EE PRICE GUIDE FOR SMALL BUSINESS

Our plans are designed for businesses with up to 250 employees

This Price Guide and the terms in here will apply to you if you have signed up to any of the subscription options or purchased any of the products set out below either from EE directly in one of our stores, online, through our telesales team; or through one of our indirect partners.

Price for additional out-of-bundle calls & texts that are not included in your price plan and the add-ons you can buy to avoid these charges can be found in the Non-Standard Price Guide for EE Small Business available at www.ee.co.uk/businessterms (under the Small Business price guide section).

Some subscription options and products may not be available through our indirect partners. The information in here was correct at the time of publication.

If your plan does not appear below, you may be on a Consumer plan; details and the applicable terms and conditions can be found on our website at ee.co.uk/terms

We will keep it up to date and 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 150 from an EE mobile or +44 (0)7953 966 150 from any other phone.

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

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Small Business Subscription Charges

Charges are per connection per month. Total amounts on your bill are rounded to two decimal places, so the value may be a penny higher or lower.

If you joined or upgraded prior to 2nd of September 2024, your monthly price shown, eligible add-ons and eligible out-of-bundle charges will increase (rounded up to the nearest whole pence) on or after 31st March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%.

If you joined or upgraded from 2nd of September 2024, all out of bundle charges will increase on 31st March every year by 5% and your monthly plan price will increase by a fixed amount each year. We will tell you the fixed amount when you purchase your price plan.

Please note the cost of other services you take from us may increase or decrease while you're an EE customer. Add to plan accessories and device insurance are excluded from the above increases.

Check UK coverage here www.ee.co.uk/coverage before selecting your plan.

Business Handset Plans

Business No Frills (24 Month Minimum Term)	
Price available	**£14-£22**
UK & ROI Data[1]	1GB
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI
Stay Connected Data[5]	Included in price plan
Inclusive Extras[4]	Not included in price plan
5G+[20]	Included in all new price plans from 13th May 2026

Business Essential (24 Month Minimum Term)					
Price available	**£20 - £28**	**£19 - £51**	**£29 - £65**	**£35 - £67**	**£41 - £97**
UK & ROI Data[1]	5GB	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI				
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)				
Inclusive Extras[4]	Not included in price plan				
Network Boost[19]	Included in Unlimited price plans				
5G+[20]	Included in all new price plans from 13th May 2026				

Business Essential (30 Month Minimum Term)				
Price available	**£24.50 - £32.50**	**£38.50 - £46.50**	**£44.50 - £56.50**	**£50.50 - £62.50**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI			

Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)
Inclusive Extras[4]	Not included in price plan
Network Boost[19]	Included in Unlimited price plans
5G+[20]	Included in all new price plans from 13th May 2026

Business Essential (36 Month Minimum Term)					
Price available	**£20 - £28**	**£14 - £46**	**£24 - £60**	**£30 - £62**	**£36 - £84**
UK & ROI Data[1]	5GB	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI				
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)				
Inclusive Extras[4]	Not included in price plan				
Network Boost[19]	Included in Unlimited price plans				
5G+[20]	Included in all new price plans from 13th May 2026				

Business All Rounder (24 Month Minimum Term)				
Price available	**£26 - £58**	**£36 - £72**	**£42 - £74**	**£48 - £84**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)			
Inclusive Extras[4]	1 Inclusive Extra[4]			
Network Boost[19]	Included in Unlimited price plans			
5G+[20]	Included in all new price plans from 13th May 2026			

Business All Rounder (30 Month Minimum Term)				
Price available	**£31.50 - £39.50**	**£45.50 - £53.50**	**£51.50-£63.50**	**£57.50 - £69.50**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)			
Inclusive Extras[4]	1 Inclusive Extra[4]			
Network Boost[19]	Included in Unlimited price plans			
5G+[20]	Included in all new price plans from 13th May 2026			

Business All Rounder (36 Month Minimum Term)				
Price available	**£21 - £53**	**£31 - £67**	**£37 - £69**	**£43 - £79**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI			

Stay Connected Data[5]	Included in price plan (except for Unlimited[7] plans)
Inclusive Extras[4]	1 Inclusive Extra[4]
Network Boost[19]	Included in Unlimited price plans
5G+[20]	Included in all new price plans from 13th May 2026

Business Full Works for iPhone (24 Month Minimum Term)	
Price available	**£55 - £103**
UK & ROI Data[1]	/Unlimited[7]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI
Fast Lane	Included in plan from 19th August 2026
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	Apple One + 1 Inclusive Extra[9]
Network Boost[19]	Included in price plan
5G+[20]	Included in all new price plans from 13th May 2026

Business Full Works for Android (24 Month Minimum Term)	
Price available	**£55 - £91**
UK & ROI Data[1]	Unlimited[7]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI
Fast Lane	Included in plan from 19th August 2026
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	3 Inclusive Extras[9]
Network Boost[19]	Included in price plan
5G+[20]	Included in all new price plans from 13th May 2026

Business Full Works for iPhone (36 Month Minimum Term)	
Price available	**£58 - £98**
UK & ROI Data[1]	Unlimited[7]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI
Fast Lane	Included in plan from 19th August 2026
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	Apple One + 1 Inclusive Extra[9]
Network Boost[19]	Included in price plan
5G+[20]	Included in all new price plans from 13th May 2026

Business Full Works for Android (36 Month Minimum Term)	
Price available	**£50 - £90**
UK & ROI Data[1]	Unlimited[7]

Allowance[1]	Unlimited Texts and Minutes in the UK and ROI
Fast Lane	Included in plan from 19th August 2026
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	3 Inclusive Extras[9]
Network Boost[19]	Included in price plan
5G+[20]	Included in all new price plans from 13th May 2026

Business SIM Only Plans

Our Business SIM Only plans are all 5G enabled to give you access to our 5G Network in the UK if you have a 5G device and coverage. Check coverage here before selecting your plan. Outside of 5G areas you'll get our fastest 4G speeds.

Business Essential (1 Month Minimum Term)				
Price available	**£21**	**£23**	**£25**	**£31**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)			
Inclusive Extras[4]	Not included in price plan			
Network Boost[19]	Included in Unlimited price plans			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Essential (12 Month Minimum Term)				
Price available	**£17**	**£19**	**£21**	**£27**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)			
Inclusive Extras[4]	Not included in price plan			
Network Boost[19]	Included in Unlimited price plan			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Essential (24 Month Minimum Term)								
Price available	**£5**	**£6**	**£7**	**£13**	**£15**	**£17**	**£19**	**£25**
UK & ROI Data[1]	0GB	250MB	500MB	1GB	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI	250 Texts and 250 Minutes in the UK and ROI	500 Texts and 500 Minutes in the UK and ROI	Unlimited Texts and Minutes in the UK and ROI				
Stay Connected Data[5]	Not Included in price plan			Included in price plan (except for Unlimited[Z] plans)				
Inclusive Extras[4]	Not Included in price plan							
Network Boost[19]	Included in Unlimited price plan							
5G+[20]	Included in all new price plans from 13th May 2026							

Business All Rounder (24 Month Minimum Term)				
Price available	**£20**	**£22**	**£24**	**£30**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[7]
Allowance[1]	Unlimited Texts and Minutes in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[7] plans)			
Inclusive Extras[4]	1 x Inclusive Extra[4]			
Network Boost[19]	Included in Unlimited price plan			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Mobile Broadband Plans

Business Essential (1 Month Minimum Term)				
Price available	**£16**	**£22**	**£28**	**£34**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[7] plans)			
Inclusive Extras[4]	Not included in price plan			
Network Boost[19]	Included in Unlimited price plans			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Essential (12 Month Minimum Term)				
Price available	**£12**	**£18**	**£22**	**£30 - £38**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[7] plans)			
Inclusive Extras[4]	Not included in price plan			
Network Boost[19]	Included in Unlimited price plans			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Essential (24 Month Minimum Term)				
Price available	**£10**	**£16**	**£22**	**£28 - £35**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[7] plans)			
Inclusive Extras[4]	Not included in price plan			
Network Boost[19]	Included in Unlimited price plans			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Essential (36 Month Minimum Term)				
Price available	**£8**	**£14**	**£20**	**£26**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[7] plans)			

Inclusive Extras[4]	Not included in price plan
Network Boost[19]	Included in Unlimited price plans
5G+[20]	Included in all new price plans from 13th May 2026

Business Data SIM Only Plans

Business Essential (1 Month Minimum Term)				
Price available	**£21**	**£23**	**£25**	**£31**
UK & ROI Data[1]	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	100 Texts in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)			
Inclusive Extras[4]	Not included in price plan			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Essential (12 Month Minimum Term)					
Price available	**£9**	**£17**	**£19**	**£21**	**£27**
UK & ROI Data[1]	5GB	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	100 Texts in the UK and ROI				
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)				
Inclusive Extras[4]	Not included in price plan				
5G+[20]	Included in all new price plans from 13th May 2026				

Business Essential (24 Month Minimum Term)								
Price available	**£3**	**£4**	**£6**	**£6-£9**	**£15**	**£17**	**£19**	**£25**
UK & ROI Data[1]	100MB	300MB	500MB	5GB	10GB	50GB	100GB	Unlimited[Z]
Allowance[1]	Minutes and Texts barred on this plan			100 Texts in the UK and ROI				
Stay Connected Data[5]	Not Included in price plan			Included in price plan (except for Unlimited[Z] plans)				
Inclusive Extras[4]	Not included in price plan							
5G+[20]	Included in all new price plans from 13th May 2026							

Business Laptop Plans

Business Essential (36 Month Minimum Term)			
Price available	**£11-£19**	**£25-£41**	**£47-£99**
UK & ROI Data[1]	10GB	50GB	Unlimited[Z]

Allowance[1]	100 Texts in the UK and ROI
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)
Inclusive Extras[4]	Not included in price plan
5G+[20]	Included in all new price plans from 13th May 2026

Business All Rounder (36 Month Minimum Term)	
Price available	**£90-£106**
UK & ROI Data[1]	Unlimited[Z]
Allowance[1]	100 Texts in the UK and ROI
Stay Connected Data[5]	Not Included in price plan
Inclusive Extras[4]	1 x Inclusive Extra[4]
5G+[20]	Included in all new price plans from 13th May 2026

Business Tablet Plans

Business Essential (24 Month Minimum Term)				
Price available	**£10**	**£16-£28**	**£38-£50**	**£52-£72**
UK & ROI Data[1]	5GB	10GB	50GB	Unlimited[Z]
Allowance[1]	100 Texts in the UK and ROI			
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)			
Inclusive Extras[4]	Not included in price plan			
5G+[20]	Included in all new price plans from 13th May 2026			

Business Essential (30 Month Minimum Term)			
Price available	**£13.50-£21.50**	**£27.50-£35.50**	**£49.50-£57.50**
UK & ROI Data[1]	10GB	50GB	Unlimited[Z]
Allowance[1]	100 Texts in the UK and ROI		
Stay Connected Data[5]	Included in price plan (except for Unlimited[Z] plans)		
Inclusive Extras[4]	Not included in price plan		
5G+[20]	Included in all new price plans from 13th May 2026		

Business Essential (36 Month Minimum Term)

Price available	£11-£23	£25-£41	£47-£91
UK & ROI Data[1]	10GB	50GB	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI		
Stay Connected Data[5]	Included in price plan (except for Unlimited[7] plans)		
Inclusive Extras[4]	Not included in price plan		
5G+[20]	Included in all new price plans from 13th May 2026		

Business Full Works for iPad (24 Month Minimum Term)	
Price available	£86-£98
UK & ROI Data[1]	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	Apple One + 1 Inclusive Extra[9]
5G+[20]	Included in all new price plans from 13th May 2026
Fast Lane	Included in plan from 19th August 2026

Business Full Works for Android Tablet (24 Month Minimum Term)	
Price available	£86-£98
UK & ROI Data[1]	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	3 Inclusive Extras[9]
5G+[20]	Included in all new price plans from 13th May 2026
Fast Lane	Included in plan from 19th August 2026

Business Full Works for iPad (36 Month Minimum Term)	
Price available	£89-£93
UK & ROI Data[1]	Unlimited[7]
Allowance[1]	100 Texts in the UK and ROI
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	Apple One+ 1 Inclusive Extra[9]
Fast Lane	Included in plan from 19th August 2026

Business Full Works for Android Tablet (36 Month Minimum Term)	
Price available	£89-£93
UK & ROI Data[1]	Unlimited[7]

Allowance[1]	100 Texts in the UK and ROI
Stay Connected Data[5]	Not included in price plan
Inclusive Extras[9]	3 Inclusive Extras[9]
5G+[20]	Included in all new price plans from 13th May 2026
Fast Lane	Included in plan from 19th August 2026

Business Watch Plans[14]

Business Watch SIM Only (12 Month Minimum Term)	
Price Available	**£5**
UK Data[1]	10GB
UK Minutes[1]	Uses the allowance from paired handset
UK Texts[1]	
5G+[20]	Included in all new price plans from 13th May 2026

Business Essential Watch (24 Month Minimum Term)	
Prices Available	**£17-£41**
UK Data[1]	10GB
UK Minutes[1]	Uses the allowance from paired handset
UK Texts[1]	
5G+[20]	Included in all new price plans from 13th May 2026

Business Essential Watch (36 Month Minimum Term)	
Prices Available	**£12-£36**
UK Data[1]	10GB
UK Minutes[1]	Uses the allowance from paired handset
UK Texts[1]	
5G+[20]	Included in all new price plans from 13th May 2026

Business All Rounder Watch (24 Month Minimum Term)	
Prices Available	**£18-£42**
UK Data[1]	10GB
UK Minutes[1]	Uses the allowance from paired handset
UK Texts[1]	
Other Inclusions	Apple Fitness + for up to 6 months 14
5G+[20]	Included in all new price plans from 13th May 2026

Business All Rounder Watch (36 Month Minimum Term)	
Prices Available	**£13-£29**
UK Data[1]	10GB
UK Minutes[1]	Uses the allowance from paired handset
UK Texts[1]	
Other Inclusions	Apple Fitness + for up to 6 months 14
5G+[20]	Included in all new price plans from 13th May 2026

Out-of-Bundle Charges[13]

Activity	Charge
Calls to UK and EU regional landlines	69p / minute
Calls to UK and EU mobiles	69p / minute
Calls to 0800, 0808 and 116 numbers	Free
Calls to 084, 087, 118 and 09 numbers	69p / minute + Access & Service Charge^
Text Messages to UK and EU mobiles	45p / message
Text messages to UK and EU regional landlines	12p / message
Picture Messages (UK & EU)	69p / message
UK & EU Data (applies to Business Connect - only)	1.6p MB
For data roaming outside of EU, see roaming section	

^ Details on Access and Service Charges can be found at https://business.ee.co.uk/help/accounts-and-billing/charges-for-calling-non-geographic-numbers.

For all other out-of-bundle rates, including the cost of calling premium rate numbers see our Non-Standard Price Guide for EE Small Business, available at www.ee.co.uk/businessterms (under the Small Business price guide section).

Single User Add-ons for Business Plans

(Excluding International & Roaming)

Add-ons	Monthly subscription fee
Unlimited UK Photo Messages and whilst roaming in the EU[1]	£5.89
200 UK minutes to UK 084 & 087 Numbers	£7.03

Any Single-User voice and message bundles added part way through your billing cycle will be charged at a pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the bundle is added. The allowances will be provided on a recurring 30-day basis (unless otherwise stated) until removed from your account.

Single User Voice Add-ons for Business Tablet & Laptop Plans[16]

(Excluding International & Roaming)

Add-ons	Description	Monthly subscription fee
Unlimited UK & ROI calls†	This add-on gives you unlimited calls to UK & Republic of Ireland numbers on your tablet or laptop device plan	£5.14

†All voice add-ons are valid for 30 days from the date of purchase. Any voice add-ons added part way through your billing cycle will be charged at the pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the voice add-on is added. The allowances will be provided on a recurring 30-day basis until removed from your account.

Business Connect Plans

Business Connect allows you to share data across your devices. You have the flexibility to choose the amount of data you want to share, so everyone in your team gets the amount they need. Everyone gets unlimited UK and EU minutes and texts, plus, you can add extras, both at account and subscription level, if needed. Upfront device cost varies depending on your chosen monthly price plan and account level allowances

Account level shared data allowances

Minimum Term	24/36 Month Minimum Term					30 Day Minimum Term	
Allowances	**5GB**	**10GB**	**20GB**	**50GB**	**100GB**	**5GB**	**10GB**
Monthly Charge	£15	£30	£60	£150	£300	£20	£40

Data allowances are stackable up to 950GB. Once your data allowance is used up, you will be charged 1.6p/MB in the UK and EU.

Account level International Direct Dial (IDD) and roaming add-ons

Minimum Term	24/36 Month Minimum Term		30 Day Minimum Term
Monthly Charge	**£50**	**£100**	**£100**
Allowances	500 mins and texts to EU and 500 mins and texts while roaming in our Business Zone*	1000 mins and texts to EU and 1000 mins and texts while roaming in our Business Zone*	500 mins and texts to EU and 500 mins and texts while roaming in our Business Zone*

*Business zone here refers to the following countries: USA, US Virgin Islands, Canada, Australia, New Zealand, India, Israel, China, Turkey and Singapore.

Handset Plans

Minimum Term	24/36 Month Minimum Term								
Monthly charge	**£10**	**£15**	**£20**	**£25**	**£30**	**£35**	**£40**	**£45**	**£50**
Mins and text allowances	Unlimited calls and texts in the UK and EU								
Data	Access to any account level data allowances at 5G speeds[6]								

Connected Devices plans

Minimum Term	24/36 Month Minimum Term					
Monthly charge	**£10**	**£15**	**£20**	**£30**	**£40**	**£50**
Allowances	Access to any account level data allowances at 5G speeds[6]					

SIMO Plans

Minimum Term	24 Month Minimum Term	30 Days Minimum Term
Monthly charge	**£8**	**£10**
Mins and text allowances	Unlimited calls and texts in the UK and EU	
Data	Access to any account level data allowances at 5G speeds[6]	

Data SIMO Plans

Minimum Term	24 Month Minimum Term	30 Day Minimum Term
Monthly charge	**£8**	**£10**
Data	Access to any account level data allowances at 5G speeds[6]	

Individual Data add-ons

Minimum Term	30 Day Minimum Term		
Monthly charge	**£10**	**£15**	**£20**
Allowance	5GB	10GB	20GB

Individual data add-on allowances are not stackable. The data allowance provided by the individual add-ons will be utilised before any available account level shared data allowance.

Individual IDD options

Minimum Term	24 Month Minimum Term	36 Month Minimum Term	30 Day Minimum Term
Monthly charge	**£3**	**£2.50**	**£10**
Allowance	180 IDD Mins & texts (EU & USA)[3]		

If a data SIM Card is used in a device that sends texts and makes calls, calls can only be made if you have purchased the Voice Add-on for Business Connected Device Plans and texts will be charged at EE's standard rates set out in the Out-of-Bundle charges section.

Out-of-bundle charges will apply if no allowances are added at account level.

Add-Ons for All Plans

IDD Fair Usage Surcharges

(Fair usage surcharge where IDD Minutes are present in any Handset, SIM Only, , Mobile Broadband, Data SIM Only, Laptop, Tablet or Business Connect Plan)

Item	Price (Ex VAT)
calls - outbound	2.8p/minute
calls - inbound	0.7p/minute
SMS	0.9p/SMS
data	0.39p/MB

EE Roaming Passport[2]

Calls, texts and data while you're abroad in some of the most popular destinations outside of the EU:

Business Passport		
Term	**Daily**	**Monthly**
Cost (excl. VAT)	£9.32	£46.61
Data	1GB	10GB
Allowance	Unlimited Calls and Texts	

World Passport		
Term	**Daily**	**Monthly**
Cost (excl. VAT)	£11.64	£69.93
Data	1GB	10GB
Allowance	Unlimited Calls and Texts	

Roam Abroad Passport	
Term	**Monthly**
Cost	£11.90
Allowance	Access to your domestic plan's minutes, texts and data

Add-Ons

Add-Ons are available as an Additional Service on a 30-day rolling contract charged per Connected Device

Benefit	Monthly Charge (ex VAT)
Apple Music	£11.99
TNT Sports	£20.83
Roam Abroad Passport	£11.90

Unified Endpoint Management

Unified Endpoint Management from EE will help you secure your fleet of business devices. Full terms can be found here

Your Service Plan	What You Get	
SIMO / Handset / Data SIM / Connected Devices / Business / Connect	Ivanti Secure UEM	£3.50 per month per device licence or £5 per user licence*
	Ivanti Threat Defence Add-on to Secure UEM	£3.50 per month per device licence or £5 per user licence*

*User-based licence permits up to five devices per user licence. Per device and per user licences cannot exist on the same tenant.

Business Antivirus Protection (McAfee Powered) Add On

You can now protect up to 5 desktop/laptop devices and unlimited mobile devices against cybercrime including viruses, malware and the latest online threats. A Minimum Term of 30 days applies to each license. Full terms can be found here

Your Service Plan	Monthly Charge (ex VAT)
SIMO / Handset / Data SIM / Mobile Broadband/Tablet/Laptop/ Business Connect	£4.99 per month per license*

*One licence per EE Small Business account.

Other Pricing Plans

Antenna Installation for the 4GEE & 5GEE Router

This is a chargeable antenna installation service for use with the 4GEE and 5GEE Router

	One off fee
Antenna Installation	£83.33

Insurance and Protection

You can add these products to your account when you take out your plan with EE. If you wish to purchase insurance, you'll need to call customer services. Full terms can be found here

Damage Cover for Business
From £3.36 / month
next day replacement for claims‡

Full Cover for Business
From £7.84 / month
next day replacement for loss, theft, accidental damage claims‡

Damage Cover with AppleCare Services for Business
From £6.99 / month
next day replacement for claims‡

Full Cover with AppleCare Services for Business
From £9.49 / month
next day replacement for loss, theft, accidental damage claims‡

‡ We are not able to make same day deliveries in: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Orkney Isles, Hebrides, Isles of Scilly, Shetland Isles, Aberdeenshire, Channel Islands, Isle of Man and Isle of Wight and some parts of Ayrshire, Paisley & Perthshire. We will not make a same day or next day delivery on UK bank holidays or in exceptional circumstances

Excess:

Accidental Damage / Loss / Theft Excess Fee (Full Cover and Damage Cover)					
Excess Band	Zero	A	B	C and D	E
Charge to Customer	£0	£40	£70	£100	£120

Excess Fee (Full Cover and Damage Cover)						
Excess type	A	B	C	D	E	Claim Type
Replace	£60	£80	£100	£120	£150	Loss, stolen, damage irreparable
Repair	£30	£40	£50	£60	£75	Damage repairable via Apple/Apple Authorised Service Provider

Your excess amount will be detailed on your Confirmation of Insurance Cover but could be up to £150 depending on the device insured. Alternatively, for both consumer and small business, see ee.co.uk/excessandcharges

Rapid Repairs[17]

We offer a repair service for selected mobile devices, Tablets, Mobile WiFi or 4G/5G routers. Whether or not you have to pay for the repair will depend on the fault and age of your device.

Loan Device Deposit:

Event	Apple Deposit
Lost or stolen loan device	£150

Faulty beyond economical repair (device has sustained one or more serious faults that will cost more to repair than to replace the device)	£150
Damaged: screen cracked/smashed, pixel damage, charger port damage	£150
Damaged: Charger	£10

Fast Phone Replacement

Gives you a faster replacement service for faulty handsets. Terms apply including eligibility rules can be found here

Fast Phone Replacement
£20

Fast Phone Replacement is free of charge for customers who have Full Cover or Damage Cover insurance from EE, and to Business Plus and Business First customer or have purchased their phone after 2 September 2020.

Business Promotional Plans

From time-to-time, we offer promotional tariffs. These are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability. These offers are only available to new customers and existing EE customers, as appropriate, that upgrade to this plan during the promotional period. They may not always be available to upgrading customers. The offer is NOT available to any existing customers whose agreements are within their Minimum Term. Existing customers cannot change their price plan on to this promotional plan unless we agree to resign that customer.

Business All Rounder Plan Promotional Offer: Business All Rounder Plans for Android (24 Month Minimum Term)	
Price available	**£68-£84**
UK & ROI Data[1]	Unlimited[1]
UK & ROI Minutes[1]	Unlimited[1]
UK & ROI Texts[1]	Unlimited[1]
Inclusive Extras[4]	1 x Inclusive Extra[4]
Discount[18]	£7 discount for the first 6 months[18]

Small Business Plans Terms

[1]**Calls, texts and data when in the UK and Republic of Ireland** are included within your allowance. You can use your minutes & texts when in the UK and Republic of Ireland to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (mobile and landline numbers to Jersey, Guernsey and Isle of Man not included).

You cannot use your inclusive minutes and texts to call and text customers of mobile networks and landlines in the EU/EEA/Switzerland when in the UK or Republic of Ireland. Allowances do not include premium rate numbers anywhere in the EU and will be charged at your normal plan rate.

[2]**Europe Roaming**: Unless you have an Inclusive Extra or add-on for roaming or you have taken a Business Connect plan, a daily charge of £2.26 will apply to use your mobile in the EU/EEA. Out-of-bundle rates still apply where you do not have an Inclusive Extra or add-on for roaming, or you have exhausted the roaming allowances included in your plan. Please see the Out-Of-Bundle Charges section for details. If you purchased your plan before 1st February 2023, please see the Legacy Price Guide for Business for information on EU roaming.

Our Europe Roaming Zone presently includes: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus*, Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and Vatican City (Italy).

* Note Turkey (you may connect to a Turkish network in Northern Cyprus) and Andorra are outside the EU/EEA and not included in our European Roaming Zone. Therefore, any calls made from either of these countries, or from Northern Cyprus if connected to a Turkish network, will be chargeable as set out in the Non-Standard Price Guide for EE Small Business available at www.ee.co.uk/businessterms (under the Small Business price guide section).

You can call 150 free of charge when roaming to get information about our charges. Emergency services can be contacted within the EU/EEA by calling 112.

Europe Roaming fair usage policy: If you're on a plan that includes a data allowance of over 50GB, you can use up to 25GB of your plan's inclusive data allowance when roaming in the above countries, for plans that include a data allowance of over 60GB, you can use up to 30GB, and plans that include a data allowance of over 100GB, can use up to 60GB unless otherwise stated. Once you've used your fair use policy amount when roaming, we will notify you and surcharges will apply to continue using data when roaming in our Europe Zone.

4G/5G data services whilst roaming are subject to availability in the relevant location.

[3]**International Direct Dial:** Making calls to Europe from the UK, allowances include the following countries: Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Vatican City.

[4]**Inclusive Extras:** Business All Rounder Plans (excluding Business Watch plans) give you access to a range of Inclusive Extras. Once you've chosen your Inclusive Extra, you can swap your Inclusive Extra thereafter every 30 days. Choose your Inclusive Extra at purchase or by texting PICK to 150. We may at any time change the range of Inclusive Extras available, the content of Inclusive Extras or the minimum length of time each Inclusive Extra must be active for. We will try to notify active users of the affected Inclusive Extra if we do this, but we are not obliged to. Each Inclusive Extra may take up to 24 hours to activate. Third party subscriptions may be required, and the Inclusive Extra may be subject to third party terms and conditions.

[5]**Stay Connected Data:** If you reach your monthly full speed data allowance on one of our plans that include Stay Connected Data, you will continue to be able to use data for the remainder of that month, but your speed will be restricted to 0.5Mb per second. To continue to use data at full uncapped speed you will need to buy one of our data passes which will restore full speed service for the duration of the pass, or until the end of your billing cycle when your monthly full speed data allowance renews - whichever comes first.

[6]**5G Ready Plans:** 5G is available in over 160 locations across the UK and is rolling out across other UK locations. Check your location's coverage at ee.co.uk/coverage. Speeds vary by location, coverage and demand. 5G coverage and 5G compatible device are needed to access the 5G network. If you're on a 5G device, in some very limited circumstances right at the edge of 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. If you're on a 5G Ready Plan with a 4G device or in an area not yet covered by the 5G network, you will receive our best available non-5G speeds.

[7]**Unlimited Data Plans:** Unlimited data allowance for your sole use only. Roaming in EU/EEA is subject to 60GB per month fair use policy and limited to three months of continuous roaming. We may consider usage above 600GB/month to be excessive and have the right to apply traffic management controls to deprioritise your mobile traffic during busy periods or move you to a more suitable plan.

[8]**Service Benefits:** New and upgrading Small Business customers taking a handset, tablet or selected SIM Only plan purchased directly from EE from 31st January 2024 are eligible (excluding selected SIM, Data SIM Only, Laptop, Mobile Broadband and Business Watch plans). Non-transferable. In month 12 of your contract we will prompt you via SMS to book an Annual Check-up at your local EE store. We will run expert diagnostics on your hardware and software, clean your device and provide you with a report. We can only discuss or amend monthly plans or devices with the account holder. If you are the account holder, the Annual Check-up will include a Price Plan check, a Service Benefits check, an Inclusive Extra check (if eligible), a data usage check and advice on other potential EE benefits. Our experts may need to update your device's software. It is your responsibility to back up your information. Apps or content you bought before agreeing to a software update or repair may not be compatible with new software installed. The cost of installing or re-purchasing any content such as data, music, photos, apps or software is not covered. You'll also get a full service report with a copy of everything we covered in your Annual Check-up.

[9]**Inclusive Extras for Business Full Works:** Customers on Business Full Works plans for iPhone and iPad get exclusive access to Apple One which includes Apple Music, Apple TV+, 50GB iCloud+ storage[12] and one additional Inclusive Extra of choice. Customers on Business Android Full Works plans for Handset and Tablet can choose up to 3 Inclusive Extras. You can select from a choice between Microsoft 365 Personal, Roam Abroad in our Europe Zone and 7 Rest of World countries, 500 minutes to call Europe and Business Zone countries by texting PICK to 150 or via the My EE app. We may at any time change the range of Inclusive Extras available, the content of the Inclusive Extras or the minimum length of time each Inclusive Extras must be active for. We will try to notify active users of the affected Inclusive Extra if we do this but are not obliged to. Each Inclusive Extra may take up to 24 hours to activate. Third party subscriptions may be required, and the Inclusive Extra may be subject to third party terms and conditions.

[11]**Apple TV+:** Data used will be deducted from your plan allowance. Only available to iOS users. Apple TV+ is for your personal, non-commercial use only. To redeem requires an iPhone using the latest iOS version. To access content requires a device using the latest iOS version or another compatible device. Apple ID required. You must not attempt to share, edit or adapt the content made available to you. Content is variable and may be withdrawn at any time. UK use only. Apple TV+ terms apply. For more details go to Apple TV+ Terms and Conditions | Help | EE

[12]**iCloud+ storage:** Only one 50GB iCloud+ storage offer per Apple ID. iCloud can be shared with people in the same Family Sharing group, so everyone gets access to shared storage. UK use only.

[13]**Out of Bundle Charges**: If you joined or upgraded prior to 2nd September 2024, your eligible add-ons and eligible out-of-bundle charges will increase on or after 31st March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9% -this excludes add to plan accessories and device insurance. If you joined or upgraded from 2nd of September 2024 all out of bundle charges will increase on 31st March every year by 5%. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

[14]**Business Watch Plan Terms:** Our Business Watch Plans are for use with Apple and Android Smart Watches. Subject to availability.

The Business Watch Plans are available to new and existing Small Business Customers on a Pay Monthly or SIM Only phone plan with a compatible device and includes 10GB of data that can be used independently from the Pay Monthly or SIM Only plan, or shares the data from your Pay Monthly or SIM Only Plan If you cancel your Smart Watch plan within the Minimum Term, a Cancellation Charge will apply.

The Business Watch SIM Only plan available from 31st August 2023 to new and existing Small Business Customers on a Pay Monthly or Sim Only Plan is for customers who already own an eSIM enabled Smart Watch purchased elsewhere. It can only be used as an eSIM tariff with a compatible device. It shares all voice minutes and texts from the Pay Monthly or SIM Only plan and includes 10GB of data that can be used independently from the Pay Monthly or Sim Only Plan

The Business Watch All Rounder Plan available from 31st January 2024 to new and existing Small Business Customers on a Pay Monthly or SIM Only plan with a compatible device shares all voice minutes and texts from the Pay Monthly or SIM Only plan, and also includes 10GB of data that can be used independently from the Pay Monthly or SIM Only plan.

Apple Fitness+ requires either an Apple Watch Series 3 or later paired with an iPhone 6s or later using the latest iOS version or an iPhone 8 or later using the latest iOS version, respectively.

3 months' free access to Apple Fitness+ (in addition to the up to 3 months free directly offered by Apple) when you are a Small Business customer taking a Business All Rounder watch plan from 31.01.2024. Offer is available once per Apple ID and is not available to customers who have already benefited from our three months' free access Apple Fitness+ offer with an Apple Watch or iPhone. Not available to customers with Business Connect plans. EE will provide you with a voucher code to redeem directly with Apple. Apple ID with payment method required for registration. After the free period you will automatically be charged a monthly charge (currently £9.99) by Apple unless you cancel your subscription directly with Apple. Apple Terms apply: apple.com/uk/legal/internet-services/itunes/uk/terms.html. Personal use in the UK only, users must be 13+, Content may change. Fitness+ is a registered trademark of Apple Inc. Apple is not a sponsor of this promotion. Subject to availability. Further terms apply, see https://ee.co.uk/help/help-new/terms-and-conditions/additional-services/apple-fitness-plus

Further terms for Business customers can be found at https://business.ee.co.uk/terms. FAQS can be found at https://ee.co.uk/mobile/apple-fitness-plus

[15]**Data Passes**:

- Available on selected pay monthly plans.
- Allowances last until end of current bill cycle or until used up, whichever comes first.
- These automatically renew on your next bill date, unless you cancel.
- The cost of the add-on is added to your next bill, then each month thereafter until you cancel.
- The monthly cost of the add-on is not pro-rated.
- Unused data does not roll over.

[16]**Single User Voice Add-ons for Business Tablet, Mobile Broadband, Data SIM Only and Laptop Plans:** Calls when in the UK and Republic of Ireland are included within your Voice add-on allowance. You can use your minutes when in the UK and Republic of Ireland to call customers of UK mobile networks and UK landlines starting with 01, 02 & 03 (mobile and landline numbers to Jersey, Guernsey and Isle of Man not included). You cannot use your inclusive minutes to call customers of mobile networks and landlines in the EU/EEA/Switzerland when in the UK or Republic of Ireland. Allowances do not include premium rate numbers and will be charged at your normal plan rate.

[17]**Rapid Repair Loan Device Deposit**: The deposit for Apple loan devices is £150 for the device you hire and the type of misuse or damage. A full list is available upon request. If you have returned the loan device but have lost/damaged the charger, this price will be deducted from your deposit paid and the balance will be returned to you. This is not an exhaustive list and any insurance you have will not cover these charges. If your device is being returned to an EE store and you do not collect it as set out above, we will retain your security deposit.

[18]**Business All Rounder Promotional Discounts**: From 11th August 2023, our two Business All Rounder Plans for Android will include a £7 discount for the first 6 months of your 24-month term. This discount will automatically be removed from month 7 and your monthly charge will revert back to the original monthly cost for the remainder of your contract.

[19]**Network Boost:** Available to customers on a Business Full Works, Business Essential Unlimited and Business All Rounder Unlimited data plan that was taken out after January 2023. Prioritises data coverage to your phone in busy or crowded areas. No prioritisation of calls or texts. Available to customers in selected locations across the UK.

[20] **5G+ (Formerly 5G Standalone) & Fast Lane: 5G+**

To access 5G+ and Fast Lane you'll need a compatible device, SIM and an eligible EE plan. Fast Lane also requires access to 5G+. If you are an existing EE customer upgrading your plan and your SIM was activated before September 2021, you'll need to switch to an eSIM or request a new physical SIM. You can do this on the EE App, online at ee.co.uk or by visiting one of our Retail Stores.

You may need to switch to a new SIM or eSIM. For coverage, see ee.co.uk/why-ee/5g-on-ee

Business Proposition Terms

Call & Text Bar Add-On

The Call and Text Bar Add-On will help you control your costs. You may bar calls and/or text messages on your Mobile Broadband, Data SIM Only, Tablet or Laptop plan.

Name	Description

Text / SMS barred	All incoming and outgoing SMS text messages are barred (including usage alerts)
Voice barred	All incoming and outgoing calls are barred

Eligibility: Available to small business customers on Small Business Pay Monthly Mobile Broadband, Data SIM Only, Tablet or Laptop plans, free of charge.

You may add or remove the Call and Text Bar Add-On at any time.

EE Upgrade Anytime

The terms below for EE Upgrade Anytime do not apply to price plans purchased via Indirect Partners. The Indirect Partners have their own terms for any early upgrade price plans and/or offers.

We will only accept your request for EE Upgrade Anytime on the Business All Rounder and Business Full Works price plans identified in the tables found in the Small Business Subscription Charges section of this price guide

if:

- you have an eligible device as set out at business.ee.co.uk/upgradeanytime
- fewer than 50 connections.
- where you are on a 24 or 30 Month plan, the plan that you are upgrading from has been in place for at least 14 days, but you are not within 90 days of the end of your Minimum Term.
- where you are on a 36 Month plan, the plan that you are upgrading from has been in place for at least 14 days, but you are not within 180 days of the end of your Minimum Term.
- your account and all payments are up to date.
- you are upgrading to a price plan with a new 24, 30 or 36month Minimum Term to which the same or higher monthly payment than that in your current plan, applies; and
- you pass our credit checks.

If you have fewer than 50 connections and you grow your account to 50 or more connections, you will be unable to participate in EE Upgrade Anytime when you reach 50 connections. Customers who have 50 or more connections should contact us to discuss available upgrade options.

Eligible customers must upgrade, in a participating EE retail store or by contacting our call centre.

We may apply an early upgrade charge. More information about this can be found under the Charges paragraph below.

If you want to trade in your old device you will:

- need to return your current device in full working condition, power up, with no missing, damaged or cracked parts, (e.g. a stylus for touch screen devices should be included if the device was originally supplied with one) and with any security features such as Find My iPhone disabled.
- remove all personal content and make back-up copies where appropriate. We are not responsible for any content you lose as a result of the upgrade; and
- remove the SIM Cards, disable any location finder software on the device, remove any security features (e.g. PIN code, finger print access).

You understand that once you return your current device to us you will not be able to get it back again.

If the device is damaged or not returned, a damaged or missing device charge may apply, which can be found at the following link: business.ee.co.uk/upgradeanytime

If you do not want to trade in your old device you will have to pay an extra charge. More information about this charge can be found under the Charges paragraph below.

If you wish to upgrade within the 90-day period before the end of the Minimum Term applicable to your current 24 or 30 Month plan, or within the 180-day period before the end of the Minimum Term applicable to your current 36 Month plan, as applicable, you will not be able to participate in EE Upgrade Anytime and you can upgrade as normal with no early upgrade charge and you can keep your old device.

EE Upgrade Anytime is subject to the EE Pay Monthly Terms of Service for Small Business which can be found at the following link under Network Terms:ee.co.uk/businessterms.

If you participate in this EE Upgrade Anytime price plan, you'll be ineligible for any other recycle and reward scheme that would otherwise be available to you.

We may withdraw EE Upgrade Anytime at any time.

General

Whereas part of the EE Upgrade Anytime you trade in your device, we will send you a new device. Devices are subject to availability at the time you want to upgrade.

Charges

Early Upgrade Charge - you may be charged an early upgrade charge in accordance with the section "How does Upgrade Anytime work" at business.ee.co.uk/upgradeanytime.

If you do not want to trade in your old device or your old device is not returned, you will pay an extra charge as set out at the table 'Can I still Upgrade Anytime if I don't want to trade in my old device or my device is not returned' at business.ee.co.uk/upgradeanytime.

Damaged Device Charge - you may be charged a damaged device charge in accordance with the "What do I do if my phone is damaged" table at business.ee.co.uk/upgradeanytime. A damaged device charge applies where your device:

• does not power up;

• is not free from PIN locks;

• cannot make and receive calls or send texts;

• does not have fully operative features (such as Bluetooth or a camera);

• does not have fully operative control buttons (including they keypad);

• does not have an IMEI label or has a damaged or defaced IMEI label;

• does not have a display that is clear or fully intact;

• has fading and/or missing pixels, cracks or bleeding on the screen;

• screens aren't free from major scratches;

• is not free from water damage or ingress (signs of water damage as signified by the manufacturer's water damage indicators);

• has Find My iPhone enabled including if it has been Activation Locked via an iCloud account. All devices running iOS7 or older are Activation Locked automatically and the device must be removed from an iCloud account. If you haven't removed it from your iCloud account or disabled Find My iPhone before sending in, we will not return the device to you for you to unlock subsequently.

The damaged device charge is also applicable where repairs have been carried out to your device by a third party not authorised by us or the manufacturer or if any theft/loss protection apps on your device are not disabled.

If you are in any doubt, you are advised to contact us before arranging your EE Upgrade Anytime.

We may vary the charges at any time.

Standard MRC Trade-In Terms

You have agreed to trade in your device and return it. You will receive a monthly credit as set out in the table below.

The Trade-In scheme is operated and administered by Likewize Services UK Limited a company incorporated and registered in England and Wales with registered number 08401611 whose registered office is at Unit 2, Crewe Logistics Park, Jack Mills Way, Shavington, Crewe, Cheshire, United Kingdom, CW2 5XF ("**Likewize**").

Your trade-in device must be returned by you to Likewize within 14 days from receipt of your new device or equipment using the returns pack we will send you. Please do not return it to EE or an EE Store. If you don't return the trade-in device within 14 days, you will no longer qualify for the monthly credit, and this will be removed from your account.

Eligible trade-in devices must be in reasonable condition based on fair wear and tear. Faults in device condition must be accurately described, any damage to the trade in device screen, cameras, casing, buttons and any power issues must be clearly described at point of trade-in. If the trade-in device received is different to the agreed trade-in device or is not in the condition expected, EE reserves the right to remove or amend the monthly credit. Your trade-in device will not be able to be returned to you. Trade in device eligibility will be checked at point of purchase.

Before returning the trade-in device, you should make sure that you're happy with the new device/equipment first as you will not be able to get your trade-in device returned. If you cancel your new plan and/or return your new device, it is unlikely that you will be able to retrieve your old device. We reserve the right to ask for proof of ownership. You should make sure you follow all instructions related to the trade in as EE and Likewize will not accept liability for loss of any data or other information contained on the trade-in device and you agree it is not recoverable. 'Find My iPhone' must be removed prior to returning the device. Failure to do so may result in removal of the monthly credit.

When returning your device, you'll need to do this via the Post Office and it's important that you retain proof of purchase. Please only send your device back in the returns package provided. If you need replacement returns packaging, please contact Likewize Services directly. The details on how to contact them will be sent to you via email/SMS.

Minimum Term	Length of monthly credit	Removal of monthly credit
24 months	24 months	The monthly credit will be removed at the end of month 24
30 months	24 months	The monthly credit will be removed at the end of month 24
36 months	24 or 36 months as chosen by you	The monthly credit will be removed at either the end of month 24 or 36 depending on the length of monthly credit you have agreed to

EE and Likewize do not accept any responsibility for any device being lost in transit. We strongly recommend that you use the insured option when returning your device.

If your contract is terminated, the remaining monthly credit will be deducted from your Early Termination Charge. Standard MRC trade in is not available as part of an Anytime Upgrade process. If you upgrade your device during your contract, the monthly credit will roll onto your new business contract for the remainder of your original length of monthly credit from when the first monthly credit was applied.

Likewize Trade In terms apply and Trade-In is conditional upon your acceptance of such terms which are available at www.ee.co.uk/businessterms (see section under Small Business terms) and as may be updated by Likewize.

Enhanced MRC Trade-In Terms

The Enhanced MRC Trade-In offers detailed in the table below are available specifically for promotional periods only and are subject to Terms and Conditions around eligibility and availability.

Except as expressly amended or supplemented below, Standard MRC Trade-In terms also apply to Enhanced MRC Trade-In.

If you subsequently upgrade within your Minimum Term (including Upgrade Anytime) you will no longer be entitled to any monthly credit from Enhanced MRC Trade-In.

Anytime Upgrade customers are not eligible for an Enhanced MRC Trade-In, unless the early upgrade fee is paid.

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

Enhanced MRC Trade-In		
Start		11/09/2026
End		18/12/2026
Offer	Eligible device(s) to be traded in	Not all devices are eligible. Trade-In device eligibility will be checked at point of purchase of your new plan.
	Eligible device(s) Enhanced MRC Trade-In	iPhone 18 Pro, iPhone 18 Pro Max, iPhone Duo
	is redeemable against	
	Enhanced MRC	When a customer trades in for any of the eligible devices that Enhanced MRC Trade In is redeemable against, they can expect to get: £4.00 (excluding VAT) monthly credit for a 24-month contract £3.00 (excluding VAT) monthly credit for a 36-month contract
Other		Unless stated above, applies to all memory and colour variants.
		Duration of MRC depends on your Minimum Term – see Standard MRC Trade-In terms.

EE Extended Warranty

EE Extended Warranty: You'll benefit from your normal manufacturer warranty and when it runs out, you'll then benefit from this EE warranty so long as you remain on an eligible plan and your account is up to date. Your EE Extended Warranty only covers the original device supplied to you by EE. If your device suffers from electrical or mechanical breakdown through normal use during the warranty period, we will replace it for free with a new or a refurbished device.

EE Extended Warranty Key Facts

• You'll benefit from your normal supplier or manufacturer warranty and when it runs out, you'll then benefit from this EE Extended Warranty so long as you remain on an eligible plan

• EE Extended Warranty applies during your Minimum Term only or for any other period as specified by EE

• This EE Extended Warranty does not cover damage or wear and tear

• This EE Extended Warranty does not replace or affect your statutory rights in any way

• You must have purchased your device directly from us

• This EE Extended Warranty does not cover any device not supplied to you by us (including devices repaired under third party insurers)

• You are not covered if your EE bill is not paid in full and your EE account is not up to date

Who is covered?

- This EE Extended Warranty is only available to new and upgrading customers taking a Handset, Tablet or Refurbished Device* on any business plans, purchased from EE from 31st January 2024 (excluding SIM, Mobile Broadband, Data SIM Only, Tablet, Laptop, Watch plans).
- You must remain on an eligible Pay Monthly Plan which will include Business Essential, Business All Rounder and Business Full Works plans and any plans from 31st January 2024 onwards. You will benefit from EE Extended Warranty during your Minimum Term only or for any other period as specified by EE. Your account must be up to date.
- If you upgrade to an eligible Pay Monthly Plan, your new device will be covered by the EE Extended Warranty, but your previous device will no longer be covered.
- If you are an existing customer on an ineligible plan and move to an eligible plan not as part of an upgrade with a new commitment period, this EE Extended Warranty will not be available.
- If you leave us and then decide to come back this EE Extended Warranty may no longer be available.
- If you move to a SIM only plan at the end of your current contract, your device will no longer be covered by the EE Extended Warranty.
- If you are a Full Cover or Damage Cover with AppleCare Services customer, you will not be covered by the EE Extended Warranty. You will be covered for Breakdown in accordance with your insurance terms set out at ee.co.uk/businessterms under 'Small Business Insurance'.
- A Refurbished Device is a device that you have purchased directly from EE on a Business Essential or Business All Rounder plan that is stated to be a refurbished device.

What is covered?

Your EE Extended Warranty only covers the original device supplied to you by EE, or any device EE has agreed to cover or any replacement device issued by EE, or a replacement device issued through insurance from EE.

If your device suffers from electrical or mechanical breakdown through normal use during the warranty period, we will repair or replace it for free. Depending on the age of the device or in the event that we (in our reasonable opinion) deem that the phone is beyond repair, or if for any reason we can't repair it, we will instead offer you a replacement device from refurbished stock. If we are not able to provide an exact replacement, we will provide a suitable alternative (of the same or higher value). Electrical or mechanical breakdown means your device developing a fault through normal use.

When we issue a replacement, we ask the courier service to pick up your old device. Your replacement device will not be issued unless you return your current device. We do not use a courier service where you have

purchased a Refurbished Device, as these are only eligible for in-store repair – see further details below under 'How to arrange a repair or replacement under the EE Extended Warranty'.

What is not covered?

• Any device other than your device you have received directly from EE as part of your original agreement
• Any replacements if your device is damaged as well as suffering from electrical or mechanical breakdown through normal use
• Wear and tear (e.g. battery not charging correctly after some time), rusting or other deterioration due to normal use or exposure, or where you have failed to follow the manufacturer's instructions
• Any damage to hardware or software, e.g., if your device has been dropped or a virus has infiltrated your device
• Any fault caused by any unauthorised modifications or alterations to the functionality of your device
• Any fault caused by any portable external storage media such as memory cards, USB memory sticks, or other digital recording equipment
• Lost or stolen devices
• Cosmetic damage, such as scratches, dents, corrosion or other cosmetic damage whether external or internal, where the function of your device is unaffected
• Accidental damage, liquid damage or improper handling
• Pixel spots (tiny, dark or bright spots that may become visible on a screen)
• Consumables such as batteries or storage media
• Servicing, inspecting or cleaning of your device
• Malfunction caused by routine servicing, inspection, maintenance, dismantling or cleaning your device, or if any repairs have been carried out by persons not authorised by EE or the relevant manufacturer
• Any apps, software or data installed on your device such as phone numbers, ringtones, or music
• If any serial number relating to your device has been removed or defaced
• Costs relating to transport, removal and/or installation of your device
•Any repair or replacement if you are outside of your Minimum Term or any other EE Extended Warranty period as specified by EE.

If we repair or replace your device under this EE Extended Warranty, we warrant that repair for the defect concerned, or the replacement device, for the remaining time of the EE Extended Warranty.

What if there is a fault and damage?

The warranty does not cover any replacements if your device is damaged as well as suffering from electrical or mechanical breakdown through normal use. You may be able to pay to have any damage repaired or make a claim under any insurance you may have that covers the damage.

How to arrange a repair or replacement under the EE Extended Warranty

Call 150 from an EE phone or 07953 966 250 from any other phone.

For devices purchased as new, the replacement device will be sent to you on the next working day.

For Refurbished Devices, we'll let you know your options if you bring your phone into a store. If you bring your faulty phone into an EE store, the agent will send the phone off to be assessed and repaired if appropriate. If the fault is covered by the warranty, we will either fix it or if we can't, we will arrange for a replacement to be sent to you (this will be a fully refurbished phone). The repaired or replacement phone will be sent back to you within 14 days.

We will contact you if the EE Extended Warranty doesn't cover the repair or replacement needed. Before sending your device in for repair or replacement please make your own backup copy of anything stored on it, remove all personal information, disable all security passwords, and Apple Find My iPhone (or equivalent) functionalities. The contents of the storage media may be erased, replaced and/or reformatted. The cost of installing

or re-purchasing any content such as data, music, photos, apps or software is not covered by EE.

Add To Plan Accessory Agreement

Under this agreement EE will supply you with fixed sum credit for the purchase of an accessory ("Accessory") on the basis that you're a Pay Monthly customer. You can add up to 3 Add to Plan accessories within the first 17 months of your 24 Pay Monthly plan. We will send you an SMS (usually on the Start Date but within 36 hours of the Start Date) containing details of the instalments you will have to pay to EE plus the full amount of the fixed sum credit and a link to an online page containing these terms and more information. If you have purchased your Accessory in store, details of the instalments will be set out in the Customer Information Form provided to you

1. **The start date (the "Start Date"):**
    a. When you purchase in a store this agreement starts on the date of purchase;
    b. When you buy over the phone, this agreement starts on the date the Accessory is dispatched to you or to the store from which you are collecting it;
    c. When you pre-order, this agreement starts on the date the Accessory is dispatched to you or to the store from which you are collecting it.

2. **How and what you pay:** You are entering into this instalment agreement and agreeing to repay to EE the full cost of your Accessory over a maximum of 11 monthly instalments instead of paying for it in one go. You understand that you are fully responsible for repaying to EE the full cost of the Accessory as shown in the SMS we send you shortly after the Start Date or on the Customer Information Form provided to you in a store. EE will add the cost of each monthly instalment to your EE bill, unless you pay the outstanding full cost of the Accessory before that bill is produced. Each instalment will fall due on the date set out on your bill. The first instalment will show on your first bill following the Start Date and then on each subsequent bill for the next 10 months, unless you pay the full outstanding cost of the Accessory before that date. You won't be charged any interest or fees for the supply of credit in addition to the cost of your Accessory. If you upgrade your Pay Monthly plan your Accessory Agreement will continue until you have paid the full amount owing. If you cancel your Pay Monthly plan and you are no longer an EE customer, you will have to make full payment of any monies owing for your Accessory.

3. **Pay for the Accessory early:** If you want to pay the remaining cost of the Accessory in one go before the end of 12 months, you may do so. Please contact us and we will add the remaining cost to your next bill. If you pay the whole amount due for your Accessory this agreement will terminate.

4. **Returning the Accessory:** If you purchase your Accessory in one of our stores, we do not offer any change of mind period. However, you are able to cancel your credit agreement in the first 14 days (see point 5 below). If you purchase over the phone, you may return your Accessory in the first 14 days in line with your normal statutory rights. However, please note that if you have purchased a product which includes installation over the phone you are unable to return within the first 14 days if the product has already been installed by an engineer. This does not affect your statutory rights
5. **Cancelling the credit agreement:** You can cancel this credit agreement within 14 days of the Start Date. If you cancel the agreement we will add the full outstanding balance for the Accessory to your next bill and try to collect that by direct debit. Nothing in this agreement affects your statutory rights.

6. **Term of this Agreement:** 12 months from the Start Date, subject to earlier termination if you either repay the full amount owed to EE before that date (see point 3 above) or are in default of this agreement (see point 7 below).

7. **What happens if you do not pay your monthly instalments:** If you fail to pay any instalment within 9 working days of the due date then it is a default under this agreement. It is also a default under this agreement if any of the information which you give us and/or upon which we rely when making this agreement with you turns out to be false, misleading or materially incorrect. If you default under

this agreement then we will contact you and, if possible, we will tell you what you have to do to put things right by a certain date. If you do not put things right by the date we specify when we contact you, then we can take all or some of the following actions against you:

a. We can demand that you pay immediately the full outstanding balance under this agreement for your Accessory;
b. We can add the full outstanding balance for your Accessory to your next bill and we can try to collect it by direct debit;
c. We can report your default to a credit reference agency;
d. We can terminate this agreement immediately; and/or
e. We can take action to suspend the EE services you receive pursuant to the Pay Monthly Terms of Service or disconnect your SIM Card from the network or terminate your Pay Monthly Terms of Service agreement until you pay us any amounts outstanding in full.
f. We can take action to suspend the EE services you receive pursuant to the Pay Monthly Terms of Service or disconnect your SIM Card from the network or terminate your Pay Monthly Terms of Service agreement until you pay us any amounts outstanding in full. Any default by you may have an effect on your ability to obtain credit in the future.

8. **Amendments to this agreement**: We can change these terms and conditions if new laws or rules make it necessary or where We are required to do so by OFCOM or any other regulatory body. We will endeavour to give You 30 days' Written Notice if We have to do this. The new terms and conditions will automatically apply to You once any notice period that We are able to give You has run out.
9. **General** Please refer to clause 16 of the Pay Monthly Terms of Service and our Privacy Policy (ee.co.uk/privacy) for important information about how we use, store and share your personal information. Those terms apply to this credit agreement. The general terms set out at clauses 14 (Liability) and 15 (General) of the Pay Monthly Terms of Service also apply to this agreement. English law will apply to this agreement and any disputes will be settled in the Courts of England and Wales, Scotland or Northern Ireland (as applicable). You can find details of our Complaints Code of Practice on Our website at ee.co.uk/regulatory

EE Smart Number Technology

EE smart number technology is for EE pay monthly mobile customers with Apple devices only. Your primary device must be a currently-available iPhone model running iOS 11 or later. Make and receive calls and send and receive texts in the UK using the single phone number from this primary device on up to 5 different Apple devices. Primary device must be switched on and with coverage to send or receive SMS. Compatible paired devices include both WiFi-only and WiFi + Cellular Apple devices (e.g. Apple Watch and iPads with or without SIMs), but exclude iPhones. All texts and calls from your paired devices will come from your pay monthly allowance or, if out of allowance, be charged to your account as per your primary device price plan and appear on bills as being made from your primary device. Calls and texts to and from your primary device are visible on all paired devices. You can switch the service on and off from the Settings icon on your primary device. It is your responsibility to switch off EE smart number technology if you don't want calls & texts to be allowed from a paired device. We can change or withdraw the EE smart number technology service with reasonable notice or immediately upon Apple discontinuing support for it.

Antenna Installation for the 4GEE & 5GEE Router Terms

You understand that the installation of an external aerial may help to improve the signal you receive at your business address. We will only offer to install an aerial at your property if we believe it will improve your reception and that your premises allows an external antenna to be mounted within a standard maximum distance of 5 meters from the 4GEE or 5GEE Router to the mounted antenna. This solution is not designed for installations larger than a standard residential property.

The aerial will be positioned on an exterior wall of the property so as to give you the best possible signal improvement. A cable will run from the antenna which needs to be plugged into the back of your Router. This cable is 5m long, and this may mean you need to move your Router from its current location. In certain situations, a longer 3m cable extension may be appropriate. Whether this is an option will be discussed with you at the time of your installation. Unless the network terms say otherwise, we have no responsibility to pay you compensation for financial loss, for any information which is lost or corrupted, or for any loss that could not have been reasonably expected.

Installation may take up to 2 weeks to book, and you can choose a date that suits you. You can change the time and date of your installation up to 24 hours prior to visit. Cancellations may be chargeable after this time. The property owner or decision maker will need to be present during the installation, so please ensure you choose a date and time that allows for this.

You must either be the owner of the property or have the express permission of the owner of the property, to provide authorisation to physically have the antenna and cabling installed. You must also have planning permission for the property in question if required. By allowing the installation of the equipment, you confirm that you have obtained all required permissions.

The engineer will perform a speed test before and after installing your aerial. You will be asked to sign a document confirming that this test has been carried out, you're happy with where the aerial has been positioned, providing authority to permit the installation work on the premises and the state in which the installation has been carried out. Please note that 4G service will still depend on geographic factors, number of users, and the type of device you use. Should you wish to remove the aerial, a de-installation service is available on request. This will be chargeable to the customer unless the aerial has not improved the signal. Appointments may take up to two weeks to become available and remain subject to availability.

Should you be unhappy with the antenna, even though your service has improved, we will remove it upon request. This will be carried out as soon as practicable, however appointments remain subject to availability. This will be subject to an additional charge.

If you were offered the aerial installation as a solution to poor coverage within 14 days of taking a 4GEE or 5GEE broadband contract from us, you will have 14 days from the date your antenna is installed to cancel, if you are not able to receive signal at your address.

Multi Plan Saving

From 31st January 2024, if you purchase an additional eligible Connection from an EE retail store you will receive a 10% discount on the Monthly Charge for that additional Connection, subject to the eligibility and terms set out below (the "Multi Plan Saving"). The Multi Plan Saving only applies to any new additional Connections and doesn't apply to any existing Connections ("Primary Connections").

You will be eligible if you are a pay monthly customer and you have a Business Essential, Business All Rounder or Business Full Works plan with a Minimum Term of 24 months and above. SIM Only plans with a Minimum Term of 12 months and above are also eligible.

You will not be eligible if you are upgrading to a 1 month Minimum Term or taking an additional Connection with a 1 month Minimum Term; adding a Family & Friends or PERK discount to the additional connection, although you will be eligible for the Multi Plan Saving if you have any of these discounts on your Primary Connection; doing a pay-as-you-go to pay monthly migration so that your account type will be pay monthly; taking a Shared or Business Connect plan; a large business customer (with over 50 employees); or on an EE Employee plan.

Terms and conditions:

This Multi Plan Saving is only available if the additional Connection is purchased through an EE retail store. This offer is not applicable if you place an order online or on the phone or online. The Multi Plan Saving will apply so long as there is at least one other Primary Connection on your account. If you cancel the Primary Connection, the Multi Plan Saving will be automatically removed from the additional Connection. The Multi Plan Saving is only available on selected handsets. The Multi Plan Saving can only be applied at the time of purchase of the additional Connection or a resign. Any price increase applicable to a Connection subject to the Multi Plan Saving will be applied to the undiscounted monthly price for that Connection. EE may withdraw this promotion for new customers at any time without notice but the Multi Plan Saving will continue to apply to existing customers.

Single User Plan Benefits

Included with all Single User Plans
WiFi on the Underground*, Tethering
Itemised Online Billing
Faulty Replacement service for phones*
Inclusive Voicemail / Visual Voicemail (subject to OS compatibility)
UK Based Business Customer Service

**Separate terms apply*

Insurance and Protection Terms

To be eligible to purchase Insurance and Protection from EE, you must have bought your device through one of EE's direct sales channels and be on a compatible Service Plan.

Choose from four Insurance & Protection products: Damage Cover or Full Cover and Damage Cover or Full Cover with AppleCare Services, underwritten by Chubb European Group SE. See the full terms at ee.co.uk/businessterms

You can add these products to your account when you take out your plan with EE. If you wish to purchase insurance, you'll need to call customer services. Full Cover and Damage Cover insurance is available to all eligible customers except iPhone customers and Full Cover and Damage Cover with AppleCare Services is available only to eligible iPhone customers using selected devices. For eligible devices please speak to one of our advisors.

You'll be charged for your product each month and the cost will be added to your bill. If you add one of our Insurance & Protection products part way through a month the cost will be pro-rated. You'll need to call customer services to remove it. If you leave EE then your Insurance & Protection product will be cancelled automatically.

With the exception of the terms and conditions of insurance, we can change the network terms, change the charges or withdraw the products at any time. We will try to give you notice of such changes.

Multi-device insurance discount

When you take out more than one Full Cover or Damage Cover or Full Cover or Damage Cover with AppleCare Services product you will get a discount on each product you take out. Each policy must be in your name or in the name of your business, for devices on your EE account. The discount will not apply if the insurance policy is for someone else. The

discount is only available for Full Cover or Damage Cover and Full Cover or Damage Cover with AppleCare Services.

The discount you get will depend on the number of Insurance & Protection products you take out. Your discount can go up and down depending on the number of products on your account each month:

- 2-9 products: 10% discount on each
- 10-19 products: 15% discount on each
- 20+ products: 20% discount on each

For all customers the discount does not apply to your excess fee or any other fees related to insurance. You do not need to take all Insurance & Protection products out at the same time to get the discount. The discount will be calculated monthly based on the number of eligible products on your account by 10pm on the day your bill is run and then applied to that Service Plan bill.

Please note: We can change the terms or withdraw these offers at any time.

Claims limit: We will accept a total number of two successful loss/theft claims in a 12 month period. The 12 month period begins on the date we accept your first claim. There is no limit on the number of successful claims we will accept for accidental damage during the period of cover.

Excess: An excess is payable for each successful claim.

You can make a maximum of two loss and theft claims in any 12 month period starting from the date of the first claim. There is no limit on the number of damage claims.

Total monthly insurance payments are exempt from VAT and include Insurance Premium Tax (IPT) at the prevailing rate. You'll be told the premium amount (inclusive of IPT) for your device before you buy it and it will be detailed on Your Confirmation of Your Insurance Cover in your welcome pack. If Insurance Premium Tax or any other taxes related to this insurance change, this will affect the amount you pay each month.

EE insurance products are underwritten by Chubb European Group SE. Chubb European Group SE (CEG) is a Societas Europaea, a public company registered in accordance with the corporate law of the European Union. Members' liability is limited. CEG is headquartered in France and governed by the provisions of the French insurance code. Risks falling within the European Economic Area are underwritten by CEG, which is authorised and regulated by the French Prudential Supervision and Resolution Authority (4 Place de Budapest, CS 92459, 75436 Paris Cedex 09, France). Registered company number: 450 327 374 RCS Nanterre. Registered office: La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Fully paid share capital of €896,176,662.

CEG's UK branch is registered in England & Wales. UK Establishment address: 100 Leadenhall Street, London EC3A 3BP. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Details about our authorisation can be found on the Financial Conduct Authority website (FS Register number 820988). Chubb may refuse cover. Breakdown and all other features of Full Cover will be provided by EE Insurance and other terms apply, see ee.co.uk/businessterms.

Help & Support

If You need help or support regarding your Insurance and Protection from EE, contact EE customer care on **150** from Your Mobile Phone or **07953 966 250** from any other phone.

Unified Endpoint Management Terms

Unified Endpoint Management ("UEM") from EE will help you to secure your fleet of business devices.

A Minimum Term of 12 months (or greater if specified in your Agreement with EE) applies to all UEM licences. If you activate more licences than you have told us about, we reserve the right to charge for every additional licence and month/part month which was activated. Compatible device required. Accessing the hosted Unified Endpoint Management Platform (the "UEM Platform") requires an internet connection, which it is your responsibility to provide. You are granted a licence to access the UEM Platform under a separate agreement with Ivanti. Use of the UEM Platform is subject to your acceptance of Ivanti's end user licence agreement at point of registration for the UEM Platform. Use is also subject to the Ivanti Privacy Policy, available at https://www.ivanti.com/en-gb/company/legal/eula, or such other URL as Ivanti may advise from time to time. Your sole rights and remedies with relation to the UEM Platform are as set out in your agreement with Ivanti. If you do not accept the terms of Ivanti's end user licence agreement, you should not use the UEM Platform. You agree to indemnify EE, and keep EE indemnified for any costs or losses incurred or suffered by EE (including any legal costs) arising from any failure on your part to comply with the terms of Ivanti's end user licence agreement.
EE may withdraw or substitute the UEM Platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

Business Antivirus Protection (McAfee Powered) Add On

Business Antivirus Protection (McAfee Powered) Add On will help you to secure up to 5 desktop/laptop devices and unlimited mobile devices against cybercrime including viruses, malware and the latest online threats.

A Minimum Term of 30 days applies to each Business Antivirus Protection licence. The Monthly Charge per licence is £4.99 (ex VAT). Up to 5 desktop/laptop devices and unlimited mobile devices are permitted per licence. One licence is permitted per EE Small Business Account. If you activate more than 5 desktop/laptop devices, we reserve the right to cancel every additional licence which was activated. Compatible devices are required. Accessing the hosted Business Antivirus Protection platform requires an internet connection, which is your responsibility to provide. You are granted the licence to access the Business Antivirus Protection platform under a separate agreement with McAfee Security UK Ltd, with registered office at Jubilee House, Third Ave Globe Park, Marlow SL7 1EY, United Kingdom ("McAfee").

Use of the Business Antivirus Protection platform is subject to your acceptance of McAfee's end user licence agreement at point of registration for the Business Antivirus Protection Platform in the form set out at https://www.mcafee.com/en-us/consumer-support/policy/legal.html as may be amended or supplemented from time to time by McAfee. Your sole rights and remedies with relation to the Business Antivirus Protection platform are as set out in your agreement with McAfee. If you do not accept the terms of McAfee's end user licence agreement, you should not use the Business Antivirus Protection platform. You agree to indemnify EE, and keep EE indemnified for any costs or losses incurred or suffered by EE (including any legal costs) arising from any failure on your part to comply with the terms of McAfee's end user licence agreement.

EE may withdraw or substitute the Business Antivirus Protection platform at any time on provision of reasonable notice (where it is practicable to provide such notice).

Scam Guard

The Scam Guard Add-on ("Scam Guard") is available as a chargeable add-on to new and existing customers on a pay monthly mobile or SIM plan.

Scam Guard provides call labelling, detecting and alerting you to potential spam and fraud calls ("call labelling"). Additional lines taking Scam Guard are eligible for call labelling only.

Scam Guard includes call labelling fully integrated into EE's network. Call data is captured in realtime. Some Samsung and Google Pixel devices include call labelling as a device feature.

Scam Guard is made available on a 30-day rolling contract. We'll apply the charge to your account each month until you ask us to remove it. You can cancel Scam Guard at any time, but it may take up to 48 hours to be removed from your account. As soon as Scam Guard is removed from your account, the services will stop working and you will not be alerted to potential spam and fraud calls. If you remove Scam Guard by texting STOP SCAMGUARD to 150, it will be removed immediately and if you are part way through a billing period, the charge will be pro-rated. If you remove it online or via Customer Service, it will be removed from your next bill.

This agreement will start when we have accepted your order. The charge for Scam Guard will start as soon as we accept your request.

Scam Guard is provided to you as an Additional Service. As an Additional Service it does not form part of your Price Plan with us. We'll refer to it as Scam Guard in the EE App, on your bill, online and when you call or text customer services. Before requesting this Additional Service, you must acknowledge and understand that any change to the cost of, or content included does not entitle you to cancel your Agreement with us for mobile network services.

We may suspend access to or terminate your contract for the Additional Services if you fail to pay a bill by the date set out on it or commit another material breach of your Agreement for mobile network services (visit here to read the latest version of our terms and conditions).

Although we attempt to provide you with the best possible service, we cannot guarantee that the service will never be faulty. However, we will correct all reported faults as soon as we reasonably can.

You agree to pay the charges for the service that appears on your bill. The charges are payable monthly in advance.

We may occasionally change, upgrade and/or make improvements to your service. If we do this we will give you prior notice of the change and provide you with instructions that you need to follow when a change has taken place.

We will use personal data we collect about you or you provide to us (such as your name and contact details) in accordance with our Privacy Policy and these terms to provide Scam Guard. Scam Guard is for personal and non-commercial use only

Rapid Repairs Terms

Whether you are an EE customer or not and your device develops a fault, we would like to help you get it repaired. Please remember, if you did not buy your device direct from us, we will not be responsible to you if your device is not of satisfactory quality or as described to you when originally purchased. In these circumstances, you will need to contact the merchant that supplied your device for assistance. However, we can still help you obtain a repair using your manufacturer's warranty. If you bought your device direct from EE, we will ensure that any fault found is addressed by us in accordance with statutory guidelines taking into account, all relevant factors including the nature of the fault and passage of time since the date of sale.

Repairs

We offer a repair service for selected mobile devices, tablets, Mobile WiFi or 4G/5G routers (the “Device”). Whether or not you have to pay for the repair will depend on the fault and age of your Device. You can book your repair online at ee.co.uk. Alternatively, you can book an EE assisted repair in an EE store or through our Customer Service team. Just call 150 or 07953 966 250.

To repair your Device, our experts may need to update your Device's software. If your device has been network unlocked, during the repair there will be a software update applied. This will result in your device being locked back to the original network settings.

We will use personal Data we collect about you or you provide to us (such as your name and contact details) in accordance with our Privacy Policy and these terms and in order to provide the repair service. Where there is a conflict between our Privacy Policy and these terms, these terms will prevail. Your device and SIM likely contain a lot of data, including, non-personal data, personal data and special category data (together “Data”). When repairing the device there may be some incidental processing of the Data which is required. When there is special category data on a device or SIM we will only process this data as necessary to carry out the repair. Before we can process any special category data we require your explicit consent. By agreeing to these terms you instruct us to process any special category personal data as required to carry out the repair and give us, and our agents on our behalf, explicit consent to process the data for these purposes. It is possible that whilst carrying out the repair your Data may be lost or corrupted. If this happens, and you have not backed up or made a copy of the Data that is on your device as recommended, we will not be responsible for any loss you suffer due to corruption of your Data or software programmes or damage to your equipment unless it is as a result of our negligence. It is your responsibility to protect the Data on your device. Therefore, we recommend you do the following before you hand us your device:

a. backup/make a copy of the Data;
b. remove all Data you do not wish to be processed as part of the repair; and
c. disable all security passwords.

We can provide support and help you back up/make a copy of the Data, but we will not be responsible for any information that you lose as part of that back up process. Applications or content that you bought before agreeing to a software update or repair may not be compatible with new software installed. We are not responsible for any failures or delays in performing the repair that occur due to events outside our reasonable control.

You warrant and represent that:

a. your device does not contain illegal files or Data; and
b. you are not aware of any offence that will be committed through the carrying out of a repair, including but not limited to, any offences in relation to the unlawful access, copying, destruction or transferral of Data.

We may subcontract other service providers to carry out the repair on our behalf.

By agreeing to these terms, you confirm that you are over 18 and either are the device owner or are the authorised user of the device.

Before we process your repair request, you must remove your SIM and memory card from the Device. If you don’t, our engineers will not return these to you when we send your Device back from the repair centre. You must also disable any security software (such as ‘Find My iPhone’ and any other fingerprint or facial recognition security features) that would prevent our team of engineers from inspecting your Device. If you don’t do this, we’ll be unable to undertake our assessments and we’ll return your Device without being repaired.

Our experts will decide what repairs are needed and whether they're covered by your manufacturer's warranty (the “Warranty”). Depending on the nature of the fault it may be necessary to remove any screen protector placed onto your Device, if this is the case EE will not repair or replace any screen protector removed as part of the repair process.

For any Samsung Devices our repair centre needs your permission to open the Device for repair as the Device may sustain further damage if opened.

If your repairs are covered by the Warranty, they will be carried out and the Device returned at no cost to you. Sometimes it may not be possible to repair your Device; in these circumstances we will send you a Device of similar specification and quality from our stock of refurbished equipment. If

we do provide you with a replacement, we will not also return your faulty Device.

Standard Repair / Pick Up Drop Off Repair ("PUDO")

This option is only available when you call our customer services and is not for walk-ins. It will typically take 10 calendar days from the date your Device is booked in, to complete the repairs and return it to you. This may vary.

A Warranty may not cover the repairs for your Device if (i) they are necessary as a result of damage you wilfully or negligently cause, (ii) the Warranty has expired; or (iii) the Device has been subject to unauthorised repairs. We'll contact you if some or all of the repairs necessary are outside of Warranty.

Your quotation is also available on the repair tracker at https://devicerepair.ee.co.uk/tracking. We won't start repairing your device until you've confirmed that you're happy with the quotation provided and we've received payment for any out of Warranty repair work. You can pay for any out of Warranty repair work using a debit or credit card. Please pay online (repairs.ee.co.uk) or over the phone.

We will always try to contact you three times within three business days of preparing your quotation. If we do not receive confirmation within this time that you're happy to proceed with any out of Warranty repair, we'll return your Device unrepaired. You may have insurance that covers the cost of any out of Warranty repair, please check your policy for details.

Once you've paid, it will typically take 5 calendar days to complete the repairs and return your Device. This may vary.

In Store Repair (available for certain manufacturers and models at selected stores only)

Our aim is to repair and return your Device the same day / next day to the store you dropped it off at (time of return cannot be guaranteed). It may take longer depending on the complexity of repair we're undertaking. Devices brought into store after 3 pm will not be examined for repair until the following working day. We'll let you know when your Device is ready to be collected from our store.

If you are collecting your Device from an EE store, you'll have 28 calendar days from the date we tell you to pick it up. We will send you an SMS to remind you. If you do not collect by day 30 you may not be able to get it back.

A Warranty may not cover the repairs for your Device if (i) they are necessary as a result of damage you wilfully or negligently cause, (ii) the Warranty has expired; or (iii) the Device has been subject to unauthorised repairs. During your repair booking there may be a requirement to take an up-front payment to cover the cost of the repair.

If an upfront payment was not required at time of booking, there may be a call to you to explain of any damage not identified at booking. We will need to get verbal approval from you that you are happy to accept the quotation, so the repair can continue. Payment for this repair would be taken upon collection of the device. The upfront payment will appear on your paperwork. If you fail to make payment of the repair when you collect your device, we will apply the charge to your airtime bill.

AppleCare+ events – Excess fee payment for this repair would be taken upon collection of the device (if required).

For any **AppleCare + devices** please see AppleCare Products - Apple (UK) for full details and exclusions.

We will always try to contact you three times within three business days of preparing your quotation. If we do not receive confirmation within this time that you're happy to proceed with any out of Warranty repair, your device will be returned unrepaired. You may have insurance that covers the cost of any out of Warranty repair, please check your policy for details.

Loan Devices

If we need to send your Device away for repair, we can offer you a loan device and compatible charger to use whilst your Device is at our repair centre. This service is only available if we have stock of our loan devices and if you book in and collect your faulty Device from an EE store. You can use the loan device until your Device is ready for collection.

Loan devices are provided to you on a free hire basis. As the loan device remains our property, you must take proper care at all times to prevent the loss or theft of the loan device provided. If the loan device is stolen, you must report the theft to the police and obtain a crime reference number. You must also ensure that you do not tamper, disassemble, misuse, neglect or damage it. You must not sell, hire or allow any other person (whether free

or for a fee) to use the loan device we provide, nor shall you use it as security for a loan or to off-set any debts you may have incurred.

Depending on the type of device you choose, we may ask you to pay a security deposit. If your loan device is lost, stolen or damaged beyond normal wear and tear, we will retain your security deposit. The security deposit will appear on your paperwork.

It is also your responsibility to back up your loan device before you return the device to store and remove any sensitive data from the loan device, such as:

- address book, applications;
- texts, emails, picture messages or photos, music and any other content you may have downloaded to your device.
- Online Banking details / Online shopping Details.

If you fail to return the loan device we will retain your security deposit and blacklist the device.

EE Insurance Repairs

If you have selected to have your device repaired at a nominated EE store under your EE insurance product then, supplementary to the standard repair terms above and your existing insurance terms & conditions, these additional insurance terms shall also apply.

Before your device can be repaired you will need to have made a successful claim with us. The best way to do this is online by logging into your MyEE account and heading to the Plan & Add-ons section. Alternatively, you can call 150 from your EE phone or 07953 966 250 from any other device.

If your claim has been approved, we will determine if your device qualifies for a repair based on the damage, model, and age of your Device. If it qualifies then we will provide you instructions on booking your repair at an EE store.

Once booked and you are in an EE store, our experts will complete a physical inspection of your device to ensure that it can be repaired. If the damage is deemed beyond economical repair, our expert let you know and advise you on the next steps to receive a replacement device.

An excess fee is applicable on all insurance claims, full details of your excess fee can be found on your insurance welcome letter, your insurance terms and conditions, or by visiting: https://business.ee.co.uk/help/terms-and-conditions/insurance/.

Additionally, you will have been advised of your insurance excess fee and how this payment is taken during your insurance claim. If you opt for a repair and our experts identify that your device cannot be repaired, you will be charged the corresponding excess for a replacement device in line with your insurance terms and conditions.

For the Small Business insurance terms, please visit Small Business insurance on ee.co.uk/businessterms

If you opt to take a loan device whilst your repair is taking place, the loan device will not be covered under your insurance policy and the loan device terms above will be applied.

Important information

You can track your repair online at https://repairs.ee.co.uk/ However, if there is a conflict between the information on the website and what we tell you when we contact you, the information provided when we contact you will be correct.

We can also send you updates by SMS or email; just let us know your preferred method of communication. We'll store and use your personal information in accordance with our privacy policy, details of which can be found at ee.co.uk/privacy-policy.

If you are an EE customer, these terms and conditions do not affect your general terms and conditions of service (the "Network Terms"). So you still have to pay your bills whilst your device is being repaired whether you have the use of a loan device or not.

If you choose a loan device that is internet enabled, and your price plan does not include internet on your device services, you'll need to buy a data add-on. Remember, by using or downloading apps or games you'll be going online.

If your Device is beyond economical repair, we'll let you know. We can explain the options available to you so that you can get up and running again as soon as possible.

Terms Applying to Business Plans & Bundles

Business phone plan and Business Connect Plan Subscriptions

All Business plans are subject to a Minimum Term, which will be specified in your Agreement with us. You will need to register with EE as a business and pass our standard credit check. You may be required to pay a deposit.

Voice and Text

To make mobile voice calls you must be in an area with voice coverage.

If you are on a Business Connect plan you can have up to 99 connections on your account, subject to paying the relevant monthly fee. If you Upgrade one or more connections on your account, the upgraded connections will start a new minimum term. Calls between sharers and to geographic landline numbers within the UK will not decrease your monthly allowance of minutes on the landline plan. Any 30-day bundles added part way through your billing cycle will be charged at a pro-rated rate until the start of your next billing cycle, but you will receive the full allowance from the point the bundle is added.

Unless stated otherwise in your plan, you can use the minutes and texts included in your plan allowance as follows:

- when **in the UK** to call and text customers of UK mobile networks and UK landlines starting with 01, 02 & 03, as well as landline numbers in Jersey, Guernsey, and the Isle of Man (mobile numbers to Jersey, Guernsey and Isle of Man not included);
- when **in the EU/EEA, Switzerland & Monaco** to call and text customers of UK mobile networks and UK landlines starting 01, 02 & 03 (including landlines and mobiles in Jersey, Guernsey and Isle of Man); and
- when **in the EU/EEA, Switzerland and Monaco** (including Jersey Guernsey and the Isle of Man) to call and text customers of mobile networks and landlines in EU/EEA, Switzerland and Monaco.

Unless your plan includes an IDD allowance, you cannot use your inclusive minute and texts to call and text customers of EU mobile networks and EU landlines from the UK. Allowances also do not include premium rate numbers anywhere in the UK or the EU and will be charged at your normal plan rate.

Calls to numbers beginning 0800, 0808 and 116 are free. For calls to 084, 087, 09 and 118 numbers, these are not included in your allowance, and you will be charged EE's access charge of £0.69p per minute excluding VAT and the Service Charge is charged by the organisation you are calling and should be stated where the number is advertised. For details of access & service charges see https://business.ee.co.uk/help/accounts-and-billing/charges-for-calling-non-geographic-numbers. Calls to some MVNO number ranges and to numbers beginning 070 are also not included in your inclusive allowance.

Calls to 070 numbers cost 4.7 pence per minute excluding VAT. For further information see the Non-Standard Price Guide for EE Small Business available at www.ee.co.uk/businessterms under the Small Business price guide section.

You can call 150 free of charge when roaming to get information about our charges. Emergency services can be contacted within the EU/EEA by calling 112.

If you are on our Business phone plan (including Business Connect) and have a limited bundle of voice minutes and texts, you can opt to receive usage alerts by calling customer services when you get near to the end of your bundle (80%) and when your bundle has run out, to help you manage your spend. However, if your inclusive allowance runs out during a call, We will charge you for the remainder of the call. Charging for a call commences when a call is answered by a person or an answering device and ends when: (a) you end the call on your device; 16 seconds after your calling device loses signal for any

reason (we continue to maintain the call in case your device re-establishes a signal with the Network

during this period); or you do not end the call on your device up to 30 seconds after the last third party to you were connected to has ended their call.

All out-of-bundle calls, including Roaming & IDD calls will be charged on a per-minute basis with the exception of Roaming calls made from within the EU which will incur a 30 second minimum charge and will be charged on a per-second basis thereafter. When calling 084, 087, 09 or 118 numbers, the service charge will be charged by the organisation you are calling and should be stated where the number is advertised. EE's access charge will be charged on a per-minute basis. Calls to voicemail from within the UK and ROI are free but will be charged at standard call rates when you are roaming elsewhere.

Where your Service Plan includes bundled roaming calls and IDD minutes, these cannot be shared across other connections.

A text message consists of 160 characters. If you send a longer message, you will be charged for two or more message as appropriate.

Calls and texts to numbers that are not included in your allowance will be charged at the appropriate rate as set out in our Non-Standard Price Guide for EE Small Business available at www.ee.co.uk/businessterms (under the Small Business price guide section).

These plans are for normal person to person use from your phone and are subject to your acceptance of our standard terms and conditions for pay monthly services. We monitor use in accordance with those terms. 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. If you text or call more than 300 different numbers in a month, you will be in breach of these terms. Remember, we're free to decide that other types of use may also be breaking these terms. If you do break these terms, we'll contact you and ask you to stop and if you don't then we may disconnect you from our network.

Mobile Data

Your data allowance is for use when in the UK and in the ROI. You can check the mobile internet coverage in your area at www.ee.co.uk/coverage.

Our plans will give you access to our 5G Network, with uncapped speeds in the UK if you have a 5G device and are in the coverage area. If you don't have a 5G device, you will get access to our fastest 4G speeds subject to coverage. Check coverage here www.ee.co.uk/coverage before selecting your plan.

5G: 5G is available in more than 50% of the UK, with more locations being continuously being added. Check your location coverage at www.ee.co.uk/coverage Speeds vary by location, coverage and demand. 5G coverage and 5G compatible device are needed to access the 5G network. If you're on a 5G device, in some very limited circumstances right at the edge of 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. If you're on a 5G Ready Plan with a 4G device or in an area not yet covered by the 5G network, you will receive our best available non-5G speeds.

Data bundles include access to Our UK 5G & 4G data networks, and to Wi-Fi services at London underground stations through Virgin Media (see www.ee.co.uk/tubewifi for more information). You must have a data allowance or have purchased a data add-on to have access to mobile data services, unless you are on a shared data plan in which case you will be charged the applicable out-of-bundle rate. On our business plans we will let you know by text message when you are getting near the end of your data allowance (80%) and when it has run out (100%).

The speeds you achieve will depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds.

You can use internet on your phone to make internet phone calls ('VoIP') or to use your phone as a modem ('tethering'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information.

If you reach your monthly full speed data allowance on one of our plans that include Stay Connected Data, you will continue to be able to use data for the remainder of that month, but your speed will be restricted to 0.5Mb per second. To continue to use data at full uncapped speed you will need to buy one of our data passes which will restore full speed service for the duration of the pass, or until the end of your billing cycle when your monthly full speed data allowance renews - whichever comes first.

European roaming – data

If your domestic data allowance is greater than 50GB, a fair usage policy of 25GB whilst roaming in our Europe Zone will apply (i.e. you can use up to 25GB from your allowance while roaming). The only exceptions are if you are on a plan with over 60GB or a plan with over 100GB domestic data allowance – these are subject to a fair usage policy of 30GB on a 60GB plan or above, and 60GB on a plan of 100GB or above. Once you've used your fair use policy amount when roaming, we will notify you. Whether your plan is subject to a fair use allowance or not, if you use up all of your domestic data allowance when you are outside the UK, you'll need to buy an out-of-bundle UK/EU data add-on to continue using data. Your plan will state if a different fair use policy applies to you and note that Business Connect plans are not subject to a roaming data fair use policy.

General

Inclusive allowances apply for one month only and cannot be rolled-over to a subsequent month.

You may move to a higher subscription point at any time during the Minimum Term, but you may not move downwards until the final month of your Minimum Term

Single User Bundles may be added to individual Connections on either the Business phone plan or the Business Connect (sharer) plan, and, unless otherwise specified, will get used ahead of any other shared bundled allowance on Business Connect (sharer) plans. They may be added and removed as often as you require and if added partway through your billing cycle will be charged at a pro-rated rate until the start of your next billing cycle, unless you add a capped Single User voice or message bundle part way through a month. You will receive the full allowance from the point the Single User Bundles are added. If you add a Single User voice or message bundle part way through a month and the relevant allowance under the bundle is subject to a cap, you will receive the full allowance for a pro-rated monthly charge from the point the bundle is added to your account until the end of that month. Allowances under Business Connect add-ons are provided in full from when you add them and will be charged at a pro-rated rate until the start of your next billing cycle. If you have any concerns about EE's fair use policy, please get in touch with us using your preferred contact method at our Ways to Complain page. Please see our Complaint Code of Practice for full details of our complaints procedure.

Early Termination Charges

If you terminate your contract while you are within your existing minimum term, an early termination charge will apply, which we calculate as follows:

We add together all outstanding monthly (or other periodic) charges for the remainder of your minimum term, excluding VAT. If you have a monthly recurring subscription discount we will take that into account.

We then take 4% off that figure.

Finally, we add VAT to get the final charge you owe us.

Free months

Where you are on a plan that includes free months, you will not have to pay your monthly subscription charge in the specified months. You will still have to pay any out-of-bundle charges that you incur in those months. If you cancel or change your plan before the end of your Minimum Term you will lose your entitlement to any further free months.

Business Connect Plans

Business Connect allows you to share data across your devices. You have the flexibility to choose the amount of data you want to share, so everyone in your team gets the amount they need. Everyone gets unlimited UK and EU minutes and texts, plus, you can add extras, both at account and subscription level, if needed. The Business Connect plans are offered to you subject to the following terms:

- At least one Connection on your plan will be subject to a 24 or 36 month Minimum Term.
- Each Connection on your account will be subject to its own Minimum Term.
- Line Rental Charges are per Connection and are invoiced monthly.
- Shared data allowances will be offered per account, rather than at an individual subscription level.
- Shared data allowances are charged per account.
- If you've purchased your device directly from EE, you will get Extended Warranty, Free Next Day Replacement (see Extended Warranty and Phone Replacement section) and an Annual Check-up in month 12 of your contract (see Service Benefits[8]).
- See Unified Endpoint Management section in this Price Guide for more detail on security options available to Business Connect customers.
- All Business Connect line rental charges, shared data allowance charges and individual add-on charges shown in the 'Business Connect plans' section are excluded from annual price increases. If you joined or upgraded prior to 2nd September 2024, all other selected add-ons and out-of-bundle charges will increase on or after 31st March every year by the Consumer Price Index rate of inflation published in January that year, plus 3.9%. If you joined or upgraded from 2nd of September 2024 all out of bundle charges will increase on 31st March every year by 5%.

RCS

If you use an Apple device we will provide you with the ability to use RCS chats, which is an add-on provided by our third party technology provider. By using RCS chats you agree that your device and your contacts' devices may occasionally be checked for RCS capabilities to ensure you can receive RCS chats. You may incur data charges in connection with the use of RCS chats. We will provision and deactivate the RCS service on behalf of our third party technology provider through the messaging application for your operating system, and when your Agreement with Us ends We 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"), We provide an access facility to the user-to-user service provided by our third party technology provider and do not access RCS content. We cannot investigate or respond to complaints about RCS content under the OSA, but if you wish to deactivate the service in response to such content please contact abuse@ee.co.uk.

Inclusive Extra Terms

Business All Rounder and Business Full Works plans give you access to a range of swappable Inclusive Extras. Once you've chosen your Inclusive Extra, you can swap your Inclusive Extra thereafter every 30 days. Choose your Inclusive Extra at purchase or by texting PICK to 150. We may at any time change the range of Inclusive Extras available, the content of Inclusive Extras or the minimum length of time each Inclusive Extra must be active for. We will try to notify active users of the affected Inclusive Extra if we do this, but we are not obliged to. Each Inclusive Extra may take up to 24 hours to activate. Third party subscriptions may be required, and the Inclusive Extra may be subject to third party terms and conditions.

TNT Sports: TNT Sports was offered as an Inclusive Extra to customers up until and including 7 July 2026. These terms apply to existing

customers who selected TNT Sports on or before this date.
You need a smartphone or tablet with an EE SIM. TNT Sports content will be accessed via the HBO Max app, which can be downloaded from GooglePlay, the Windows Store or the Apple App Store. Devices must be compatible, see *devices supported by HBO Max app* for the full list. Content will be shown in HDR, 4K, 4K HDR depending on the device and content. TNT Sports includes Large Screen access with 4K HDR, complete with immersive Dolby Atoms on any compatible large screen device. To use the HBO Max app you'll need a TV licence for the household registered to your EE account. TNT Sports is for your personal, non-commercial use in the UK. You must not attempt to share, edit or adapt the content made available to you. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. Content available via the HBO Max app may change from time to time. When you download and use the HBO Max app, you will use data that may decrement from your price plan's inclusive allowance.

From 8 July 2026, TNT Sports is no longer available as an Inclusive Extra to any customer

Apple Music: Data used will be deducted from your plan allowance. Apple Music is for your personal, non-commercial use only. Requires a handset using either the latest iOS version or Android 5 or later. Apple ID required. You must not attempt to share, edit or adapt the content made available to you. Content is variable and may be withdrawn at any time. UK use only. Apple Music terms apply. For more details go to *Apple Music terms and conditions | Help | EE.*

Roam Abroad: Use your minutes, texts and data in our Europe Zone and 7 Rest of the World destinations: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus (excludes northern Cyprus), Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Lichtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican City (Italy), USA, Canada, Mexico, Australia, New Zealand, China and South Africa. A 25GB fair use policy while roaming still applies to plans with over 50GB of inclusive data, 30GB for plans with inclusive data of over 60GB, and 60GB for plans with over 100GB inclusive data. See http://www.ee.co.uk/businessterms for countries and more details.

500 minutes to call Europe from the UK (IDD): Calling abroad to standard mobile and landline numbers in our Europe Zone and Business Zone countries (as per our Non-Standard Price Guide for EE Small Business, available at www.ee.co.uk/businessterms) when you're in the UK, allowances include the following countries: Austria, Azores, Belgium, Bulgaria, Canary Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Hungary, Guernsey, Guadeloupe, Iceland, Ireland, Italy, Isle of Man, Jersey, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Slovakia, Slovenia, Spain, Sweden, Switzerland, Saint Martin, Saint Barthelemy, Vatican City, USA, Canada, China, India, Israel, Australia, New Zealand, Singapore, Turkey, US Virgin Islands.

Apple TV+: Data used will be deducted from your plan allowance. Only available to iOS users. Apple TV+ is for your personal, non-commercial use only. To redeem requires an iPhone using the latest iOS version. To access content requires a device using the latest iOS version or another compatible device. Apple ID required. You must not attempt to share, edit or adapt the content made available to you. Content is variable and may be withdrawn

at any time. UK use only. Apple TV+ terms apply. For more details go to *Apple TV+ Terms and Conditions | Help | EE*

Microsoft 365 Personal: Available to customers who have taken a Business All Rounder or Business Full Works Plan for Handsets, SIM Only, Tablet and Laptop on or after 31st January 2024, that provides a subscription to Microsoft 365 Personal. An existing Microsoft 365 Personal subscription will be ceased upon activation of the Inclusive Extra and any remaining period of the existing subscription will be suspended until after cancellation of the Inclusive Extra. If you remove this Inclusive Extra, Microsoft will inform EE directly and access to the service will cease (taking into account any period suspended from the previous subscription). Your Microsoft account will be disabled for 90 days before being deleted. Once deleted, any stored data will be unrecoverable. To reactivate your subscription you will need to contact Microsoft. Microsoft 365 Personal is provided by Microsoft and the Microsoft Terms of Use apply. For more details go to Microsoft 365 (ee.co.uk).

Entertainment Data Pass: Available as an Inclusive Extra on All Rounder plans with a limited data allowance whilst in the countries covered by your Plan allowance and will not be deducted from your plan's inclusive data allowance for Handset, SIM Only or Connected Devices on or after 1st February 2023. Data used whilst streaming and downloading video content on Netflix, MTV Play, Amazon Prime Video, YouTube, BBC iPlayer TV Player, TNT Sports, YouTube Kids, BBC iPlayer Kids and Twisted Mirror, and whilst streaming and downloading music content on Apple Music, Tidal, Deezer, Spotify, BBC Sounds, Global Player and Primephonic will not be deducted from your plan's inclusive data allowance. All other data used when you access the apps listed will be deducted from your plan's data allowance. You must have some of your plan's data allowance left or you will be unable to stream content on apps listed via your EE plan. The EE Entertainment Data Pass is for your personal, non-commercial use. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. Content via the EE Entertainment Data Pass may change from time to time. For more details go to Entertainment Data Pass | Business Help | EE Business.

TNT Sports Terms

TNT Sports was offered as an Inclusive Extra to customers up until and including 7 July 2026. These terms apply to existing customers who selected TNT Sports on or before this date. TNT Sports is still available to Customers as an Additional Service after 7 July 2026.

For the purposes of this TNT Sports section "you" means the customer and "User" means any person you allow to use any compatible mobile phone or tablet containing an EE SIM Card (a "**Connected Device**")**.**

HBO Max app

Access to the HBO Max app is available, subject to status, to EE Pay Monthly Customers on small business handset, SIM Only phone, Laptop or Tablet Price Plans. It is not available to EE Pay Monthly Wi-Fi Price Plan Customers with a second line on their account designated for use with Business Watch Plans or other non-tablet devices. To use the HBO Max app you or your Users will need a Connected Device. The HBO Max app is for personal, non-commercial use only. If you have a number of Connected Devices under the same account, access to the HBO Max app is available to the User of each of the Connected Devices under the account.

After downloading the HBO Max app you and your Users must activate your HBO Max app account before you can watch TNT Sports. To activate your account, you need to follow the link in your welcome text message or visit *HBO Max app* activation and complete the relevant steps. The HBO Max app is provided by Warner Bros. Discovery. To access HBO Max app, you and your users must read and accept HBO Max app *Terms of Use* and acknowledge the HBO Max app *Privacy Notice*.

There may be times when we have to share information about you or your Users with Warner Bros. Discovery and vice versa. This will happen in limited circumstances that relate to the administration of your HBO Max app

account and to prevent fraudulent or unlawful activity. We'll process this information in accordance with EE's privacy policy, details of which can be found here: *Privacy and GDPR | Business Terms | EE Business.*

You or your Users must download and use the HBO Max app on a Connected Device. Connected Devices must be compatible. *See devices supported by HBO Max app* for the full list. The HBO Max app provides you or your Users with access to sport and other related content (the "**Content"**) and allows you or your Users to stream on up to four compatible devices that are connected to Wi-Fi, per HBO Max app ID.

TNT Sports includes Large Screen access with 4K HDR, complete with immersive Dolby Atmos on any compatible large screen device (see *devices supported by HBO Max app* for full list). Before using the HBO Max app, you must ensure that you or your household has a TV licence.

Unless your Price Plan offers inclusive access to the HBO Max app, the HBO Max app is provided to you as an Additional Service and does not form part of your Price Plan with us. This Additional Service can be added to each Connected Device on your account. We'll refer to it as an add-on in MyEE, on your bill, online and when you call or text customer services. You cannot have more than one add-on of this type per Connected Device registered to your account.

TNT Sports app as an Additional Service

When getting TNT Sports app as an Additional Service, it is charged per month per Connected Device and a 30-day rolling contract applies. This means we will continue to apply the charge to your account each month until you ask us to cancel TNT Sports app. You can cancel TNT Sports app at any time but you'll need to tell us at least 48 hours before we issue your monthly bill. If you don't, a non-refundable charge for TNT Sports on HBO Max app will be applied to your account and you'll continue to get access to TNT Sports app and its content until your next bill is issued.

Use of 4GEE for using or streaming Content from the HBO Max app, will decrement you or your Users' Price Plans inclusive data allowance. Downloading the HBO Max app will decrement you or your Users' inclusive data allowance, although it is currently free to download from GooglePlay, the Windows Store or the Apple App Store.

For Business Connect customers, where there is an individual inclusive data allowance this will be used for downloading and streaming Content on the HBO Max app where there is no individual inclusive data allowance, the account level inclusive data allowance will be used.

Where there is no individual inclusive data allowance or account level inclusive data allowance, data will be charged at 1.6p/MB for Business Connect customers. This Charge will also apply to data usage in excess of the individual inclusive data allowance or account level inclusive data allowance.

General

TNT Sports is provided by Warner Bros. Discovery. To access HBO Max app, you and your users must read and accept HBO Max app *Terms of Use* and acknowledge the HBO Max app *Privacy Notice*.
The Content provided via the HBO Max app is intended to cover a wide range of sporting interests. Warner Bros. Discovery may choose to add or remove Content from time to time and it cannot guarantee the availability of any particular programmes, sporting events or channels. By requesting the HBO Max app you acknowledge and understand that any change to the charges for the HBO Max app or change to the Content provided, will only entitle you to cancel these Additional Service(s). These will not entitle you to cancel your Agreement with us for mobile network services.

We may suspend access to or terminate your or your Users' contract for TNT Sports if you fail to pay a bill by the date set out on it or you or any of your Users commit a material breach of your Agreement for mobile network services (visit ee.co.uk/businessterms to read the latest version of our terms and conditions).

Finally, please note that when entering into a contract for digital content as a small business you are entitled to a 14-day cooling off period. Once you have entered into a contract for TNT Sports, you'll have 14 days to tell us you've changed your mind. However, once you've registered for a HBO Max app ID or once you've downloaded the HBO Max app (as relevant),

whichever happens first, we'll assume that you have decided to waive this right to change your mind and you will lose your right to cancel, except in accordance with the cancellation process described above.

Mobile Broadband, Tablet & Laptop Terms

You'll have to promise to stay with us for the length of your Service Plan (either 12, 24, 30 or 36 months) and pass our standard credit check.

Mobile Broadband, Tablet & Laptop plans will give you access to our 5G network, with uncapped speeds in the UK if you have a 5G device and are in the coverage area. If you don't have a 5G device, you will get access to our fastest 4G speeds subject to coverage. Check coverage here www.ee.co.uk/coverage before selecting your plan. Your monthly payment is for an allowance of UK and (unless otherwise stated) ROI mobile broadband data accessed using a dongle, mobile WiFi device or a tablet (depending on the Service Plan you have chosen) to connect your phone, laptop or tablet to the internet. If you have purchased a SIM Only plan, your monthly payment is for an allowance of UK and (unless otherwise stated) ROI mobile broadband data accessed using your own dongle, mobile device or Tablet to connect to the internet.

If you reach your monthly full speed data allowance on one of our plans that include Stay Connected Data, you will continue to be able to use data for the remainder of that month, but your speed will be restricted to 0.5Mb per second. To continue to use data at full uncapped speed you will need to buy one of our data passes which will restore full speed service for the duration of the pass, or until the end of your billing cycle when your monthly full speed data allowance renews – whichever comes first.

If you go outside of the UK & ROI, you won't be able to use your mobile data without incurring a cost, and you will be prompted to buy a data add-on relevant to the new country and zone.

Mobile Broadband, Tablet & Laptop plans will give you access to our 5G Network, with uncapped speeds in the UK if you have a 5G device and are in the coverage area. If you don't have a 5G device, you will get access to our fastest 4G speeds subject to coverage. Check coverage here www.ee.co.uk/coverage before selecting your plan.

The speeds you achieve will depend on a range of factors affecting speed and coverage such as your location; the device you are using, whether any trees or buildings are affecting your signal; how many other people are using the network, and what the building is made from if you're using your device indoors.

If you're using a mobile WiFi device, you can have additional WiFi enabled devices (such as a mobile phone, laptop or tablet) registered to the mobile WiFi device to use your mobile broadband signal. Remember, the more devices you have connected to your mobile WiFi device at the same time, the slower your internet connection will be on each connected device.

Each Connected Devices option gives you a data allowance to use each month. We'll let you know by text when your data is running low (80% of your allowance used up) and when it has run out.

You can use your mobile broadband to make internet phone calls ('VoIP'). Remember, you can use mobile internet on your phone for peer to peer file sharing but your speed will be slower than usual as we monitor our network to protect it for all customers. Please see the network management policies on our website for more information.

We won't charge you anymore if you reach your monthly data allowance, but you won't be able to use the internet. To continue to use the mobile broadband if you reach your monthly data allowance, you will need to buy one of our Connected Devices data add-ons to use mobile broadband until your next bill date. The cost of your data-add on will be added to your bill.

If you don't use mobile broadband in accordance with these terms and conditions or if you use your SIM Card in another internet enabled device, for example a mobile phone, we reserve the right to withdraw your Connected Devices plan. We will also charge you for the additional services that you have used. For more information about these charges, please read the Non-Standard Price Guide for EE Small Business available at www.ee.co.uk/businessterms under the Small Business price guide section.

If you join a plan with mobile WiFi device that is designed for in-car use you are responsible for using the device in such a way that complies with all relevant laws, including road safety law. We will not be responsible to you if you do not. Please see www.ee.co.uk or your in-box literature for more information about using your equipment safely.

Remember, your network terms will apply to your use of our services and these terms are additional terms applying to the Connected Devices plan only. Where there is any conflict between these terms and the network terms, these terms shall apply.

Business Watch Plan Terms

The Business Watch pay monthly plans (the "Watch Plans") give you either 10GB of UK data from your Pay Monthly or Sim Only Plan. You will need to promise to stay with us for a minimum term of 12, 24 or 36 months depending on which plan you select and pass our standard credit check. Your allowance will commence on your contract start date. EE's Pay Monthly Network terms apply to your use of the Watch Plan. Any exceeded watch data usage will move to your paired handset data and will therefore fall under the spend cap rules for your handset plan.

An additional Watch Plan is required if you wish to pair your Smart Watch to a second handset on the EE network.

The Smart Watch must be paired to your handset on the EE network on an eligible plan. If your Smart Watch is not paired with a compatible phone on the EE network, you will not be able to use data or receive/make calls and texts on your Smart Watch. Your handset plan and Watch plan must be on the same Account.

The Watch plan does not include an allowance of calls or texts. It is not possible to purchase add-ons via your Smart Watch. When you are in the UK, subject to coverage, you can use your Smart Watch to make and receive calls and texts using the allowance from your handset plan. These activities will decrement from the allowances on your Handset Plan. The Business Watch plan cannot be used for roaming outside the UK.

Any chargeable activities will be charged in accordance with your Handset Plan and will show on your handset plan bill. The telephone number for calls and texts will display on the recipient's device as that of your paired handset plan.

Whilst your Smart Watch is in proximity to your handset connected via Bluetooth, your Smart Watch will use the data allowance from your handset plan. If your Smart Watch is not in proximity to your handset or the two devices are not connected via Bluetooth or on the same WiFi network, the Smart Watch will use the data allowance from your Watch plan.

If you receive a replacement Smart Watch or you have a new or replacement handset, your Smart Watch will need to be re-paired with your new phone.

You will need 4G coverage to use mobile internet on your Smart Watch. 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.

The Watch plan gives you access to speeds of up to 60Mbps in the UK on your Smart Watch. The speeds you achieve will also depend on a number of factors including: your location, the device you are using and geographic factors such as tree coverage and population density. If you are using your phone indoors, the materials of the building you're in may also affect mobile internet speeds. Access to our enhanced 4GEE speeds will also be

impacted by the location of our masts and equipment optimised for enhanced 4GEE speeds. Such equipment is not available everywhere in the UK and so you should check your coverage at ee.co.uk/coverage before selecting your plan.

If your primary device is switched off, you will not receive text messages on your Smart Watch.

If you terminate your handset plan or no longer have a handset 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 Smart Watch. In accordance with EE's Pay Monthly Network Terms, you can give us notice to terminate your Watch Plan by calling customer services and providing us with 30 days' notice, at any time. If we accept notice from you to terminate your Watch plan within the Minimum Term for the Watch plan, you will have to pay us a cancellation charge.

The Business Watch Plans are available to new and existing Small Business Customers on a Pay Monthly or SIM Only phone plan with a compatible device. The Business Watch Plans come with 10GB of UK data to use on your Smart Watch. Minutes, texts or data used on your Smart Watch will be deducted from the allowance in the Plan for your paired compatible device. Roaming is not available on the Business Smart Watch Plan.

The Business Watch SIM Only plan comes with 10GB of UK data to use on your Watch. Minutes and texts will be shared with your handset plan that your Watch is paired with. Roaming is not available on the Business Smart Watch SIM Only.. Minutes and texts will be shared with your handset plan that your Apple Watch is paired with. Roaming is not available on the Business Apple Watch.

Apple Watch Terms

As at 31st January 2024

- The Apple Watch Series 3, Series 4 and Series 5 are compatible with the iPhone 6 or any later release (running iOS 12 or later).
- The Apple Watch Series 7 is compatible with the iPhone 6 or any later release (running iOS 15 or later) in order to work as expected.
- The Apple Watch Series 8, SE and Ultra are compatible with the iPhone 8 or any later release (running iOS 16 or later). 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. The Apple Watch app (the "App") is pre-loaded 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.

Samsung Galaxy Watch Terms

As of 31st January 2024, the Samsung Galaxy Watch is compatible with Samsung handsets running Android 8.0 or higher with 1.5GB RAM or more. Device compatibility is subject to change; refer to Samsung's website for the latest compatibility.

The Galaxy Wearable app is required to manage the features of your Samsung Galaxy Watch. If your device does not have the Galaxy Wearable app you will need to download it to your device. The Galaxy Wearable app is free, but data charges may apply when you visit the Google Play or App Store platforms and download it.

Google Pixel Watch Terms

As at 31st January 2024, the Google Pixel Watch is compatible with Android handsets running Android 8.0 or higher. Device compatibility is subject to change; refer to Google's website for the latest compatibility.

The Google Pixel Watch app is required to set-up and manage the features of your Google Pixel Watch. If your device does not have the Google Pixel Watch app you will need to download it to your device. The Google Pixel Watch app is free, but data charges may apply when you visit the Google Play Store and download it.

Terms Applying to All Subscription Options

Changes to Your Service Plan

You can contact us to change to a different Service plan at any point during the term of your Agreement with us. We will decide which Service plan you can change to. Once you have moved up a price point, you may move back down to your original price point, but you may not go below that during the minimum term.

SIM Only Option If you purchase a SIM Only plan, you will need a 4G or 5G compatible phone.

UK Data Add-Ons

Applies to Handset, SIM Only, Mobile Broadband, Data SIM Only, Tablet and Business Watch Plans

To choose one of the Data Add-Ons call 150 from your EE handset or visit your online account at MyEE. Your Data Add-On gives you additional data to use each month for mobile internet if your data allowance under your plan has run out. You will be charged the monthly cost of the add-on no matter what date you purchase it. We'll send you a text to let you know when your Add-On is ready to use. The data lasts for the rest of your billing month and is for use in the UK and ROI only. If you don't use all the data before the end of your billing month, it won't roll over to the next month and you'll lose it.

IDD & Roaming Allowances Terms

If your Business plan (or chargeable add-on) includes international and/or roaming minutes or texts allowance, this Price Guide will detail the countries included in this benefit for your plan and whether minutes and/or texts are included.

EE plans are intended for customers and users with a stable link to the UK who travel abroad periodically. They are not intended for users roaming on a permanent or semi-permanent basis.

We will consider you have a stable link to the UK if you spend at least half of your time during any 4-month period within the UK. If you spend more than half your time abroad in the EU/EEA/Switzerland during any 4-month period, you will be alerted by text, and after a 2-week period we may charge you a surcharge for services you use. Where your usage no longer indicates a risk of abusive or anomalous use, we will stop charging you the surcharge. Examples of this are where you stop permanent use and resume periodic use when roaming in the EU. Where we have evidence of organised reselling of our UK SIM Cards to persons not residing in or having stable links to the UK, we may block the SIM Card and roaming services. We'll give notice before we do anything.

Roaming/IDD benefits can be used as follows:

- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in the same country.
- Roaming: Making calls to mobiles and landlines in the UK from an included country.

- Roaming: Making and receiving calls whilst in an included country, to and from mobiles and landlines in a different included country. For example, if France and Germany are included countries, calls to and from France to Germany would be included in your allowance.
- Roaming texts: Sending and receiving texts whilst in an included country to and from mobiles in the same or different included country.
- IDD: Making calls to mobiles and landlines from the UK to an included country. For example, if France is an included country calls to France from the UK are included.
- IDD texts: Sending texts to mobiles from the UK to an included country.

IDD/roaming allowances cannot be used for:

- IDD: texts or calls to any premium rate numbers whilst in the UK. Such calls/texts will be charged at the normal out-of-bundle rate.
- Roaming: Making and receiving calls or texts or using data whilst roaming on a satellite network (access to Satellite networks from your normal phone are offered on some aeroplanes and ships whilst in flight or away from land).
- Roaming: Making or receiving calls and texts whilst in an included country to and from mobiles or landlines in a country outside the included country list above. For example, calls and texts to and from France (an included country) to Afghanistan (not an included country) would not be included in your allowance
- Roaming: Calls and texts to premium rate numbers and other non-geographic numbers (which can vary over time) aren't included even when you are in an included country.

Data: speeds outside the UK always depend on the network you connect to and 4G may or may not be available. EE isn't responsible for the speeds or coverage users get outside the UK. As in the UK, coverage and speeds will vary depending on the user's location, the number of people on the network and other factors such as weather and geography.

With data roaming allowances, if you go outside of the included countries, you won't be able to use the data and you will be prompted to buy a different data add-on relevant to the new country and zone.

Customers will have each user's roaming data usage capped at £45 per month in the EE Europe Zone. The cap will apply unless the account holder opts out by contacting Customer Services. The cap can be removed permanently at any time by texting STOPEUCAP to 150. Account holders may also opt out of the cap temporarily by contacting customer services or texting 1MCAP to 150 to unblock usage until next bill.

Using Your Device Abroad – Voice and Data Roaming

Applies to Handset, SIM Only, Mobile Broadband, Data SIM Only, Laptop and Tablet Plans

Roaming must be provisioned on the Connection(s) to which any Service Plan or Service Plan Add-On involving Roaming is applied. Bundles are only valid for the specified zones. To be able to make international calls while Roaming, International Direct Dial calling must also be enabled on your account. Voice and SMS Roaming, and Data Roaming zones are detailed in this Price Guide and are subject to change from time to time. Calculation of Roaming Charges may vary from time to time.

In limited circumstances, customers may be required to pay a deposit to activate roaming on their account – this includes EU and non-EU countries. Please text ROAMING to 150 to find out your roaming status or call customers services on 150.

International Data Roaming Add-Ons

Applies to Handset, SIM Only Mobile Broadband, Data SIM Only, Laptop and Tablet plans (except 4G/5GEE and 5G Fixed Router)

To use internet outside of the EU on your device in any of our Data Roaming countries, you'll need to buy one of our data roaming add-ons, unless you have purchased a price plan which includes a data allowance for that zone. You can buy the add-on when prompted when you land in any of the countries.

The cost of the add-on will be added to your monthly bill. You can use the data in any of the listed countries for the relevant zone for the period of time that the add-on is valid. Remember, if you go outside any of the listed countries you won't be able to use the data and you will be prompted to buy a different data bundle relevant to that country.

We count all time periods based on UK time. Once your add-on runs out, you'll have to buy another one to be able to continue surfing the internet on your phone in our data roaming countries. Remember you can't use your phone for peer to peer file sharing and the country you're roaming in may not have a compatible 4G network so you will have to use 3G.

EE Roaming Passports Terms

Europe Roaming Passport

- **Roam Abroad Passport – recurring passport to use your minutes, texts and data in our Europe Zone and 7 Rest of the World destinations**: Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus (excludes northern Cyprus), Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guiana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Isle of Man, Italy, Jersey, Latvia, Lichtenstein, Lithuania, Luxembourg, Madeira, Malta, Martinique, Mayotte, Monaco, Netherlands, Norway, Poland, Portugal, Reunion Islands, Romania, San Marino, Saint Martin (French), Saint Barthelemy, Slovakia, Slovenia, Spain, Sweden, Switzerland and the Vatican City (Italy), USA, Canada, Mexico, Australia, New Zealand, China and South Africa.

Eligibility: Available to Small Business customers on Handset, SIM Only, Mobile Broadband, Data SIM Only, Laptop and Tablet plans taken from 31st January 2024

How to get it: You can opt-in to the Roam Abroad passport by texting ROAMING PASS to 150, or by calling 150 on your phone.

Charges: The Roam Abroad Passport monthly charge will automatically trigger once added to your account and continue thereafter every 30 days, until removed from your account. The monthly fee is charged every month regardless of usage. Any unused monthly data from your plan allowance cannot be carried over to the next month.

Summary: This add-on includes a monthly recurring pass to access to your domestic plan's minutes, texts and data.

Business and World Passports

Calls, texts and data while you're abroad in some of the most popular destinations outside of the EU:

Business Daily Passport for unlimited calls, unlimited texts and 1GB in: Australia, Canada, China, India, Israel, New Zealand, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA.

World Daily Passport for unlimited calls, unlimited texts and 1GB in: Albania, Argentina, Armenia, Australia, Bahrain, Bangladesh, Barbados, Belize, Bermuda, Bosnia & Herzegovina, Brazil, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, Georgia, Ghana, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Kuwait, Macedonia, Malaysia, Mexico, Moldova, Montenegro, Morocco, New Zealand, Nicaragua, Nigeria, Oman, Pakistan, Peru,

Philippines, Qatar, *Russia, Saudi Arabia, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Taiwan, Thailand, Turkey, Ukraine, United Arab Emirates, USA, Uruguay, Venezuela.
Business Monthly Passport for unlimited calls, unlimited texts and 10GB in: Australia, Canada, China, India, Israel, New Zealand, Qatar, Russia, Singapore, South Africa, Thailand, Turkey, USA.

World Monthly Passport for unlimited calls, unlimited texts and 10GB in: Albania, Argentina, Armenia, Australia, Bahrain, Bangladesh, Barbados, Belize, Bermuda, Bosnia & Herzegovina, Brazil, Cambodia, Canada, Chile, China, Colombia, Costa Rica, Dominican Republic, Ecuador, Egypt, Georgia, Ghana, Hong Kong, India, Indonesia, Israel, Jamaica, Japan, Kenya, Kuwait, Macedonia, Malaysia, Mexico, Moldova, Montenegro, Morocco, New Zealand, Nicaragua, Nigeria, Oman, Pakistan, Peru, Philippines, Qatar, *Russia, Saudi Arabia, Serbia, Singapore, South Africa, South Korea, Sri Lanka, Taiwan, Thailand, Turkey, Ukraine, United Arab Emirates, USA, Uruguay, Venezuela.

**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.*

Eligibility: Available to Small Business customers on handset, SIM Only plans and Business Connect plans.

How to get it: You can opt-in to a daily roaming passport and then pay the daily fee each day you make a call, send a text message or use mobile data when you're abroad in an included country. Any unused daily data allowance cannot be carried over to the next day. Monthly roaming passports are charged the monthly fee every month regardless of usage. Any unused monthly data allowance cannot be carried over to the next month. The included countries are subject to change from time to time and details are available at business.ee.co.uk/help/roaming.

If you use up the full data allowance included with the roaming passport and still want more data, you can buy another pass. You opt-in to Business Daily Passport by texting PASSPORT to 150 or WORLD PASSPORT for a World Daily Passport, or by calling 150 on your phone. Monthly recurring roaming passports can be added by calling 150 on your phone. It may take up to 24 hours to be applied to your account from the moment you opt-in and you'll receive a text message to confirm when it has been added.

Charges: The Business Daily Passport or World Daily Passport charge will automatically trigger each and every day that you're abroad in an included country and make a call, send a text message or use mobile data. Note that your phone will use data if you have apps on it that automatically update in the background and this will trigger the daily charge. You can turn data roaming off in your phone's settings if you don't want this to happen. Monthly roaming passports are charged the monthly fee every month regardless of usage.

The daily charge and the daily data allowance of 1GB are applied for a UK day – midnight to midnight UK time. If you prefer to purchase one of our standard roaming data add-ons, you can opt out of a Business Daily Passport at any time by texting STOP PASSPORT to 150 or STOP WORLD PASSPORT to stop a World Daily Passport.

Summary: This add-on includes:

- Unlimited calls, texts and 1GB data per day (UK time) for daily roaming passports
- Unlimited calls, texts and 10GB data per month for monthly roaming passports

General: All roaming passports are for your sole use. If you're using them contrary to your terms of service, in our reasonable opinion, we can take

them away from you, restrict your use and/or charge you our applicable standard rates at our sole discretion.

We may vary or amend these terms at any time. We will try to give you notice of significant changes if we can. We may remove or discontinue a pass, or amend the countries included at any time. These passes are for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls in order to remain eligible for access to roaming passports.

Roaming passports are not compatible with any other roaming allowances. Where a roaming passport is applied in conjunction with any other roaming allowance, the roaming passport will take precedence and be charged for and used before any other allowance.

You can opt out of daily roaming passports at any time. If you do, you'll be able to buy our standard roaming data add-ons

Monthly roaming passports are subject to a 12-month minimum term for the Business Monthly Passport or World Monthly Passport and 30-day minimum term for the Roam Abroad Passport. If you cancel a monthly roaming passport before the expiry of the minimum term, then an early termination fee equal to the monthly fee for the number of months remaining in the minimum term will automatically be charged. It may take up to 24 hours for a roaming passport to be removed from your account and you may continue to be charged the fee until the day that it is removed.

4G data services whilst roaming are subject to availability in the relevant location. Customers on 5G plans will receive 4G data services while roaming subject to availability.

Calling Abroad from the UK Bundles

IDD Bundles are valid for calls from the UK to countries in the specified zones. They can be added and removed on a monthly basis but must be retained on the account for not less than 30 days in any event. Certain MVNO numbers will not be included in your bundle and will be charged at our standard out-of-bundle rate. Any calls made to numbers that are not a standard mobile or geographic landline will not be included in your bundle. IDD zones are subject to change from time to time.

WiFi Calling

With WiFi Calling, EE small business customers can make and receive calls and send and receive texts in the UK over WiFi. You'll need a compatible mobile phone and may need to update your software.

Once connected, you can call and text as normal when using WiFi Calling. All calls made or texts sent using WiFi Calling will be charged as per your EE plan.

Connect your compatible phone to a WiFi network (either public or private): once you've done this your phone will remember the WiFi network for next time. You should see a WiFi Calling icon on your phone when WiFi Calling is ready to use. WiFi Calling will then work when you are in range of and connected to a WiFi network. The way you connect and how you use WiFi Calling will depend on the phone you have. Some phones may only let you use WiFi Calling if you have no signal at all on the EE mobile network. Please check the specifications of the device you are using.

Remember you are responsible for using any WiFi network in line with its terms and conditions and you may be charged for using it. WiFi calls use only small amounts of data, for example a 5-minute call will use about 1.7Mb. But you may want to check whether the phone is also connected to use data over the WiFi network and keep an eye on how much data you are using. EE does not accept any responsibility for the quality, security, availability or coverage of WiFi networks and any calls made or received over them.

You'll need to be connected to WiFi Calling to make or receive a call over WiFi. If you leave the Wi-Fi network during a WiFi, call the call will stop and you'll have to redial once you have coverage (either on the EE mobile network or back over WiFi). If you are making a call over the EE mobile network and lose coverage, you'd need to connect to WiFi Calling before redialling. Calls made using WiFi Calling last a maximum of 4 hours: after this time, you'll need to redial.

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

You will not be able to use WiFi Calling when outside the UK.

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.

Business Service, Business Plus and Business First

Business Service

Business Service is EE's name for the support you get as an EE Small Business customer with 1-4 connections. It comes as a standard inclusive Additional Service.

You'll get:

Customer Service Team

EE provides a UK based, dedicated business customer service. Details of this service including the contact details and availability can be found here.

Recycle and Reward Program

When you order new Equipment or Upgrade your existing Equipment in-store you can trade in your old device for money. Find the process and terms on our website.

Access to EE online community

You'll be signposted to the EE online Small Business community web site https://community.ee.co.uk/t5/Small-Business/bd-p/small-business. Here you can exchange comments, ideas and product reviews with other small businesses. EE will also post on new products, ways of making the best of EE services, activities, events and links to useful content.

In Store Help

Our set-up service takes care of configuring devices and checking everything works the way you want. It's free and available at any EE store

Free Phone Replacement

EE offers a replacement service for faulty handsets. Terms apply including eligibility rules. Check these in the relevant section of this Price Guide.

Business Plus

Business Plus is an inclusive Additional Service available from 15th June 2015 to all EE's Small Business Customers who have an Account with 5-9 connections. You get all the benefits of Business Service plus the following:

FOC Fast Phone Replacement

Gives you a faster replacement service for faulty handsets. Terms apply including eligibility rules. Check these in the relevant section of this Price Guide.

Business First

Business First is an inclusive Additional Service to all EE's Small Business Customers who have an Account with at least 10 connections. You get all the benefits of Business Plus and Business Service plus the following:

A Business Account Manager who will support the account holder and one other nominated person in your business by:

- Contacting you within your first few days of joining EE to make you aware of the range of EE services available to you and how best to take advantage of them;
- Managing any technical or billing issues you may have including using the Bill Analyser tool. And If your Account manager can't resolve the problem then they'll escalate and track the problem within EE through to closure;
- Giving you information on new product launches, events and workshops that would be appropriate to your business.

Free Next Day Delivery

Telesales and Online orders – You'll get free next day UK delivery as standard on all online orders if we get your order by 5pm. Includes multiple devices ordered at the same time to the same address.

Depending on stock levels, some things may take a little longer, but we'll let you know by email if this happens. DPD will send you a text the day before your EE order arrives to confirm delivery details.

General Terms that apply to all Business Service/Business Plus/Business First Customers:

1. Any SIM Cards on Pay As You Use, 30 Day SIM Only, Consumer, or Broadband Plans do not count towards your qualifying SIM Cards for Business Service, Business Plus and Business First levels but do benefit from the level of support your business qualifies for.
2. As your business grows you will move up to the next level of support with EE.
3. If your number of SIM cards drops below the qualifying number we'll normally let you stay at the higher tier of support but we do retain the right to move your level of support to the relevant lower tier.

If your account is overdue on payment, we reserve the right to suspend this additional service in whole or in part.

Phone Replacement

(Version 1.3) (4 September 2017)

These terms only apply to eligible devices provided by EE to new customers or customers that have re-signed a new Agreement with EE after 31st January 2024

1. What is it?

Phone Replacement for EE Small Business (the "Service") covers Devices that are Faulty as set out below.

This Service applies if You purchased an eligible Device (as set out below) directly from EE or, where you purchased the Device from one of EE's authorised resellers, if that Device was sourced from EE. You can find out if Your Device was sourced from EE by calling 150 from Your EE phone.

The Service is additional to, and does not affect, the legal rights that You 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.

There are two levels of the Service: **Free Phone Replacement**, which is a standard inclusive service provided with all Your eligible Devices at no additional charge; and **Fast Phone Replacement**, which can be bought from EE for a one-off charge at the time of replacement each time you use the service. The one-off charge will be included on Your next bill. Fast Phone Replacement will give you a quicker replacement as detailed below. Fast Phone Replacement is free of charge for customers who have Full Cover or Damage Cover insurance from EE, and to Business Plus and Business First customer or have purchased their phone after 2 September 2020.

The Service is subject to these terms and conditions (which supersede any previous terms and conditions for the Service). EE may amend these terms and conditions from time to time.

2. Defects caused by faulty materials or workmanship

If Your Device is Faulty (as defined below), EE will replace it at no extra charge provided that:

- Your 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
- You comply with these terms and conditions and the terms of Your Agreement; and
- the Device is registered and connected to the Network in Your name under a current Agreement; and
- You continue to meet the eligibility requirements of this Service.

3. Service period

The Service starts when you register the Device on the Network and continues for the Minimum Term of the Price Plan for Your Device, subject to a maximum of 24 months. If Your Device is an Apple iPhone or iPad, the Service only applies from months 13 to 24, subject to earlier termination of the Minimum Term of the Price Plan for Your Device.

The Service will also end if:

- the Agreement under which Your Device is connected to the EE Network is terminated; or

- the Device is not registered on the Network; or
- You are in breach of Your Agreement or Your Device is suspended or terminated for any reason.

Once the Service expires or ends, it cannot be extended.

4. **What is not covered by this Service?**

The Service does not cover:

- Devices that were either not sold or supplied to you directly by EE, or were not sourced from EE;
- Apple iPhones or iPads for the first 12 months. Faults during this period will be referred to Apple;
- dongles, mobile Wi-Fi devices, accessory or SIM enabled cameras, connected watches, or other devices that are not mobile phones or tablets;
- Device accessories which are not integral to the Device such as wrist straps, carry cases or styluses which may be covered by the manufacturer's warranty, if any;
- batteries which are more than 6 months old; or
- Your Device for **loss, theft or damage**. If You need this cover, please ask EE as other EE products can provide this type of cover.

The Service is not available if You are:

- not a business customer on the EE Pay Monthly Terms for Small Business at time of contract;
- on a SIM Only connection;
- on PAYG;
- on any Price Plan that expressly excludes the Service; or
- an Apple iPhone customer with Full Cover or Damage Cover with AppleCare Services.

These terms and conditions do not cover network services. Network service is subject to Your Agreement.

5. **EXCLUSIONS and LIMITATIONS**

Your Device will not be replaced where there is a fault or defect caused by or consisting of:

- **(wear and tear)** – normal wear and tear, rusting or oxidisation or other deterioration due to normal use or exposure or atmospheric or climatic conditions;
- **(manufacturer's guarantee or warranty exclusion) –** something specifically excluded under the terms of the manufacturer's guarantee or warranty for the Device or that is the subject of a manufacturer's recall of faulty products;
- **(network service)** – breakdown or interruption of the network service;
- **(unauthorised maintenance or faulty workmanship)** – damage during any testing, repairing, adjusting, servicing or maintenance operation or caused by improper or unauthorised repair, maintenance or modification;
- **(cosmetic damage)** – damage which does not impair the normal functions of Your Device;
- **(computer virus)** – damage caused to Your Device or Your content, software and data on Your Device by a computer virus;
- **(manufacturer's instructions)** – disregard of the manufacturer's instructions for operation and care of Your Device; or

- **(EE Device-specific limitation)** – anything that EE has stated to You as not being covered under the terms of the Service.

Your content, software and data on Your Device will be lost as a result of replacement under the Service. You must ensure that You have backups. EE is not liable for any such losses.

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

Your account with EE must be paid up to date in accordance with Your Agreement for a replacement to be made. The Service will cease immediately if any account with EE is not paid when it is due unless the non-payment is due to a delay caused by a processing error by a clearing bank or due to a genuine dispute over amounts due on Your account.

If You or anyone acting on Your behalf makes any false or fraudulent claim or supports a claim by providing false or fraudulent documentation, device or statements, this Service shall be void and will terminate and You will forfeit all rights under the Service.

6. Replacements

If Your Device is Faulty EE will replace the Device.

If your Device develops a fault that You believe qualifies it as Faulty under this Service You should contact EE by calling us on 150 from Your EE phone or 07953 966 250 from another phone. EE will carry out an initial over-the-phone diagnosis and, if the Device appears to be Faulty, EE will arrange to provide a replacement Device and for the return of Your Faulty Device to EE. EE may at its discretion require You to return Your original Device for examination before a replacement is authorised or issued.

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

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

In the event of a claim under this Service, You are only entitled to the replacement of Your Device. There is no entitlement to any refund or compensation.

You may be charged the EE list price for any replacement Device where Your original Device is found by EE to be damaged rather than Faulty, or if no fault is found with it.

Any replacement Device will continue to be covered by this Service for the remainder of the period that the policy would apply to Your original Device (i.e. for the remainder of the Minimum Term of the Price Plan for the original Device up to a maximum of 24 months from the date the original Device was registered on the Network).

7. Delivery timescales

Replacements under Free Phone Replacement will be provided within 3 to 5 days.

Replacements under Fast Phone Replacement will be provided on the next calendar day if Your claim is received and accepted before 7.30pm. Fast Phone Replacement includes weekends, but excludes bank or public holidays, and is subject to delivery slot availability.

Next day deliveries under Fast Phone Replacement are not available to the following destinations: Northern Ireland, Isle of Lewis, Inverness, Isle of Arran, Hebrides, Perthshire, Isles of Scilly and Shetland Isles. Please contact EE to check the delivery timescales to these destinations.

Deliveries under the Service will be made in a one hour delivery slot (from 11am to 5pm) that you select, subject to availability. You must be available at the relevant address to receive the delivery.

Delivery Charges

- The Service includes the cost of delivery of a replacement Device.
- The Service does not include the cost of aborted deliveries, for example, where You are not available to accept a replacement Device or the Faulty Device was not available for collection at a pre agreed time and place. EE reserves the right to charge You for aborted deliveries. The current charge is £16.67.

8. Return of Device to EE

Where a replacement has been supplied, the original Device is EE's property and must be returned to EE at the time the replacement is delivered. If You fail to provide the original Device at the time the replacement is delivered, then You will be charged the list price for the replacement. You should retain any removable battery, memory cards and SIM Card that you use in Your Device and must remove any activation lock from the Device before it is returned to EE.

9. In Life Changes

If You make any changes to Your Account that mean Your Device is no longer eligible for the Service then the Service will cease from the point at which Your Device became ineligible.

If You change Your Device it is Your responsibility to check that it can still be covered by the Service.

10. Upgrading

If You Upgrade Your Device, Your entitlement to the Service will depend on whether Your Device continues to meet the eligibility criteria detailed herein. Your old Device will no longer be covered by the Service from the point of Upgrade. *The Service only applies to Your most recently Upgraded Device.*

11. General

Changes – The terms of the Service may be varied after EE has given You 30 days' notice.

Assignment – You cannot sell, assign or transfer the benefit under the Service to anyone else.

Applicable Law – English Law will apply to these terms and conditions and the English Courts shall have exclusive jurisdiction to determine any dispute.

12. Interpretation and definitions

Where the context permits any defined term in this document shall have the same meaning as in Your Agreement. In this document:

Agreement means the EE Pay Monthly Terms for Small Business.

Device means a mobile telephone or tablet provided to You by EE, or (where provided by an approved EE reseller) sourced from EE, that is connected to EE's Network, excluding Apple iPhone or iPad for the first 12 months; consisting of a handset, standard battery and SIM Card.

Faulty means:

- that Your 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 these terms and conditions.

You and Your means the EE Small Business Customer who is party to the EE Pay Monthly Terms for Small Business and who has less than 50 employees at time of contract.

Charges

All Charges in this Price Guide are exclusive of VAT.

All call charges will be rounded to the nearest tenth of a penny. 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.

Network Terms

Service is subject to EE's standard network terms, as set out in your Agreement with us, the most current version of which (including fixed broadband network terms) is available online at ee.co.uk/businessterms.

We reserve the right to amend these terms, or to withdraw or amend any Service Plan in this Price Guide at any time. If We do that we will do it in accordance with the notice provisions set out in the Network Terms you have agreed to.

References to EE in these terms and conditions are to EE Limited, registered under company number 02382161, with offices at 1 Braham Street, London, E1 8EE.

Traffic Management

In certain circumstances, such as periods of high demand, we may manage network performance by undertaking traffic management activities such as mobile line speed reductions.

More information on our traffic management activities is set out in the '*Small Business – Traffic Management – Key Facts Indicator*' documents which can be found under the 'Other Terms' tab at the following link ee.co.uk/businessterms.

Square offer for EE customers

This offer is only available for EE Small Business customers who have never previously held an account with Square. It allows offer participants to apply for a free Square card reader currently worth £19 + VAT as of 08/06/21 from Square (see footnote below for company information on Square).

If eligible and subject to Square's own terms and conditions, free processing will be applied to the first £1,000 of card transactions. There will be a processing fee per transaction after that in accordance with Square's Fee Schedule .

Customers must create a new account with Square and sign up to Square's Terms of service to apply for this offer.

Offer participants must meet any eligibility criteria that Square may have for their account. EE is not responsible for this offer or participant eligibility for this offer in any way and this offer is independent to any existing service the offer participant has with EE.

This offer is only available online where customers create a Square account by accessing Square via the dedicated EE onboarding page hosted here .

This offer cannot be substituted for cash value. This offer is limited to one card reader and one free processing amount. EE Small Business customers that sign up for a Square account pursuant to this offer must never have previously held a Square account.

No customer data is shared between Square and EE. Once the account is created with Square, any customer care queries are directly handled by Square.

* Square provides services in the UK via a number of legal entities. The free card reader is provided by Squareup (UK) Limited, the payment processing services are provided by Squareup Europe Limited and the customer care assistance is provided by Squareup International Limited. All three of these legal entities are part of the same Group company and this separation in no way impacts the level of service provided to customers under this offer.

BT Best of Both

To be eligible for the BT Best of Both 10% discount you must be an existing BT Business Broadband customer with at least 3 months left on your BT Business Broadband contract. This offer is for new EE customers only. You must be signing up to a new contract for EE Mobile on a Business Essential Plan or a Business All Rounder Plan with a minimum term of 24 months during the offer. The discount can be applied to all devices, with a maximum of 5 EE Mobile subscriptions for each BT Business Broadband connection. The discount does not apply if you are re-signing or re-grading your existing EE Mobile service. The discount is applied to the monthly price of the EE plan only for your minimum contract term – excludes upfront device cost, out of bundle call charges and all other costs. At the end of your minimum contract term you will pay the full standard price. Subject to a credit check and business registration. If you joined prior to 2 September 2024, the monthly price shown will increase from 31 March every year by the Consumer Price Index rate of inflation published in January of the same year, plus 3.9%. If you joined from 2 September 2024, all out of bundle charges will increase on 31 March every year by 5% and your monthly plan price will increase by a fixed amount each year. If you end your current BT Business Broadband contract, you will no longer be entitled to this EE discount and it could be withdrawn at any point. Standard terms and conditions for EE Mobile apply and are available at ee.co.uk/businessterms. Upfront charges may apply in accordance with the full terms and conditions. Other terms apply, please see the EE Pay Monthly Terms for Small Businesses and the EE Price Guide for Small Businesses at ee.co.uk/businessterms. The Offer cannot be used together with any other EE offers, unless specifically stated. EE reserve the right to remove this discount at any time.

Drone Usage

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

Discount on New Handset Upgrades for Existing Out of Contract Customers

If you are an existing EE Small Business customer and you have been contacted directly by EE via SMS you will be eligible for 10% discount on the monthly charge of a new mobile device for a minimum term of 24 months. The discount is applied to the monthly charge of the mobile device only for your minimum contract term – it excludes upfront device costs and all other charges. At the end of your minimum contract term you will pay the full standard price. Available on 24 month or 36 month mobile device plans for existing EE Small Business customers with 5 subscriptions or less who are out of contract for 3 months or more. The discount does not apply to SIMO Plans. If you upgraded prior to the 2nd of September 2024, the monthly price shown will increase from 31 March every year by the Consumer Price Index rate of inflation published in January of the same year, plus 3.9%. If you upgraded from the 2nd of September 2024, your monthly plan price will increase by a fixed amount each year. Standard terms and conditions for EE Mobile apply and are available at *ee.co.uk/businessterms*. Upfront charges may apply in accordance with the full terms and conditions. Other terms apply, please see the EE Pay Monthly Terms for Small Businesses. The discount cannot be used together with any other EE offers, unless

specifically stated. EE reserve the right to remove this discount at any time. The discount will be personal to you and should not be shared. We will check if you have received the SMS directly from EE and we reserve the right to remove the discount if we find you are not entitled to use it.

Drone SIM

We will provide you with a Drone SIM Card with permission to be used to connect drones at altitude to the EE mobile network in accordance with these terms. This connectivity is intended to be used to provide a command-and-control path, telemetry and payload data, such as streamed video.

The service available for this Drone SIM Card will be up to 4G only. Any coverage maps provided are our best estimate of our outdoor coverage at ground level but not a guarantee of service coverage which may vary from place to place and at altitude.

You 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 Drone SIM Card in your drone and if you use the Drone SIM card in contravention of the licence or your licence expires, terminates or is revoked for any reason, you are no longer permitted use the Drone SIM Card and we can suspend or terminate the Drone SIM Card service with immediate effect.

We reserve the right to withdraw your permission to connect to the EE mobile network at our sole discretion and in such case will notify you in writing. If our permission is withdrawn, please note that your OFCOM licence under the Wireless Telegraphy Act would no longer authorise your drone to connect to the EE mobile network and it would therefore no longer be legal to connect your drone to the EE mobile network.

The Drone SIM Card is subject to a Minimum Term which will begin when you purchase a Drone SIM Card.

Roaming does not apply to your Drone SIM Card. The Drone SIM Card may only be used in the UK and must not be used in any device that is not drone equipment except as permitted by us. If your Drone SIM Card is lost, stolen or damaged, you should call us on **07953 966 250** to request a new one. We reserve the right to recall any Drone SIM Card from you at any time to enhance or maintain the quality of the service.

We will not provide any equipment with the Drone SIM Card, and you will need a compatible drone to access the service. You are responsible for ensuring that your drone is compatible with the service and has the necessary software updates and installations required in order to access the service. You must follow any instructions that we give you about accessing the service through your drone.

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

Our Drone SIM IoT plans gives you a capped data allowance and is not an unlimited data plan. Once you have used up your monthly data allowance, your speed will be capped at 0.5Mbps. You will regain access to our fastest speeds upon any of the following:

1. renewal of your monthly plan allowance; or
2. by buying one of our data add-ons.

Once the data add-on data runs out, you will return to the capped speeds until your monthly data allowance has renewed.

Unlimited data plans are for your sole use only. These will be subject to 600GB per month fair use policy. We may consider usage above 600GB /month to be excessive and have the right to apply traffic management controls to deprioritise your mobile traffic during busy periods or move you to a more suitable plan. If you have any concerns about EE's fair use policy, please get in touch with us using your preferred contact method at our Ways to Complain page. Please see our Complaint Code of Practice for full details

of our complaints procedure.

We are not liable for any drone flights you undertake as the drone operator and all safety planning and insurance obligations are your responsibility. We are further not liable for loss or damage you suffer or that you or your drone causes to any third party.

If you need to contact us, please call us on **07953 966 250**. You must immediately inform us of any changes to the information you have supplied when registering for the service by calling us on **07953 966 250**.

List of Changes

Date	Description of Change	Applicability
31.01.2024	New Handset, SIMO, Data SIMO, Mobile Broadband, Laptop, Tablet and Business Watch plans added. Previous naming conventions removed and added to legacy price guide. Apple Fitness + terms added. EE Roaming Offer removed.	All Customers
08.02.2024	Update to Add to Plan Accessory Agreement Terms	All Customers
26.03.2024	Added 36m trade in terms	All Customers
31.03.2024	CPI+3.9% annual price increase update on add-on and out of bundle charges / Enhanced Trading Table Removal	All Customers
30.04.2024	Removal of BritBox from Entertainment Data Pass	All Customers
10.07.2024	Enhanced Trade in offer update (Samsung)	All Customers
05.08.2024	Data Pass Update	All Customers
13.08.2024	Enhanced Trade in offer update (Google)	All Customers
30.08.2024	Refurbished Devices Proposition	All Customers
02.09.2024	Fixed Annual Price Increase Updates	New/Resigning Customers
06.09.2024	Enhanced Trade in offer update (Google)	All Customers
13.09.2024	Enhanced Trade in offer update (Apple iPhone 16)	All Customers
17.09.2024	Google RCS Chats	All Customers
01.10.2024	Enhanced Trade in offer update (Samsung)	All Customers
03.10.2024	Network Boost	All Customers
23.10.2024	Calling 150 update	All Customers
27.11.2024	5GSA	All Customers

Date	Description of Change	Applicability
27.12.2024	Enhanced Trade in offer update (Apple iPhone 16)	All Customers
07.01.2024	January Sale Enhanced Trading Offer	All Customers
10.01.2024	January Sale Enhanced Trading Offer	All Customers
22.01.2025	Enhanced Trade in offer update (Samsung)	All Customers
31.01.2025	Enhanced Trade in offer update (Apple iPhone 16)	All Customers
05.02.2025	Removal of Apple Arcade	All Customers
21.02.2025	Enhanced Trade in offer update (Apple iPhone SE)	All Customers
28.02.2025	RCS Update	All Customers
05.03.2025	Scam Guard	All customers
31.03.2025	2025 annual price increase updates to add-on and out of bundle charges	All Customers
01.04.2025	Enhanced Trade in offer update (Samsung) TR24 Price Plans	All Customers
30.05.2025	Enhanced Trade in offer update (Apple iPhone SE)	All Customers
09.07.2025	Enhanced Trade in offer (Samsung Flip-7 / Fold-7)	All Customers
04.08.2025	TNT Sports Renaming	All Customers
20.08.2025	Enhanced Trade in offer (Google Pixel)	All Customers
12.09.2025	36 Month Contracts – Resign Window Extension (180 Days)	All Customers
12.09.2025	Enhanced Trade in offer update (Apple iPhone 17)	All Customers
16.09.2025	Removal - Enhanced Trade in offer (Google Pixel)	All Customers
02.10.2025	Rewording of 5GSA (standalone) to 5G+	All Customers

Date	Description of Change	Applicability
25.11.2025	Data Opt-Out Statement Removal Roaming in Russia (Data & SMS Bar) Enhanced Trade in offer update (Samsung A-Series and S-Series)	All Customers
19.12.2025	Removal - Enhanced Trade in offer (iPhone 17 & Samsung A & S series)	All Customers
06.01.2026	Enhanced Trade-In Offer Update (iPhone 16 & 17)	All Customers
29.01.2026	Removal – Enhanced Trade in offer (iPhone 16 & 17)	All Customers
24.02.2026	Removal - EU Cap	All Customers
25.02.2026	Addition - Enhanced MRC Trade-In Terms	All Customers
26.03.2026	Amendment of TNT terms & Early Termination Charges	All Customers
31.03.2026	2026 Annual price increase updates to add-on and out of bundle charges	All Customers
21.04.2026	Updated EE Roaming Passport Pricing	All Customers
30.04.2026	Removed reference to apple watch Tethering	All Customers
29.05.2026	Summer Sale Enhanced MRC Trade-In	All Customers
08.07.2026	TNT Sports removed as an Inclusive Extra option for Customers after 8 July 2026.	All Customers
08.07.2026	Summer Sale Enhanced MRC Trade-In Removed	All Customers
22.07.2026	Addition of Enhanced MRC Trade-In Terms	All Customers
19.08.2026	Additional Price points added on Essential and Full works Tiers. New Fast lane service added as a benefit to full works plans. Update to TNT Sports terms	All Customers
26.08.2026	Update to TNT Sports Pricing	All Customers
03.09.2026	Updated charge for non-geographic numbers	All Customers
04.11.2026	Update to Apple Music pricing	All Customers