checked at point of purchase. | |
| | Trade-in terms apply | |
| Devices trade-in discount is redeemable against | Apple iPhone 16E | |
| | Apple iPhone 16 | |
| | Apple iPhone 16 Plus | |
| | Apple iPhone 16 Pro | |
| | Apple iPhone 16 Pro Max | |
| Promo code to be used for the offer | TradeinPromo25 | |

Trade-in Terms

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

Business Class Service for Large Business

What's included

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

Who's Eligible

Any Customer that fulfils all of the following criteria:

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

Service Add-Ons

What's included

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

Who's eligible

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

Charges

Pricing available on request from EE.

Extra terms and conditions

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

Tailored End to End

What's included

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

Who's eligible

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

Charges

Pricing available on request from EE.

Extra terms and conditions

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

Tailored Set Up

What's included

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

Who's eligible

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

Charges

Pricing available on request from EE.

Extra terms and conditions

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

Copy Invoicing

What's included?

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

Charges

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

Fault Cover for Large Businesses

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

Allowances and Fair Usage

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

Allowances – General

Pro-rata calculations

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

Important exclusions

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

Premium and special numbers

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

Unused Allowances

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

Specific Allowances

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

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

In-Plan

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

What’s included

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

Fair Usage

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

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

Use Outside of Notified Limits

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

How we measure data usage

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

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

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

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

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

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

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

General Terms and Conditions

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

1. Agreement

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

2. Minimum Connection Period / Termination Charges

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

3. Orders and Changes

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

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|---------------------|--|
| 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. |
|---------------------|--|

Roaming

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

| | |
|----------------------------------|--|
| Billing | <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.

BlackBerry® for Business Terms and Conditions

1. Interpretation

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

2. Definitions

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

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

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

3. BlackBerry® for business – the Solution

3.1 Service:

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

| | |
|------------------------------------|--|
| BlackBerry® Internet Service (BIS) | synchronises the Customer's web based email accounts with its BlackBerry® to give the Customer mobile push email and mobile internet without any need for its own email server |
|------------------------------------|--|

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

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

3.2 End User Software Licence:

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

4. Customer Obligations

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

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

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

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

5. Export Control

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

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

6. Solution Restrictions

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

7. BlackBerry® Technical Support from EE

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

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

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

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

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

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

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

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

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

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

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

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

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

Fault Cover for EE Large Business

Version 2.0 (19 October 2020)

These terms shall only apply to 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 th November 2017 |
| 29.11.2017 | Update to add copy bill charge | All customers requesting copy bill from 12 th December |
| 08.01.2018 | Remove all non-direct debit charges as per regulation | All customers new and existing from 13 th January. |
| 14.02.2018 | Addition of MobileIron Access and Bridge | All Customers |
| 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 Wi-Fi calling and Corporate Traveller | All Customers |
| 19.04.2024 | Rapid Site / Connected Vehicle | All Customers |
| 02.08.2024 | Enhanced Trading Offer (End Date Update). Update to EE Business Zone C detail (Page 10) | All Customers |
| 09.08.2024 | Samsung Knox Updates Ivanti Updates Akamai Updates | All Customers |
| 17.09.2024 | Google RCS Chats | All Customers |
| 24.10.2024 | Device Lifecycle Management | All Customers |
| 01.11.2024 | MVR Update / Enhanced Trading Offer Removed | All Customers |
| 26.11.2024 | Update to Standard Roaming Charges (1B) – Additional Charges (eSIM) | All Customers |

| Date | Change | Applicability |
|------------|---|---------------|
| 08.01.2025 | Akamai Update | All Customers |
| 22.02.2025 | AppleCare Update | All Customers |
| 22.02.2025 | Jamf Update | All Customers |
| 03.03.2025 | RCS Update | All Customers |
| 21.03.2025 | Lone Worker from EE | All Customers |
| 17.04.2025 | Bill Protector / Layout and General Clarification updates | All Customers |
| 30.06.2025 | Samsung Knox / Rugged SIM Updates | All Customers |
| 11.07.2025 | Ivanti Update | All Customers |
| 06.08.2025 | <ul style="list-style-type: none"> Individual Plan Capping Global Roaming Voice & Text Standard Business Charges (UK) Standard Business Charges (Roaming) | All Customers |
| 25.09.2025 | <ul style="list-style-type: none"> Additional Charges Roaming Sections 1A & 1B Lone Worker TeamViewer Drone SIM | All Customers |
| 03.11.2025 | Trade In Terms | All Customers |
| 21.11.2025 | <ul style="list-style-type: none"> Rapid Site Update Connected Vehicle Update Addition of Rapid Connectivity Case Russia roaming update | All Customers |
| 18.02.2026 | <ul style="list-style-type: none"> 5G Fixed Wireless Access | All Customers |