



EE PRICE GUIDE FOR SMALL BUSINESS

Our home for Service Plans designed for businesses with up to 50 employees



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EE is a brand of EE Limited, with registered offices at Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.

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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.

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%. This excludes add to plan accessories and device insurance. See www.ee.co.uk/increase for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer.

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

Business Handset Plans

Business Essential

Our Business Essential plans come with 4Stay Connected (see Stay Connected section). Our Business Essential 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.

If you've purchased your device directly from EE, you will get Lifetime Guarantee, Free Next Day replacement (see Lifetime Guarantee and Phone Replacement section) and an Annual Device MOT in month 12 of your contract (see Service Benefits section⁸). Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time. Monthly charges can vary

dependent on handset chosen, please visit <https://business.ee.co.uk/> for details.

24 Months Minimum Term													
Monthly Recurring charges (Depends on handset)								£112					
								£107					
								£99	£102				
								£94	£97				
								£86	£89	£92			
								£81	£84	£87			
								£73	£76	£79	£82		
								£68	£71	£74	£77		
								£63	£66	£69	£72		
								£55	£58	£61	£64	£67	
								£47	£50	£53	£56	£59	£62
								£42	£45	£48	£51	£54	£57
		£37	£40	£43	£46	£49	£52						
		£32	£35	£38	£41	£44	£47						
£21	£24	£27	£30	£33	£36	£39	£42						
£16	£19	£22	£25	£28	£31	£34	£37						
UK & Republic of Ireland ¹ Data	1GB	3GB	6GB	12GB	30GB	60GB	120GB	Unltd					
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited					
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited					

36 Months Minimum Term						
Monthly Recurring charges (Depends on handset)						£107
						£102
					£94	£97
					£89	£92
					£84	£87
					£79	£82
					£74	£77
					£69	£72
				£61	£64	£67
			£53	£56	£59	£62
			£48	£51	£54	£57
		£40	£43	£46	£49	£52
	£32	£35	£38	£41	£44	
	£27	£30	£33	£36	£39	
	£22	£25	£28	£31	£34	
	£17	£20	£23	£26	£29	
UK & Republic of Ireland ¹ Data	6GB	12GB	30GB	60GB	120GB	Unltd
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited

Business Smart

Our Business Smart 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.

Business Smart plans come with ⁴Stay Connected (see Stay Connected section). You also get one ³Smart Benefit to choose from. On devices directly purchased from EE, you will get Upgrade Anytime (see EE Upgrade Anytime section), Lifetime Guarantee, Free Next Day replacement (see Lifetime Guarantee and Phone Replacement section) and an Annual Device MOT in month 12 of your contract (see Service Benefits section⁸). Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time. Monthly charges can vary dependent on handset chosen, please visit <https://business.ee.co.uk/> for details.

Fair Usage Policy applies for usage in the EU. 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 our Europe Roaming Zone, 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. Roaming charges apply (see ¹Europe Roaming section).



24 Months Minimum Term							
Monthly Recurring charges (Depends on handset)						£117	
						£112	
					£104	£107	
				£91	£99	£102	
				£86	£94	£97	
				£86	£89	£92	
			£78	£81	£84	£87	
			£73	£76	£79	£82	
			£68	£71	£74	£77	
		£60	£63	£66	£69	72	
		£52	£55	£58	£61	£64	£67
		£47	£50	£53	£56	£59	£62
		£42	£45	£48	£51	£54	£57
	£37	£40	£43	£46	£49	£52	
	£32	£35	£38	£41	£44	£47	
	£27	£30	£33	£36	£39	£42	
UK & Republic of Ireland ¹ Data	6GB	12GB	30GB	60GB	120GB	Unltd	
UK & Republic of Ireland ¹ Minutes	Unlimited						
UK & Republic of Ireland ¹ Texts	Unlimited						
International Direct Dial Minutes	200 Mins to Europe from the UK ²						
Smart Benefit	Access to 1 X Smart Benefit included						

36 Months Minimum Term									
Monthly Recurring charges (Depends on handset)						£112			
						£107			
						£99	£102		
					£94	£97			
					£89	£92			
					£84	£87			
					£79	£82			
					£74	£77			
					£66	£69	£72		
					£58	£61	£64		
					£52	£66	£59	£62	
					£45	£48	£51	£54	£57
					£37	£40	£42	£46	£49
				£32	£35	£38	£41	£44	£47
				£27	£30	£32	£36	£39	£42
				£22	£25	£28	£31	£34	£37
UK & Republic of Ireland ¹ Data	6GB	12GB	30GB	60GB	120GB	Unltd			
UK & Republic of Ireland ¹ Minutes	Unlimited								
UK & Republic of Ireland ¹ Texts	Unlimited								
International Direct Dial Minutes	200 Mins to Europe from the UK ²								
Smart Benefit	Access to 1 X Smart Benefit included								



Business Full Works

Our Business Full Works plans (only available on iPhones) 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.

Business Full Works plans come with unlimited data and ²500 IDD minutes to Europe. You also get 3 Smart Benefits³ - Apple Arcade⁶, Apple TV+⁷ and a choice from Apple Music, Microsoft 365 Personal⁹, BT Sport Ultimate or 500 additional IDD minutes to Europe Zone and Business Zone countries. On devices directly purchased from EE, you will get Upgrade Anytime (see EE Upgrade Anytime section), Lifetime Guarantee, Free Next Day replacement (see Lifetime Guarantee and Phone Replacement section) and an Annual Device MOT in month 12 of your contract (see Service Benefits section⁸). Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time. Monthly charges can vary dependent on handset chosen, please visit <https://business.ee.co.uk/> for details.

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. Unlimited Plans are not available with any other discount or promotion. 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.

24 Months Minimum Term	
Monthly Recurring charges (Depends on handset)	£120
	£115
	£110
	£105
	£100
	£95
	£90
	£85
	£80
	£75
	£70
	£65
	£60
	£55
£50	
£45	
UK & Republic of Ireland ¹ Data	Unlimited
UK & Republic of Ireland ¹ Minutes	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited
International Direct Dial Minutes	500 Mins to Europe from the UK ²
Smart Benefit	Access to 3 X Smart Benefits included

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.

Europe Roaming: Unless you have a Smart Benefit or add-on for roaming or you have taken a Business Connect plan, a daily charge of £2 will apply to use your mobile in the EU/EEA. Out-of-bundle rates still apply where you do not have a Smart Benefit 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 27th October 2021, 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.

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

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.

4G data services while roaming are subject to availability in the relevant location. There are currently no 5G roaming networks available. Customers on 5G plans will receive 4G data services while roaming subject to availability.

² International Direct Dial (IDD): Calling abroad 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.

³ Smart Benefits: Business Smart and Business Full Works Plans give you access to a range of swappable Smart Benefits. Once you've chosen your Smart Benefit from the list of offers below, you can swap your Smart Benefit thereafter every 30 days. Choose your Smart Benefit at purchase or by texting PICK to 150. We may at any time change the range of Smart Benefits available, the content of Smart Benefits or the minimum length of time each Smart Benefit must be active for. We will try to notify active users of the affected Smart Benefit if we do this but we are not obliged to. Each Smart Benefit may take up to 24 hours to activate. Third party subscriptions may be required and the Smart Benefit may be subject to third party terms and conditions.

⁴ Stay Connected: If you reach your monthly full speed data allowance on one of our plans that include Stay Connected, 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.

⁵ Smart Benefits for Business Full Works: Customers on Business Full Works plans get inclusive access to Apple Arcade⁶ by texting START ARCADE to 150, Apple TV+⁷ by texting START TV+ to 150, and one additional Smart Benefit. You can select one from a choice between Apple Music, Microsoft 365 Personal, BT Sport Ultimate or 500 additional IDD² minutes to Europe Zone and Business Zone countries. We may at any time

change the range of Smart Benefits available, the content of the Smart Benefit or the minimum length of time each Smart Benefit must be active for. We will try to notify active users of the affected smart benefit if we do this but are not obliged to. Each Smart Benefit may take up to 24 hours to activate. Third party subscriptions may be required, and the Smart Benefit may be subject to third party terms and conditions.

⁶Apple Arcade: Data used will decrement from your plan allowance. Only available to iOS users. Apple Arcade is for your personal, non-commercial use only. To redeem requires an iPhone using iOS13 or later. To access content requires a device using iOS13 or later, iPad using iPadOS and Mac with macOS Catalina. 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 Arcade terms apply.

⁷Apple TV+: Only one Apple TV+ offer per Apple ID and only one Apple TV+ offer per family if you're part of a Family Sharing group, regardless of the number of devices you or your family purchases. Up to 6 family members can share one Apple TV+ subscription through Family Sharing. Data used will decrement from your plan allowance. Only available to iOS users. Apple TV+ is for your personal, non-commercial use only. To redeem requires a iPhone using iOS 12.3 or later. To access content required a device using iOS12.3 or later, Mac with macOS Catalina and Apple TV with tvOS 12.3. 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.

⁸Service Benefits: New and upgrading Small Business customers taking a Handset, Tablet or selected 24-month SIM Only Business Essential, Business Smart, Business Full Works, Connected Devices Essential, or Connected Devices Smart Plan purchased directly from EE from 27th October 2021 are eligible (excluding selected SIM, 4GEE Home, Wearables, Connected Devices). £10 off protective kit available to new and upgrading customers on selected Pay Monthly Handset Plans or selected 12 and 24-month SIM Only plans purchased directly via EE from 27th October 2021. Subject to availability. Non-transferable. In month 12 of your contract we will prompt you via SMS to book an Annual Device MOT at your local EE store. We will run expert diagnostics on its 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 Account MOT will include a Price Plan check, a Service Benefits check, a Smart Benefits check, data usage check and advice on other potential EE benefits. 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. 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 Device MOT.

⁹Microsoft 365 Personal: Available to customers who have taken a Business Smart or Business Full Works Plan for Handset, SIMO and Connected Devices plans on or after 10th November 2021. Smart Benefit provides a subscription to Microsoft 365 Personal. Existing Microsoft 365 Personal subscription will be ceased upon activation of the Smart Benefit and any remaining period of the existing subscription will be suspended until after cancellation of the Smart Benefit. If you remove this Smart Benefit Microsoft will confirm directly when 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 ee.co.uk/microsoft-365.

5G: 5G is available in over 150 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.

Information & pricing correct as at 10th November 2021.

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 Smart and Business Full Works price plans identified in the table immediately above if:

- you have an eligible device as set out at business.ee.co.uk/upgradeanytime;
- fewer than 50 connections;
- 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;
- your account and all payments are up to date;
- you are upgrading to a price plan with a new 24 month Minimum Term to which the same or higher monthly payment than that in your current plan, applies;
- 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 plan, 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 for Small Business which can be found at the following link under Network Terms: <https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/>.

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

Where as 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 scratching;
- 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.

Business Handset 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. These offers are not available with any other discount or promotion (including Friends & Family) and cannot be used as a Shared Plan unless stated otherwise.

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 www.ee.co.uk/coverage before selecting your plan. Outside of 5G areas you'll get our fastest 4G speeds.

5G Ready - 30 Day Minimum Term		
Monthly Recurring Charges	£18	£23
UK & Republic of Ireland ¹ Data	6GB	12GB
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited
UK Network speed ⁵	Fastest 5G speeds (fastest 4G on a non 5G device or outside of 5G coverage)	
Shared Leader	No	

	24 Month Minimum Term					
Monthly Recurring Charges	£11.40	£14.25	£19.00	£21.85	£24.70	£26.60
Full speed UK & Republic of Ireland ¹ Data	6GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Smart Benefit ³	Not included in price plan					
Stay Connected ⁴	Included in price plan (except for Unlimited plans)					
International Direct Dial Minutes ²	Fastest 5G speeds (fastest 4G on a non 5G device or outside of 5G coverage)					
Service Benefit ⁷	Annual device MOT					

5G Ready – Business Essential Plans						
	12 Month Minimum Term					
Monthly Recurring Charges	£12.00	£15.00	£20.00	£23.00	£26.00	£28.00
Full speed UK & Republic of Ireland ¹ Data	6GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Smart Benefit ³	Not included in price plan					
Stay Connected ⁴	Included in price plan (except for Unlimited plans)					
International Direct Dial Minutes ²	Fastest 5G speeds (fastest 4G on a non 5G device or outside of 5G coverage)					
Service Benefit ⁷	Annual device MOT					

5G Ready - Business Smart Plans						
	12 Month Minimum Term					
Monthly Recurring Charges	£17.00	£20.00	£25.00	£28.00	£31.00	£33.00
Full speed UK & Republic of Ireland ¹ Data	6GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Smart Benefit ³	One included in price plan					
Stay Connected ⁴	Included in price plan (except for Unlimited plans)					
International Direct Dial Minutes ²	Fastest 5G speeds (fastest 4G on a non 5G device or outside of 5G coverage)					
Service Benefit ⁷	Annual device MOT					

	24 Month Minimum Term					
Monthly Recurring Charges	£16.15	£19.00	£23.75	£26.60	£29.45	£31.35
Full speed UK & Republic of Ireland ¹ Data	6GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Smart Benefit ³	One included in price plan					
Stay Connected ⁴	Included in price plan (except for Unlimited plans)					
International Direct Dial Minutes ²	Fastest 5G speeds (fastest 4G on a non 5G device or outside of 5G coverage)					
Service Benefit ⁷	Annual device MOT					

Business Full Works Plans

5G Ready – Business Full Works		
	12 Month Minimum Term	24 Month Minimum Term
Monthly Recurring Charges	£38.00	£36.10
Full speed UK & Republic of Ireland ¹ Data	Unlimited	Unlimited
UK & Republic of Ireland ¹ Minutes	Unlimited	Unlimited
UK & Republic of Ireland ¹ Texts	Unlimited	Unlimited
Smart Benefit ³	Access to Apple TV+ and Apple Arcade & 1 Smart Benefit	
Stay Connected ⁴	N/A	
International Direct Dial Minutes ²	Not included in price plan, need to buy an add on or pay standard international rates	
UK Network Speed ⁵	Fastest 5G speeds (fastest 4G on a non 5G device or outside of 5G coverage)	
Service Benefits ⁷	Annual Device MOT	

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.

Europe Roaming: Unless you have a Smart Benefit or add-on for roaming or you have taken a Business Connect plan, a daily charge of £2 will apply to use your mobile in the EU/EEA. Out-of-bundle rates still apply where you do not have a Smart Benefit 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 27th October 2021, 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.

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

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.

4G data services while roaming are subject to availability in the relevant location. There are currently no 5G roaming networks available. Customers on 5G plans will receive 4G data services while roaming subject to availability.

² **International Direct Dial:** Calling abroad 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.

³ **Smart Benefits:** Business Smart and Business Full Works Plans give you access to a range of swappable Smart Benefits. Once you've chosen your Smart Benefit from the list of offers below, you can swap your Smart Benefit thereafter every 30 days. Choose your Smart Benefit at purchase or by texting PICK to 150. We may at any time change the range of Smart Benefits available, the content of Smart Benefits or the minimum length of time each Smart Benefit must be active for. We will try to notify active users of the affected Smart Benefit if we do this but we are not obliged to. Each Smart Benefit may take up to 24 hours to activate. Third party subscriptions may be required and the Smart Benefit may be subject to third party terms and conditions. ⁴ **Stay Connected:** If you reach your monthly full speed data allowance on one of our plans that include Stay Connected 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.

⁵ **5G Ready Plans:** 5G is available in over 150 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.

⁶ **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. Unlimited Plans are not available with any other discount or promotion. 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.

⁷ **Service Benefits:** New and upgrading Small Business customers taking a Handset, Tablet or selected 24-month SIM Only Business Essential, Business Smart, Business Full Works, Connected Devices Essential, or Connected Devices Smart Plan purchased directly from EE from 27th October 2021 are eligible (excluding selected SIM, 4GEE Home, Wearables, Connected Devices). £10 off protective kit available to new and upgrading customers on selected Pay Monthly Handset Plans or selected 12 and 24-month SIM Only plans purchased directly via EE from 27th October 2021. Subject to availability. Non-transferable. In month 12 of your contract we will prompt you via SMS to book an Annual Device MOT at your local EE store. We will run expert diagnostics on its 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 Account MOT will include a Price Plan check, a Service Benefits check, a Smart Benefits check, data usage check and advice on other potential EE benefits. 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. 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 Device MOT.

Business SIM Only 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. These offers are not available with any other discount or promotion (including Friends & Family) unless stated otherwise.

BT Sport App: Access is included for the duration of your 12 or 24 month contract. See terms and conditions in Terms Applying to Business Plans & Bundles section below.

General Dual SIM terms

- To use your dual SIM device you will need two lines on your account, one with a physical SIM and one with an eSIM. Both lines will be subject to our Network Terms which are at <https://ee.co.uk/business/small/help/terms-and-conditions/business-terms-and-conditions/>
- You will have to set up one line as your default data line and any apps that you download and use will use the data from that line. You will not be able to download and use apps on the other line unless you change your default data line. You can do this within your device settings.
- If you are on a call on one of your lines anyone calling the other line will be diverted to voicemail. You will not be alerted to the fact that someone is calling on your other line as it will be on standby.

- If you purchased your device from EE and have an EE eSIM and your device needs to be returned for repair or replacement you have three options for your e-SIM line. You can:
 - Take a physical SIM to use in another device until your dual SIM device is returned; or
 - Request another eSIM for use in another device until your device is returned (you will need photo ID to obtain a replacement eSIM); or
 - Obtain a pro-rated refund on the monthly recurring charge for your e-SIM line for the period that your device is being repaired.
- You will be entitled to cancel your eSIM line without paying any early termination charge if you return your device:
 - Within 14 days of delivery due to a coverage issue or if you purchased the device via our call centre; or
 - Within 30 days of delivery due to a fault and request a refund rather than repair or replacement.
- You will be entitled to cancel your physical SIM line and return your device within 14 days of delivery if you:
 - Have coverage issues; or
 - Made your purchase or via our call centre, in line with our usual cancellation policy.
- For as long as an eSIM for the Apple XR or any other dual SIM device which EE may offer in the future which has an eSIM is only available on EE, if you have the right to end the contract for your eSIM line during the minimum term without paying an early termination charge because we have made a change which results in a material detriment to you then you will also have the right to end the contract for your physical SIM without paying any early termination charge. If e-SIMs are available on another network this will not apply. The same will not apply the other way around.
- If you start your physical SIM line and your eSIM line at different times then your minimum terms may end at different times. This means that if you decide to terminate one line at the end of the minimum term and want to terminate the other line as well you may have to pay an early termination charge on the line which is still within its minimum term.
- If you give or sell your device to someone else, including if you return it for repair or trade it in, you need to remove both your physical SIM and your eSIM. We cannot remove your eSIM or any related data if you have sent your device to us for repair or trade in. SIM Cards of

either type can contain private information, and may enable unauthorised use of your Network airtime. If you fail to remove your SIMs, you will be responsible for any use of either SIM Card arising before, or after the transfer or return of your device.

- If one of your lines is terminated or suspended for a serious breach of our network terms (such as making nuisance calls or texts, using illegal repeaters or failing to make any payments although this is not a full list of serious breaches) the other line may be terminated or suspended too. This may also result in your device being blacklisted.

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 Lifetime Guarantee, Free Next Day replacement (see Lifetime Guarantee and Phone Replacement section) and an Annual Device MOT in month 12 of your contract (see Service Benefits section below).
- 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. 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%.

Upfront device cost varies depending on your chosen monthly price plan and account level allowances.

Account level shared data allowances

Minimum Term	24 and 36 months					30 days	
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 IDD and roaming add-ons

Minimum Term	24 and 36 months		30 days
Monthly Charge	£50		£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 and 36 months								
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								



Connected Devices plans

Minimum Term	24 and 36 months					
Monthly charge	£10	£15	£20	£30	£40	£50
Allowances	Access to any account level data allowances at 5G speeds					

SIMO plans

Minimum Term	24 months	30 days
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	

Data SIMO plans

Minimum Term	24 months	30 days
Monthly charge	£8	£10
Data	Access to any account level data allowances at 5G speeds	

Individual Data add-ons

Minimum Term	30 days		
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 months	36 months	30 days
Monthly charge	£3	£2.50	£10
Allowance**	180 IDD Mins & texts (EU & USA)		

If a data SIM Card is used in a device that sends texts and makes calls, the minutes 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.

Roaming: Inclusive Europe data, minutes & texts can be used when roaming (calling/texting/receiving calls while travelling abroad) in the following countries:

Austria, Azores, Belgium, Bulgaria, Croatia, Cyprus (excludes northern Cyprus), Czech Republic, Canary Islands, Denmark, Estonia, Finland, France, French Guyana, Germany, Gibraltar, Greece, Guadeloupe, Guernsey, Hungary, Iceland, Ireland, 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).

4G and 5G data services while roaming are subject to availability in the relevant location.

**IDD for EU and USA (calling/texting Europe and USA from the UK) - Includes USA and all of the countries above, excluding Estonia, Latvia, Liechtenstein, Lithuania and Monaco.

Service Benefits: New and upgrading Small Business customers taking a Handset, Tablet or selected 24-month SIM Only Business Essential, Smart, Full Works, Connected Devices, or Business Connect Plan purchased directly from EE are eligible (excluding selected SIM, 4GEE Home, Wearables, Connected Devices). In month 12 of your contract we will prompt you via SMS to book an Annual Device MOT at your local EE store. We will run expert diagnostics on its 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 Account MOT will include a Price Plan check, a Service Benefits check, data usage check and advice on other potential EE benefits. 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. 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 Device MOT.

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	£4.18
200 UK minutes to UK 084 & 087 Numbers	£5.23

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.

Connected Devices plans

Our Business Connected Devices 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. They also include Wi-Fi on the London Underground where available. Note: If a Connected Devices Data SIM is used in a handset, voice and text out-of-bundle charges will apply.

SIM Only plans do not include any device to access the Services. Please see below for additional terms applicable to SIM Only option.

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

Connected Devices Plans

All Connected Devices Plans are subject to a Minimum Term of 1, 12, 24 or 36 months. Upfront Device cost varies depending on your monthly charge.

Business Connected Devices Essential

Our Business Connected Devices Essential plans come with ⁴Stay Connected (see Stay Connected section). Our Business Connected Devices Essential 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. If you've purchased your device (tablet and laptop only) directly from EE, you will get Lifetime Guarantee, Free Next Day replacement (see Lifetime Guarantee and Phone Replacement section) and an Annual Device MOT in month 12 of your contract (see Service Benefits section⁸). Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time. Monthly charges can vary dependent on handset chosen, please visit <https://business.ee.co.uk/> for details.

Connected Devices 1 month				
Monthly Recurring charges	£13	£17	£21	£36
¹ UK & Republic of Ireland Data	3GB	12GB	30GB	Unlimited
UK & Republic of Ireland Minutes	0	0	0	0
¹ UK & Republic of Ireland texts	100	100	100	100

Connected Devices 12 months						
Monthly Recurring charges	£22	£26	£30	£35	£40	£45
	£12	£16	£20	£25	£30	£35
¹ UK & Republic of Ireland Data	3GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland Minutes	0	0	0	0	0	0
¹ UK & Republic of Ireland texts	100	100	100	100	100	100

Connected Devices 24 months						
Monthly Recurring charges					£80	£85
	£52	£56	£60	£65	£70	£75
	£42	£46	£50	£55	£60	£65
	£32	£36	£40	£45	£50	£55
	£22	£26	£30	£35	£40	£45
	£12	£16	£20	£25	£30	£35
	£7	£11	£15	£20	£25	£30
¹ UK & Republic of Ireland Data	3GB	12GB	30GB	60GB	120GB	Unlimited

UK & Republic of Ireland Minutes	0	0	0	0	0	0
¹ UK & Republic of Ireland texts	100	100	100	100	100	100

Connected Devices 36 months						
Monthly Recurring charges					£75	£80
	£47	£51	£55	£60	£65	£70
	£37	£41	£45	£50	£55	£60
	£27	£31	£35	£40	£45	£50
	£17	£21	£25	£30	£35	£40
	£7	£11	£15	£20	£25	£30
¹ UK & Republic of Ireland Data	3GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland Minutes	0	0	0	0	0	0
¹ UK & Republic of Ireland texts	100	100	100	100	100	100

Business Connected Devices Smart

Our Business Connected Devices Smart plans come with ⁴Stay Connected (see Stay Connected section). You also get one ³Smart Benefit to choose from. Our Business Connected Devices Smart 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.

If you've purchased your device (tablet and Connected Laptop only) directly from EE, you will get Lifetime Guarantee, Free Next Day replacement (see Lifetime Guarantee and Phone Replacement section) and an ⁸Annual Device MOT in month 12 of your contract (see Service Benefits section). Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time. Monthly charges can vary dependent on handset chosen, please visit <https://business.ee.co.uk/> for details.

Connected Devices 12 month						
Monthly Recurring charges	£37	£31	£35	£40	£45	£50
	£17	£21	£25	£30	£35	£40
¹ UK & Republic of Ireland Data	3GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland Minutes	0	0	0	0	0	0
¹ UK & Republic of Ireland texts	100	100	100	100	100	100
³ Smart Benefits	1 x Smart Benefit					

Connected Devices 24 months						
Monthly Recurring charges	£57					
	£52				£85	£90
	£42	£61	£65	£70	£75	£80
	£32	£56	£60	£60	£65	£70
	£27	£46	£50	£50	£55	£60
	£22	£36	£40	£40	£45	£50
	£17	£26	£30	£30	£35	£40
	£12	£16	£20	£25	£30	£35
¹ UK & Republic of Ireland Data	3GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland Minutes	0	0	0	0	0	0
¹ UK & Republic of Ireland texts	100	100	100	100	100	100
³ Smart Benefits	1 x Smart Benefit					

Connected Devices 36 months						
Monthly Recurring charges				£75	£80	£85
	£52	£56	£60	£65	£70	£75
	£42	£46	£50	£55	£60	£65
	£32	£36	£40	£45	£50	£55
	£22	£26	£30	£35	£40	£45
	£12	£16	£20	£25	£30	£35
¹ UK & Republic of Ireland Data	3GB	12GB	30GB	60GB	120GB	Unlimited
UK & Republic of Ireland Minutes	0	0	0	0	0	0
¹ UK & Republic of Ireland texts	100	100	100	100	100	100
³ Smart Benefits	1 x Smart Benefit					

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.

If you've purchased your device (iPad only) directly from EE, you will get Lifetime Guarantee, Free Next Day replacement (see Lifetime Guarantee and Phone Replacement section) and an ⁸Annual Device MOT in month 12 of your contract (see Service Benefits section). Please note that some of the handset plans below are only available with selected devices and these devices are subject to change from time to time. Monthly charges can vary dependent on handset chosen, please visit <https://business.ee.co.uk/> for details.

Business Connected Devices Full Works plans come with unlimited data and 3 Smart Benefits - Apple Arcade⁶, Apple TV+⁷ and a choice between Apple Music, Microsoft 365 Personal⁹, BT Sport Ultimate or 500 additional IDD minutes to Europe Zone and Business Zone countries.

Business Connected Devices Full Works

Our Business Connected Devices Full Works plans (only available on iPad) 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

Connected Devices 12 months	
	£50
	£45
¹ UK & Republic of Ireland Data	Unlimited
UK & Republic of Ireland Minutes	0
¹ UK & Republic of Ireland texts	100
⁵ Smart Benefits	Apple TV+, Apple Arcade, 1 x Smart Benefit
Connected Devices 24 months	
Monthly Recurring charges	£95
	£85
	£75
	£65
	£55
	£45
	£40
¹ UK & Republic of Ireland Data	Unlimited
UK & Republic of Ireland Minutes	0
¹ UK & Republic of Ireland texts	100
⁵ Smart Benefits	Apple TV+, Apple Arcade, 1 x Smart Benefit

5G: 5G is available in over 150 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.

Unlimited Data Plans: Unlimited Plans are not available with any other discount or promotion. 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.

¹Data when in the UK and Republic of Ireland is included within your allowance.

Europe Roaming: Unless you have a Smart Benefit or add-on for roaming or have taken a Business Connect plan, a daily charge of £2 will apply to use your device in the EU/EEA. The charge will affect customers joining or upgrading to these plans from 27th October 2021. Out-of-bundle rates still apply where you do not have a Smart Benefit 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 27th October 2021, please see the Legacy Price Guide for Business for information about 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.

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

³ Smart Benefits: Business Connected Devices Smart and Business Connected Full Works Plans give you access to a range of swappable Smart Benefits. Once you've chosen your Smart Benefit from the list of offers below, you can swap your Smart Benefit thereafter every 30 days. Choose your Smart Benefit at purchase or by texting PICK to 150. We may at any time change the range of Smart Benefits available, the content of Smart Benefits or the minimum length of time each Smart Benefit must be active for. We will try to notify active users of the affected Smart Benefit if we do this but we are not obliged to. Each Smart Benefit may take up to 24 hours to activate. Third party subscriptions may be required and the Smart Benefit may be subject to third party terms and conditions.

⁴ Stay Connected: If you reach your monthly full speed data allowance on one of our plans that include Stay Connected, 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.

⁵ Smart Benefits for Full Works: Customers on Business Connected Devices Full Works plans get inclusive access to Apple Arcade⁶ by texting START ARCADE to 150, Apple TV+⁷ by texting START TV+ to 150, 500 IDD² minutes to Europe Zone and Business Zone countries by texting IDD to 150, for the length of the contract and one additional Smart Benefit⁵. You can select one from a choice between Apple Music, Microsoft 365 Personal, BT Sport Ultimate or 500 additional IDD² minutes to Europe Zone and Business Zone countries. We may at any time change the range of Smart Benefits available, the content of the Smart Benefit or the minimum length of time each Smart Benefit must be active for. We will try to notify active users of the

affected smart benefit if we do this but are not obliged to. Each Smart Benefit may take up to 24 hours to activate. Third party subscriptions may be required, and the Smart Benefit may be subject to third party terms and conditions.

⁶ Apple Arcade: Data used will decrement from your plan allowance. Only available to iOS users. Apple Arcade is for your personal, non-commercial use only. To redeem requires an iPhone using iOS13 or later. To access content requires a device using iOS13 or later, iPad using iPadOS and Mac with macOS Catalina. 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 Arcade terms apply.

⁷ Apple TV+: Only one Apple TV+ offer per Apple ID and only one Apple TV+ offer per family if you're part of a Family Sharing group, regardless of the number of devices you or your family purchases. Up to 6 family members can share one Apple TV+ subscription through Family Sharing. Data used will decrement from your plan allowance. Only available to iOS users. Apple TV+ is for your personal, non-commercial use only. To redeem requires a iPhone using iOS 12.3 or later. To access content required a device using iOS12.3 or later, Mac with macOS Catalina and Apple TV with tvOS 12.3. 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.

⁸ Service Benefits: New and upgrading Small Business customers taking a Handset, Tablet or selected 24-month SIM Only Business Essential, Business Smart, Business Full Works, Connected Devices Essential, or Connected Devices Smart Plan purchased directly from EE from 27th October 2021 are eligible (excluding selected SIM, 4GEE Home, Wearables, Connected Devices). £10 off protective kit available to new and upgrading customers on selected Pay Monthly Handset Plans or selected 12 and 24-month SIM Only phone plans purchased directly via EE from 27th October 2021. Subject to availability. Non-transferable. In month 12 of your contract we will prompt you via SMS to book an Annual Device MOT at your local EE store. We will run expert diagnostics on its 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 Account MOT will include a Price Plan check, a Service Benefits check, a

Smart Benefits check, data usage check and advice on other potential EE benefits. 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. 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 Device MOT.

9Microsoft 365 Personal: Available to customers who have taken a Business Smart or Business Full Works Plan for handsets, SIMO and Connected Devices on or after 10th November 2021. Smart Benefit provides a subscription to Microsoft 365 Personal. Existing Microsoft 365 Personal subscription will be ceased upon activation of the Smart Benefit and any remaining period of the existing subscription will be suspended until after cancellation of the Smart Benefit. If you remove this Smart Benefit Microsoft will confirm directly when 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 \(ee.co.uk\)](https://www.microsoft.com/365).

Business Connected Devices 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. These offers are not available with any other discount or promotion.

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 Connected Devices 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 Connected Devices plans, free of charge.

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

EE Lifetime Guarantee

EE Lifetime Guarantee: 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 Lifetime Guarantee 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 Lifetime Guarantee Key Facts



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- You'll benefit from your normal manufacturer warranty and when it runs out, you'll then benefit from this EE Lifetime Guarantee so long as you remain on an eligible plan
 - This EE Lifetime Guarantee does not cover damage or wear and tear
 - This EE Lifetime Guarantee does not replace or affect your statutory rights in any way
 - You must have purchased your device directly from us
 - This EE Lifetime Guarantee 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 and your EE account is not up to date

Who is covered?

- This EE Lifetime Guarantee is only available to new and upgrading customers taking a Handset or Tablet on any business plans, purchased from EE from 2nd of September 2020 (excluding SIM, 4GEE Home, Wearables, Connected Devices).
- You must remain on an eligible Pay Monthly Plan which will include Business Essential, Business Smart and Business Full Works plans and any plans from 2nd of September 2020 onwards. 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 Lifetime Guarantee, 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 Lifetime Guarantee will not be available.

- If you leave us and then decide to come back this EE Lifetime Guarantee 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 Lifetime Guarantee.
- If you are a Full Cover or Damage Cover with AppleCare Services customer, you will not be covered by the EE Lifetime Guarantee. You will be covered for Breakdown in accordance with your insurance terms set out at ee.co.uk/business/terms under 'Small Business Insurance'.

What is covered?

Your EE Lifetime Guarantee 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 replace it for free. Depending on the age of the device we will 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 will pick up your old device. Your replacement device will not be issued unless you return your current device.

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
- Use of your device as part of a business, trade or profession

If we replace your device under this EE Lifetime Guarantee, we warrant that replacement device, for the remaining time of the EE Lifetime Guarantee.

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 replacement under the EE Lifetime Guarantee

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

The replacement device will be sent to you on the next working day. We will contact you if the EE Lifetime Guarantee doesn't cover the replacement needed. Before sending your device in for 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 2 above) or are in default of this agreement (see point 6 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:
 - We can demand that you pay immediately the full outstanding balance under this agreement for your Accessory;
 - We can add the full outstanding balance for your Accessory to your next bill and we can try to collect it by direct debit;
 - We can report your default to a credit reference agency;
 - We can terminate this agreement immediately; and/or

- 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.
 - 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 point 15 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 points 13 (Liability) and 14 (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 www.ee.co.uk

Business Smart Watch Plan

Our Business Smart Watch Plans are for use with the Apple Watch and the Samsung Galaxy Watch. Subject to availability. The Business Smart Watch Plan is available to new and existing Small Business Customers on a Pay Monthly or SIM Only phone plan with a compatible device.

If you cancel your Smart Watch plan within the Minimum Term, a Cancellation Charge will apply.

Apple Watch Terms

At the date this document is published, you'll need an iPhone 6s or above running iOS 14 or later software on our EE network with either a SIM only or a pay monthly plan. Device compatibility is subject to change; refer to Apple's website for the latest compatibility.

The Apple Watch must be paired to an iPhone on the EE network to use data and receive or make calls and texts in the UK on your Apple Watch using the allowance from your iPhone plan. While your Apple Watch is in proximity to your iPhone connected via Bluetooth, your Apple Watch will use the data allowance from your iPhone Plan. The Apple Watch app (the "App") is 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

At the date this document is published, the Samsung Galaxy Watch is compatible with the following Samsung handsets: A3 (2017), A5 (2017), A6 (2018), A7 (2018), A8 (2018), A9 (2018), J3 (2017), J4 (2018), J4 Plus (2018), J5 (2017), J6 (2018), J6 Plus (2018), Xcover 4, S7, S7 Edge, S8, S8+, S9, S9+, Note 8, Note 9, S10 and S10+.

Device compatibility is subject to change; refer to the current version of these terms at ee.co.uk/terms 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.

24 month Minimum Term					
Monthly charge	£15	£18	£21	£24	£27
UK Data	Unlimited				
UK Minutes	Uses the allowance from paired handset plan				
UK Texts					
UK Network Speed	Our fastest 4G speeds				
36 month Minimum Term					
Monthly charge	£15	£18	£21		
UK Data	Unlimited				
UK Minutes	Uses the allowance from paired handset plan				
UK Texts					
UK Network Speed	Our fastest 4G speeds				

The Business Smart Watch plans detailed above cannot be used outside of the UK.

Business Smart watch 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. These offers are not available with any other discount or promotion (including Friends & Family).

12 month Minimum Term	
Monthly charge	£5
UK Data	Unlimited
UK Minutes	Uses the allowance from paired handset plan
UK Texts	
UK Network Speed	Our fastest 4G speeds

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

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

Name	One off fee
Antenna Installation	£83.33

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.

Data add-ons for Handset/SIMO, Connected Devices Plans

All the following data pass charges are listed including VAT in your Data portal but will be presented excluding VAT in your monthly invoice.

One-off data passes

Description	Cost (excl. VAT)	Cost (incl. VAT)
250MB pass	£2.84	£3.41
1GB pass	£7.60	£9.12
2GB pass	£9.50	£11.40
5GB pass	£12.35	£14.82
10GB pass	£19.03	£22.83

- Available on selected pay monthly plans.
- Allowances last until end of current bill cycle or until used up, whichever comes first.

Monthly recurring data passes

Description	Cost (excl. VAT)	Cost (incl. VAT)
1GB pass	£4.74	£5.69
2GB pass	£7.60	£9.12
5GB pass	£9.50	£11.40
10GB pass	£12.35	£14.82
20GB pass	£19.03	£22.83
Unlimited pass	£22.77	£27.32

- 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.

Time based Unlimited data passes

Minimum Term	Cost (excl. VAT)	Cost (incl. VAT)
24 hours pass	£2.73	£3.27
7 Days pass	£18.22	£21.86

- These passes have a Minimum Term of either 24 hours or 7-days.
- They will remain on your account until the end of the Minimum Term.

Out-of-Bundle Charges

Activity	Charge
Calls to UK and EU regional landlines	52p / minute
Calls to UK and EU mobiles	52p / minute
Calls to 0800, 0808 and 116 numbers	Free
Calls to 084, 087, 118 and 09 numbers	52p / minute + Service Charge [^]
Text Messages to UK and EU mobiles	34p / message
Text messages to UK and EU regional landlines	11p / message
Picture Messages (UK & EU)	52p / message
UK & EU Data (applies to Business Connect - only)	1.6p MB
For data roaming outside of EU, see roaming section ±	

±Only payable if you opt out of the International data roaming add-ons

[^] Details on Service Charges can be found at <http://www.ee.co.uk/ukcalling>.

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. See www.ee.co.uk/increase for details. Please note the cost of other services you take from us may increase or decrease while you're an EE customer

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/business/terms (under the Price Guide section).

Multi Plan Saving

From 1 December 2017, 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 Smart, Business Unlimited Full Works or Business Connected Devices 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
Wi-Fi 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

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/business/terms under 'Small Business Insurance' for further information.

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.

Damage Cover for Business From under £4 / month

next day replacement for claims[‡]

Full Cover for Business From under£8 / 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

Full Cover with AppleCare Services for Business From under £10 / month

next day replacement for loss, theft, accidental damage claims[‡]

Damage Cover with AppleCare Services for Business From under£6 / month

- next day replacement for claims[‡]
-

Free Minute One Premium Bundle: Bundle includes a free tech21 screen protector and phone case and two £10 vouchers. One £10 voucher can used online at either bt.com/shop/premiumminuteone or accessories.ee.co.uk/promotion/PremiumMinuteOne when purchasing accessories of over £30 and one £10 voucher can be used at www.tech21.com/custom-cases against a custom case. Offer only available to customers taking Full Cover with AppleCare Services insurance at the same time as taking out a new, or upgrading to a new Pay Monthly contract on selected phones. Subject to availability. **For eligible devices please speak to one of our advisors.**

Free Minute One Bundle: Bundle includes a free clear phone case, screen protector and £10 voucher off a selection of cases and screen protectors at accessories.ee.co.uk/promotion/MinuteOneBundle or at bt.com/shop/minuteone. Offer only available to customers taking Damage Cover with AppleCare Services insurance at the same time as taking out a new, or upgrading to a new Pay Monthly contract on selected phones. Subject to availability. **For eligible devices please speak to one of our advisors.**

Phone Replacement

As a Full Cover or Damage Cover customer you are also entitled to a phone replacement option, should your registered device develop a fault during the first 24 months of its life. See [Phone Replacement](#) in the Terms section of this Price Guide for the terms and conditions of this service.

As a Full Cover or Damage Cover with AppleCare Services customer you are entitled to the replacement service included in your cover. You will not be eligible for the Phone Replacement or Lifetime Guarantee services set out in this Price Guide.

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.

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 with AppleCare Services)						
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

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 (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. Registered address: 100 Leadenhall Street, London EC3A 3BP. Authorised by the Prudential Regulation Authority and with deemed variation of permission. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's 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/business/terms.

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

Unified Endpoint Management ("UEM") from EE will help you to secure your fleet of business devices. Full terms are in the Terms and Conditions section of this Price Guide.

Your Service Plan	What You Get	
All Business Plans (including Business Connect)	MobileIron Secure UEM	£3.50 per month per device licence or £5 per user licence*
	MobileIron Threat Defense 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.

A Minimum Connection Period of 12 months (or greater if specified in the 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 is under a separate agreement with MobileIron. Use of the UEM Platform is subject to your acceptance of MobileIron's end user licence agreement at point of registration for the UEM Platform. Use is also subject to the MobileIron Privacy Policy, available at <https://www.mobileiron.com/en/customers/privacy>, or such other URL as MobileIron 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 MobileIron. If you do not accept the terms of MobileIron'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 MobileIron'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).

Apple Music Add-on

The Apple Music subscription provides you with access to digital music and other related content on the Apple Music App and allows you to stream Apple Music to a single device at a time. The individual Apple Music subscription Add-on is free for 6 months for customers joining or upgrading to a new EE Business handset or SIM Only plan and adding the Add-On to their account for the first time. The Add-on must be added within 30 days of joining or upgrading. After 6 months membership automatically renews and you'll be charged £8.33 (ex VAT) a month unless you cancel. If the Add-on is removed from your account during the free period, you'll be unable to get the Add-on again free of charge. Requires handset using either iOS 8.4 or Android 4.3. Apple ID is required for full functionality. Data usage will decrement your data allowance. Apple Music is for your personal, non-commercial use in the UK only. This offer is non-transferrable and is not available with any other Apple Music subscription offer. Apple Music terms apply (apple.com/uk/legal/internet-services/itunes/uk/terms.html). Other terms apply, see ee.co.uk/applemusicterms

Apple Music Data Add-on

Available, subject to credit check, to consumer and small business customers with an EE pay monthly or SIM Only phone plan (excluding Business Connect). The Data Add-on costs £4.17 a month (ex VAT) and is for your personal, non-commercial use in the UK and will automatically recur every 30 days. Individual Apple Music Membership is required and currently costs £8.33 a month (ex VAT) and Apple ID is needed for full functionality. You must have a handset using either iOS 8.4 or Android 4.3 or a later version. Whilst the Data Add-on is active on your Account, data used whilst streaming/downloading from the Apple Music app will not decrement from your plan's data allowance. For the Data Add-On to be considered active, you must have some data remaining in your plan's inclusive data allowance. If you use all of your plan's inclusive data, the Data Add-On will de-activate until you buy an additional allowance of data from our add-on portal. The Data Add-On's charge won't be adjusted or pro-rated if it is temporarily de-activated because you don't have access to an allowance of data that can be used for other online activities. You can cancel the Data Add-On at any time. It may take up to 48 hours to remove the Data Add-On from your account. If it is removed partway through the Data Add-On's 30 day validity period, you'll be entitled to a pro-rated refund of the £4.17 (ex VAT) charge. Apple Music terms will apply and for more details go to ee.co.uk/applemusicterms. The Data Add-On is an Additional Service that does not form part of your price plan, see www.ee.co.uk/terms for the terms that apply.

To provide the Data Add-On we will monitor your access to the App. We'll process this information in accordance with EE's privacy policy, details of which can be found here <http://ee.co.uk/privacy-policy>.

Rapid Repairs

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 us 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 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.

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

For any **Apple Care + devices** please see www.apple.com 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. The deposit for Apple loan devices is £150 for the device you hire and the type of misuse or damage. Please find below a table summarising our charges. 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 (see table below).

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

Please remember 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.

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:

- o address book, applications;
- o texts, emails, picture messages or photos, music and any other content you may have downloaded to your device.
- o 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 [What excess and charges apply to my policy? | Business Help | EE Business](#).



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/business/terms

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.

To determine if your Device is inherently faulty, damaged beyond economical repair or outside of Warranty, we'll use our independent repair centre to assess your Device. We shall use the diagnosis and findings of that third-party expert to determine whether you're entitled to a free or charge repair. This reasonably informed decision shall be final.

Your statutory rights are not affected by using this assisted Warranty repair service.

EE won't help you cover the cost of any repairs to your Device that are carried out by a third party.

By sending your device to our repair centre, you'll be agreeing to these terms.

If you need to speak to anyone about the repair of your device whilst it's with our repair centre, please call us on 01233 277053 for a standard repair booking. If your repair was booked through our in-store repair journey, please contact the store directly. Calls are chargeable, check the cost of calling with your service provider.

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 2G or 3G coverage. You can only make calls on our 4G network if you're within a 4G enabled area and in a range of a 4G base station.

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 decrement 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 48 pence per minute excluding VAT and the applicable service charge. For details of service charges see <http://www.ee.co.uk/ukcalling>. Calls to some MVNO number ranges and to numbers beginning 070 are also not included in your inclusive allowance.

Calls to 070 numbers cost 4.17 pence per minute excluding VAT. For further information see the Non-Standard Price Guide for EE Small Business at www.ee.co.uk/business/terms.

You can call 150 free of charge when roaming in the EU/EEA 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 on a per second basis and EE's access charge will be charged on a per-minute basis. Calls to voicemail from within the UK and EU 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.

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. At the moment, we'll decide that you're breaking these terms if you text or call more than 300 different numbers in a month. Remember, we're free to decide that other types of use may also be breaking this term. If

you do break this term, we'll contact you and ask you to stop and if you don't then we may disconnect your SIM Card from our network.

You'll need a 4G compatible phone to make and receive calls over our 4G network. Roaming is not available with 4G Calling.

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 over 150 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.

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, 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 and

surcharges will apply to continue using data when roaming in our Europe Zone.

The surcharges will last until you exhaust the remainder of your domestic data allowance, return to the UK, or until your next bill date (whichever is earlier).

1MB = £0.39

Note whilst the charge displayed above are per MB, EE charge on a per KB basis (i.e. 1KB = £0.00038 or 0.00038p).

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. Details of these data add-ons can be found in our EE Price Guide for Small Business at www.ee.co.uk/business/terms. 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.

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.

Smart Benefits

Business Smart and Business Full Works plans give you access to a range of swappable Smart Benefits. Once you've chosen your Smart Benefit from the list of offers below, you can swap your Smart Benefit thereafter every 30 days. Choose your Smart Benefit at purchase or by texting PICK to 150. We may at any time change the range of Smart Benefits available, the content of Smart Benefits or the minimum length of time each Smart Benefit must be active for. We will try to notify active users of the affected Smart Benefit if we do this, but we are not obliged to. Each Smart Benefit may take up to 24

hours to activate. Third party subscriptions may be required, and the Smart Benefit may be subject to third party terms and conditions.

BT Sport Ultimate: You need a smartphone or tablet with an EE SIM. Devices must use at least Android 4.1, Windows 10 or iOS 9 operating systems. Some in-app functionality is restricted on Windows 10. To use the BT Sport app you'll need a TV licence for the household registered to your EE account. BT Sport Ultimate 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 BT Sport app may change from time to time. When you download and use the BT Sport app, you will use data that may decrement from your price plan's inclusive allowance. For the additional price of £4.17 per month excluding VAT, you can add BT Sport Large Screen (in SDR) to your BT Sport Ultimate Smart Benefit. Further terms apply www.ee.co.uk/terms. **Apple Music:** Data used will decrement from your price plan allowance. Apple Music 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. Apple Music is on demand content only. Device limitations apply. A compatible device is required to stream content. Third party content provider terms apply. It's your responsibility to ensure that content accessed by under 18s is suitable for those viewing it. Content is variable and may be withdrawn at any time. Access to content outside of the UK and the ability to watch on other devices are subject to the terms and conditions of Apple Music. Apple Music terms and conditions apply. For more details go to <https://ee.co.uk/help/help-new/terms-and-conditions/additional-services/apple-music>.

500 IDD minutes: 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/businesssterms) 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 Arcade: Data used will decrement from your plan allowance. Only available to iOS users. Apple Arcade is for your personal, non-commercial use only. To redeem requires an iPhone using iOS13 or later. To access content requires a device using iOS13 or later, iPad using iPadOS and Mac with macOS Catalina. 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 Arcade terms apply.

Apple TV+: Only one Apple TV+ offer per Apple ID and only one Apple TV+ offer per family if you're part of a Family Sharing group, regardless of the number of devices you or your family purchases. Up to 6 family members can share one Apple TV+ subscription through Family Sharing. Data used will decrement from your plan allowance. Only available to iOS users. Apple TV+ is for your personal, non-commercial use only. To redeem requires a iPhone using iOS 12.3 or later. To access content required a device using iOS12.3 or later, Mac with macOS Catalina and Apple TV with tvOS 12.3. 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.

Microsoft 365 Personal: Available to customers who have taken a Business Smart or Business Full Works Plan for handsets, SIMO and Connected Devices on or after 10th November 2021. Smart Benefit provides a subscription to Microsoft 365 Personal. Existing Microsoft 365 Personal subscription will be ceased upon activation of the Smart Benefit and any remaining period of the existing subscription will be suspended until after cancellation of the Smart Benefit. If you remove this Smart Benefit Microsoft will confirm directly when 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 \(ee.co.uk\)](http://Microsoft 365 (ee.co.uk)).

BT Sport app and BT Sport casting

For the purposes of this BT Sport app and BT Sport casting 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**”).

BT Sport app

Access to the BT Sport app is available, subject to status, to pay monthly 4GEE customers on small business handset, SIM Only phone or tablet Price Plans. To use the BT Sport app you or your Users will need a Connected Device. The BT Sport app is for personal, non-commercial use only. If you have a number of Connected Devices under the same account, access to the BT Sport app is available to the User of each of the Connected Devices under the account. It is not available to customers on a 4GEE WiFi Price Plan (including SIM Only) or customers with a second line on their account designated for use with wearable technology or other non-tablet devices.

Before downloading the BT Sport app you and your Users must visit www.bt.com/eesport to register for a unique BT ID that will enable you to access the BT Sport app and its Content. When registering, you and your Users will provide BT with some personal information, for example, your or your Users' EE customer telephone number and email address. The information you supply when creating a BT Sport account will be processed in accordance with BT's privacy policy. Visit www.bt.com/privacy for more information.

There may be times when we have to share information about you or your Users with BT and vice versa. This will happen in limited circumstances that relate to the administration of your BT Sport 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 www.ee.co.uk/privacy-policy.

You or your Users must download and use the BT Sport app on a Connected Device that uses the latest IOS, Android and Windows operating systems. At present, these are: IOS 8, Android 4.3 or Windows 10. The BT Sport 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 two compatible devices that are connected to Wi-Fi, per BT ID. Some of the functionality within the BT Sport app is restricted on Windows 10. See our website for more information.

Unless your Price Plan offers inclusive access to the BT Sport app, the BT Sport 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.

Before using the BT Sport app, you will ensure that you and your Users or your or your Users' household(s) has a TV licence. You will not, and ensure your Users do not, attempt to view, whether directly or indirectly, the Content on digital media players, for example: televisions, computers or any other portable equipment capable of receiving or transmitting television

broadcasts, ("**Digital Media Players**") unless you order and we provide you with the casting Additional Service (the "**BT Sport casting**"), which is described below.

BT Sport app as an Additional Service

When getting the BT Sport app as an Additional Service, the BT Sport app charge is £8.33 (ex VAT) 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 the BT Sport app. You can cancel the BT Sport 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 the BT Sport app will be applied to your account and you'll continue to get the BT Sport app until your next bill is issued.

Use of 4GEE for using or streaming Content from the BT Sport app, will decrement you or your Users' Price Plans inclusive data allowance. Downloading the BT Sport 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 BT Sport 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.

BT Sport casting

You will need access to the BT Sport app to use BT Sport casting.

To use BT Sport casting you and your Users will need a Chromecast or Apple TV which will allow you to view the Content on digital media players such as



your television. EE does not provide the Chromecast or Apple TV as a part of BT Sport casting.

You and your Users will not be able to cast from Windows devices.

BT Sport casting is not compatible with Business Connect plans. BT Sport casting will allow you or your Users to cast Content onto Digital Media Players that do not have an EE SIM. You and your Users will be able to use your BT ID to access BT Sport online via the BT web player.

Data for using or streaming Content using the BT Sport app in the UK will not decrement from your and your Users' individual inclusive data allowance. If you or your Users' Price Plan does not have any inclusive data allowance remaining, you or your Users:

- will not be able to use mobile data to stream Content or use any of the connected features;
- may be able to access the BT Sport app using Wifi or by purchasing a data add-on.

BT Sport casting is only available as an Additional Service. The charge for BT Sport casting is £8.33 (ex VAT) 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 the BT Sport app. The charge for BT Sport casting is in addition to the charge for the BT Sport app. You can cancel BT Sport casting 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 BT Sport casting will be applied to your account and you'll continue to get BT Sport casting until your next bill is issued.

General

The Content provided via the BT Sport app is intended to cover a wide range of sporting interests. BT 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 BT Sport app and/or BT Sport casting you acknowledge and understand that any change to the charges for the BT Sport app and/or BT Sport casting 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.

The BT Sport app and BT Sport casting are provided by BT Plc. You and your Users must read and accept BT's terms of use. Full terms can be found at www.bt.com/legalstuff.

We have provided a summary of the important terms and conditions that you should read before downloading the BT Sport app and/or BT Sport casting.

- You and your Users mustn't do or authorise others to or attempt to reproduce, re-distribute, edit, adapt or copy any of the Content made available through the BT Sport app and BT Sport casting.
- You and your Users mustn't display any Content in retail, business or commercial premises or for any business or commercial purpose.
- BT may suspend or terminate your access to some or all of the BT Sport app and/or BT Sport casting if it is reasonably believed you, or your Users, are using or misusing the BT Sport app, BT Sport casting or the Content unlawfully or in breach of the terms and conditions of the BT Sport app or BT Sport casting.
- The availability of the BT Sport app and/or BT Sport casting is dependent on the quality and availability of your or your Users' internet connection.
- Some of the Content may be unsuitable for viewing or use by persons under the age of 18. It's your and your Users' responsibility to ensure that the Content viewed or used is suitable for those viewing or using it (including children). We're not responsible for this.
- BT Sport casting is not compatible with Business Connect plans.

If you or any of your Users commit a material breach of BT's terms and conditions for the BT Sport app or BT Sport casting, we will be informed by BT and the BT Sport app or BT Sport casting will be suspended or the BT Sport app or BT Sport casting removed from your account. If this happens, we will not be responsible for providing you or your Users with a substitute service or for any other losses you or your Users may incur as a result. We may also suspend access to or terminate your or your Users' contract for the BT Sport app or BT Sport casting if you fail to pay a bill by the date set out on it or you or any of your Users commit another material breach of your

Agreement for mobile network services (visit ee.co.uk/terms 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 the BT Sport app or BT casting, you'll have 14 days to tell us you've changed your mind. However, once you've registered for a BT ID or once you've downloaded the BT Sport app and BT Sport casting (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.

Three Months Free Access to the BT Sport app and BT Sport casting for all Small Business Price Plan Customers (excluding Business Connect Customers and excluding Customers On Plans With Inclusive Access To BT Sport)

Customers on all small business Price Plans can get access to the BT Sport app and BT Sport casting, free for three consecutive months. This excludes customers on Business Connect and customers on any plans with inclusive access to BT Sport. If you or your Users have previously benefitted from our three or six months' free offer, you or any of your Users won't be eligible.

The three months starts as soon as we receive your request or from the date you join or upgrade your price plan. You or your Users need a Chromecast or Apple TV to use BT Sport casting. EE will not provide a Chromecast or Apple TV as part of this offer.

You can cancel the BT Sport app and/or BT Sport casting during the three month free period. If the BT Sport app and/or BT Sport casting is removed from your account at any point during the three month period, you'll be unable to get either again free of charge. At the end of the free period, you will be charged automatically for the BT Sport app and BT Sport casting but can cancel both or BT Sport casting only at any time provided you tell us at least 48 hours before we issue your monthly bill. If you don't, a non-refundable charge for both or BT Sport casting will be applied to your account and you'll continue to get both or BT Sport casting until your next bill is issued.

The charge for BT Sport app and Bt Sport casting when purchased together after the trial is £12.50 (ex VAT), if the customer just chooses BT Sport app it will be £8.33 (ex VAT)

Data used to stream from/using the BT Sport app in the UK will not decrement from your or your Users' individual inclusive data allowance. You must have some of your plan's data allowance left or you will be unable to stream Content or use the BT Sport app using mobile data. If you or your Users cancel BT Sport casting, any usage of the BT Sport app after the cancellation of BT Sport casting will decrement from your or your User's individual inclusive data allowance. The offer is non-transferable.

Before using the BT Sport app, you will ensure that you and your Users or your or your Users' household(s) has a TV licence. The BT Sport app and BT Sport casting are for your or your Users' personal, non-commercial use in the UK. You will not, and ensure your Users to do not, attempt to share, edit or adapt the Content made available to you or your Users. It's your and your Users' responsibility to ensure that Content accessed by under 18s is suitable for those viewing it. Content available via the BT Sport app may change from time to time.

BT Sport HDR

Available to Pay Monthly handset customers on a 5G handset plan and selected SIM Only plans only with a compatible device. You need a smartphone or tablet with an EE SIM. Devices must use at least Android 4.1 Windows 10 or iOS 9 operating systems. Some in-app functionality is restricted on Windows 10. To use the app you'll need a TV licence for the household registered to your EE account. BT Sport 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 app may change from time to time. When you download and use the BT Sport app, you will use data that may decrement from your price plan's inclusive allowance. For the additional price of £4.17 ex VAT, you can add BT Sport Large Screen (in SDR) to your account.



Connected Devices

You'll have to promise to stay with us for the length of your Service Plan (either 1, 12, 24 or 36 months) and pass our standard credit check.

Connected Devices 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 Wi-Fi 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 iPad to connect to the internet.

If you reach your monthly full speed data allowance on one of our plans that include Stay Connected, 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.

Connected Devices 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 Wi-Fi device, you can have additional Wi-Fi enabled devices (such as a mobile phone, laptop or tablet) registered to the mobile Wi-Fi device to use your mobile broadband signal. Remember, the more devices you have connected to your mobile Wi-Fi 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 any more 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 at www.ee.co.uk/business/terms.

If you join a plan with mobile Wi-Fi 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 Smart Watch Plan

The Business Smart Watch pay monthly plan (the “Smart Watch Plan”) gives you unlimited UK data. You will need to promise to stay with us for a minimum term of 24 months 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 Smart Watch Plan.

The Business Smart Watch Plan is available to new and existing Small Business Customers on a Pay Monthly or SIM Only phone plan with a compatible device.

The Business Smart Watch Plans comes with unlimited UK data to use on your Smart Watch. Minutes or texts 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 Smart Watch Plan is available to new and existing Small Business Customers on a Pay Monthly or SIM Only phone plan with a compatible device

The Business Smart Watch Plan is only available to new and existing Small Business Customers on a Pay Monthly or SIM Only phone plan with a compatible device or a later release (the “Handset”) (the “Handset Plan”) and who take an Smart Watch on an additional line.

Apple Watch Terms

As at 27th October 2021, you’ll need an iPhone 6s or above running iOS 14 or later software on our EE network with either a SIM only or a pay monthly plan. Device compatibility is subject to change; refer to Apple’s website for the latest compatibility.

The Apple Watch must be paired to an iPhone on the EE network to use data and receive/make calls and texts in the UK on your Apple Watch using the allowance from your iPhone plan. While your Apple Watch is in proximity to your iPhone connected via Bluetooth, your Apple Watch will use the data allowance from your iPhone Plan. The Apple Watch app (the “App”) is 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 at 27th October 2021, the Samsung Galaxy Watch is compatible with the following Samsung handsets: A3 (2017), A5 (2017), A6 (2018), A7 (2018),

A8 (2018), A9 (2018), J3 (2017), J4 (2018), J4 Plus (2018), J5 (2017), J6 (2018), J6 Plus (2018), Xcover 4, S7, S7 Edge, S8, S8+, S9, S9+, Note 8, Note 9, S10 and S10+

Device compatibility is subject to change; refer to the current version of these terms at ee.co.uk/terms 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.

An additional Smart 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 Smart Watch Plan must be on the same Account.

The Smart 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 Smart 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's 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 Wi-Fi network, the Smart Watch will use the data allowance from your Smart 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 Smart 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.

You cannot use your Smart Watch as a modem ('tethering'), for peer-to-peer or other internet file sharing.

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

Whilst your Smart Watch is in proximity to your primary device connected via Bluetooth, your Smart Watch will use the data allowance from your Primary Device Plan. If your Smart Watch is not in proximity to your primary device 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 Smart Watch Plan

If you terminate your Handset Plan or no longer have a Handset on the EE network (because for example you have switched to a 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 Smart 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 Smart Watch Plan within the Minimum Term for the Smart Watch Plan, you will have to pay us a Cancellation Charge.

In-Building Coverage Terms

Signal Box

Separate terms apply to Signal Box and are supplied with the Signal Box. Use of the Signal Box constitutes an acceptance of these terms.

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. This means a device that you have bought directly from us, or through an indirect retailer. Phones bought on other networks may not work on our 4G or 5G network, but will still be able to access our 2G and 3G networks. If your device is from another network, you may need to get it unlocked before it will connect to our network.

UK Data Add-Ons

Applies to Handset, SIM Only and Connected Devices 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 EU 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

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. The surcharges are as follows:

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

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 and Connected Devices 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 and Connected Devices plans (except 4GEE and 5G Fixed router)

To use internet outside of the EU on your phone in any of our Data Roaming countries, you'll need to buy one of our data roaming add-ons,

unless: (a) you have contacted us before you go overseas to opt out, and in which case you will pay our standard outof-bundle rates; or (b) 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.

You can opt out of the Data Roaming add-ons by calling +447973100150. Please see ee.co.uk/business/terms

EE Roaming Passports

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

- **Business Daily Passport - £6.85 a day 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 - £8.56 a day 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, Ukraine, United Arab Emirates, USA, Uruguay, Venezuela.

- **Business Monthly Passport - £34.26 a month 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 - £51.39 a month 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, Ukraine, United Arab Emirates, USA, Uruguay, Venezuela.

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 ee.co.uk/business/small/international-business/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 be charged our standard roaming rates, 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. 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 daily fee until the day (from midnight to midnight UK time) that it is removed.

Roaming passports are for your sole use. If you're using it contrary to your terms of service, in our reasonable opinion, we can take it 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 this pass, or amend the countries included at any time. This pass is 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.

General: 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

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 or can choose to pay our standard roaming rates for data when you travel abroad.

Monthly roaming passports are subject to a 12 month minimum term. If you cancel a monthly roaming passport before the expiry of the 12 month 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.

Travel Data Pass Add on

Up to 500MB of full speed data (4G where available) per day while you're abroad for a fixed price of:

- **£4.56 a day for 500MB in:** USA and Canada
- **£5.71 a day for 500MB in:** Turkey, Australia, UAE, India, Thailand, Mexico, South Africa, China and New Zealand
- **£5.71 a day for 150MB in:** Albania, Andorra, Argentina, Armenia, Bangladesh, Belize, Bermuda, Brazil, Brunei, Cambodia, Chile, Colombia, Costa Rica, Ecuador, Georgia, Ghana, Hong Kong, Indonesia, Israel, Jamaica, Japan, Kenya, Kuwait, Macedonia,

Malaysia, Moldova, Montenegro, Myanmar, Nicaragua, Nigeria, Oman, Pakistan, Peru, Philippines, Qatar, Russia, Saudi Arabia, Serbia, Singapore, South Korea, Sri Lanka, Taiwan, Ukraine, Uruguay and Venezuela

Eligibility: Available to Small Business customers on handset or SIM Only plans.

How to get it: You opt-in to Travel Data Pass and then pay the daily fee each day you use mobile data when you're abroad in an included country. Any unused daily data allowance cannot be carried over to the next day. The included countries are subject to change from time to time and details are available at ee.co.uk/roaming.

If you use up 500MB or 150MB of the Travel Data Pass data during a day and still want more data, you can buy another pass. You opt-in to Travel Data Pass by texting TRAVEL to 150 or 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 Travel Data Pass daily charge will automatically trigger each and every day that you're abroad in an included country and 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.

The daily charge and the daily data allowance of 500MB or 150MB are applied for a UK day – midnight to midnight UK time. If you prefer to be charged our standard roaming rates, you can opt out of Travel Data Pass at any time by texting STOP TRAVEL to 150. It may take up to 24 hours for Travel Data Pass to be removed from your account and you may continue to be charged the daily fee until the day (from midnight to midnight UK time) that it is removed.

Travel Data Pass is for your personal, non-commercial use. If you're using it for commercial purposes, or contrary to your terms of service, in our reasonable opinion, we can take it 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 this pass at any time. This pass is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls.

General: This add-on includes:

- 500MB or 150MB data with access to 4G where it is available.
- VAT where applicable.

You can opt out of Travel Data Pass at any time. If you do, you'll be able to buy our standard roaming data add-ons or can choose to pay our standard roaming rates for data when you travel abroad.

World Select Talk & Text

£5.71 a day for Unlimited Minutes and Texts while you're abroad in our World Select countries.

Eligibility: Available to Small Business customers on Pay Monthly handset plans.

How it works

Opt-in to World Select Talk & Text and then pay £5.71 each day you use your phone in any of our World Select countries. You get unlimited calls and texts to standard UK (and other World Select countries) mobile and landline numbers when you are travelling in our World Select Countries. The countries included in our World Select Talk & Text are subject to change from time to time and details are available at ee.co.uk/roaming.

A day is from 00:00:01 until 23:59:59 local time (local time zone to the country you are in).

To opt-in to World Select Talk & Text, text WORLD to 150 or call 150 from your EE 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 it has been added.

Charges

The £5.71 World Select Talk & Text daily charge will automatically trigger each and every day that you're abroad in our World Select countries when you make a call, receive a call or send a text from your phone. Receiving a call when you are in our World Select countries will also trigger the £5.71 charge, even if you only receive a single call on a particular day but do not make any calls or send text message(s).

If you prefer to be charged our standard roaming rates, you can opt out of World Select Talk & Text anytime by texting STOP WORLD to 150. It may take up to 24 hours for it to be removed from your account.

If you're using World Select Talk & Text or contrary to your terms of service, in our reasonable opinion, we can take it away from you, restrict your use and/or charge you our applicable standard rate for minutes and texts 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 this pass at any time. World Talk & Text is for UK based customers only and your phone must be used in the UK at least once every 30 days to make calls.

World Select Countries:

USA, Canada, Turkey, Australia and United Arab Emirates.

World Select Talk & Text includes the following while in a World Select Country:

- Calls you make and texts you send to standard UK landline and mobile numbers.

- Calls you make and texts you send to standard landline and mobile numbers in World Select countries.
- Receiving all calls or texts.

World Select Talk & Text does not include:

- Calls or texts from the UK to any other country (e.g. calls you make to a Canadian mobile number when you're in the UK).
- Calls or texts to numbers other than standard landline or mobile numbers while in the World Select Country, for example to premium rate or non-geographic numbers. These may vary from time to time.
- Calls or texts to countries outside of our World Select Countries (e.g. calls you make when you're in USA to a French number).
- Picture Messages

Max Rest of World Add-on

1000 Minutes, 1000 Texts and 1GB of roaming data per month while you're abroad in USA, Canada, Australia, New Zealand and Mexico.

Eligibility: Available to Small Business customers on Pay Monthly handset plans.

How it works

Subscribe to the Max Add-on and then pay £7.84 (ex VAT) per month for 12 months, or £5.23 (ex VAT) per month for 24 months. You get 1000 minutes, 1000 texts and 1GB of data for use when you are travelling in USA, Canada, Australia, New Zealand or Mexico. To subscribe to Max Add-on please contact Customer Services on +447973100150.

Charges

The Max Add-on is £8.55 (ex VAT) per month for a 12 month recurring Add-on, or £5.70 (ex VAT) per month for a 24 month recurring Add-on. The Add-on will be charged every month even if it is not used abroad in an included

country, and will remain active on your account until you remove it. The 12 and 24 month Add-ons are subject to a minimum subscription period of 12 or 24 months respectively, and removal of the Add-on before the end of the minimum subscription period will result in an early termination charge. If you remove the Add-on, you'll still be able to buy our standard roaming voice, text or data add-ons or can choose to pay our standard roaming rates when you travel abroad.

Max Add-on Countries:

USA, Canada, Australia, New Zealand, Mexico.

Max Add-on includes the following while in a Max Add-on Country:

- Calls you make and texts you send to standard UK & EU landline and mobile numbers.
- Calls you make and texts you send to standard landline and mobile numbers in Max Add-on Countries.
- Using Data in Max Add-on Countries.
- Receiving all calls or texts.
- Voicemail Retrieval.

Max Add-on does not include:

- Calls or texts from the UK to any other country (e.g. calls you make to a Canadian mobile number when you're in the UK).
- Calls or texts to numbers other than standard landline or mobile numbers while in the Max Add-on Country, for example to premium rate or non-geographic numbers. These may vary from time to time.
- Calls or texts to countries outside of our included Max Add-on Countries or the UK & EU (e.g. calls you make when you're in USA to a Chinese number).
- Picture Messages

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 and may be charged at a rate of £3.33 per minute or higher. IDD zones are subject to change from time to time.

Photo Messages

To choose Unlimited Photo Messaging Extra (“Extra”), call 150 from your EE handset. We’ll send you a text to confirm when your Extra has been added. You will have the monthly fee of £4.55 + VAT added to your bill when you send the first photo message within your monthly billing period. You can remove your Extra at any time by calling 150. Your Extra gives you unlimited photo messages each month to send in the UK or when in our EU roaming zone. If you don’t send any photo messages within a billing period, you won’t be charged.

Wi-Fi Calling

With Wi-Fi Calling, EE small business customers can make and receive calls and send and receive texts in the UK over Wi-Fi. 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 Wi-Fi Calling. All calls made or texts sent using Wi-Fi Calling will be charged as per your EE plan.

Connect your compatible phone to a Wi-Fi network (either public or private): once you’ve done this your phone will remember the Wi-Fi network for next time. You should see a Wi-Fi Calling icon on your phone when Wi-Fi Calling

is ready to use. Wi-Fi Calling will then work when you are in range of and connected to a Wi-Fi network. The way you connect and how you use Wi-Fi Calling will depend on the phone you have. Some phones may only let you use Wi-Fi 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 Wi-Fi network in line with its terms and conditions and you may be charged for using it. Wi-Fi 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 Wi-Fi 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 Wi-Fi networks and any calls made or received over them.

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

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

You will not be able to use Wi-Fi 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)
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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, Plus and First

Business Service

Business Service is EE's name for the support you get as an EE Small Business customer. It comes as a standard inclusive Additional Service and is available from 15th June 2015.

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 on www.ee.co.uk.

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.

Get the Edge Magazine

You can subscribe to the Edge Magazine which is EE's on-line Small business magazine. It provides insights into our new products and services, how other businesses benefit from being an EE customer and highlights special offers.

Access to EE online community

You'll be signposted to the EE online Small Business community web site (<http://community.ee.co.uk/>). 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 more than 5 and up to and including 14 SIM Cards . You get all the benefits of Business Service plus the following:

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 available from 15th June 2015 to all EE's Small Business Customers who have an Account with at least 10 SIM Cards . 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 in 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

Fast Phone Replacement
£20

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, Fixed and Fibre 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.
4. If your account is overdue on payment then 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 17 June 2015.

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 of £20 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 Sep 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.

The Service is available for EE Branded Devices and Qualifying Non-Branded Devices.

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

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- 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 with less than 50 employees 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 oxidation 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

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- **(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, and which is either an EE Branded Device or a Qualifying Non-Branded Device.

EE Branded Device means a Device that is branded with the EE logo.

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.

Qualifying Non-Branded Device means any Device that doesn't carry the EE logo, but which EE has designated as being eligible for the Service.

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.

Group Calling

Group Call is included as standard on both Business phone plans and Business Connect (sharer) plans, and will be charged as a call to an EE mobile number.

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 www.ee.co.uk/business/terms.

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 Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW.

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

Auto Mate Terms of Service

These are the legal terms that apply to Your use of Our Auto Mate service.

1. Definitions

- 1.1. When We use these words in any of the sections they have the following meanings:

“App”	the Auto Mate smartphone app that can be downloaded from the Android or iOS app store.	“Network”	the communications infrastructure that is used to provide the Auto Mate service, and any other type of communications system that may be operated by Us now or in the future.
“Auto Mate”	the inclusive service that We provide as a result of Your use of a Telematics Device in Your vehicle for payment by You of the Charges.	“On Board Diagnostics Port” or “OBD Port”	the socket in a vehicle that is typically used by mechanics to identify faults with that vehicle.
“Charges”	the amount that You pay for the Auto Mate service. Charges include “Upfront Charges” , which You pay to Us at the time of purchase of a Telematics Device, and “Monthly Charges” , which You are billed for each month during the term of this agreement.	“Pay Monthly Terms”	Our Pay Monthly Terms of Service for Small Business Customers, available at http://ee.co.uk/business/terms , or such other URL as We advise.
“Data”	information We collect from You, including personal details such as Your name, date of birth, email address, and the driving behaviour of anyone driving a vehicle fitted with the Telematics Device. This will include the date, time, location, duration, speed, distance, start, finish, and direction of travel, for each journey where the Telematics Device used in Your car is switched on.	“SIM Card”	the card provided under this Agreement that is embedded in the Telematics Device to enable communication with the Network.
“Data Protection Legislation”	means collectively (i) any applicable laws of the European Union, (ii) any applicable local laws relating to the Processing of Personal Data and the protection of an individual’s privacy, (iii) the General Data Protection Regulation (EU) 2016/679 and any amendment or replacement to it, (including any corresponding or equivalent national law or regulation that implements the GDPR), and (iv) any binding guidance or code of practice issued by a Supervisory Authority.	“Supplier”	the company or companies that work with Us to provide the Telematics Device and collect and analyse, on Our behalf, Data generated by the Telematics Device.
		“Telematics Device”	the unit provided to You by EE that will plug into an On Board Diagnostics Port.
		“We”, “Us”, “Our”	EE Limited (company number 02382161) whose registered address is Trident Place, Mosquito Way, Hatfield, Hertfordshire, AL10 9BW. This registered address may change from time to time. Details of Our registered address can be found on Our website in Our website terms of use.



“Web Portal” the Auto Mate internet portal located at <https://automate.ee.co.uk> or such other URL as We tell You.

“You”, “Your” the customer who is a party to this agreement.

1.2. Any capitalised terms that are used in this agreement, but not defined above have the meaning given to them in Our Pay Monthly Terms.

2. Use of the Telematics Device

2.1. By requesting the Auto Mate service You agree to be bound by this agreement, and Our Pay Monthly Terms to the exclusion of all other terms and conditions. These terms must be read in conjunction with the Pay Monthly Terms. If there is any conflict between what these terms say, and what’s in the Pay Monthly Terms, these terms will always be correct.

2.2. Subject to You paying the Charges, We grant You a non-exclusive, revocable licence to access and use the Telematics Device, the Web Portal and the App for the duration of this agreement.

2.3. Contrary to point 3.1.2 of Our Pay Monthly Terms, subject to You paying the Charges, You will own the Telematics Device from the first day of the Minimum Term.

2.4. Depending on the service plan You select at the time of purchase, You might have to pay Us Monthly Charges to access the Auto Mate service for the duration of this Agreement. The Monthly Charges will increase in March of each year as set out in point 7.4 of the Pay Monthly Terms.

2.5. If You purchase the Auto Mate service through Our desk based sales team and do not accept these terms, You must not use the Telematics Device and must return it to Us within 14 days of the date of purchase. Provided You have not damaged the Telematics Device, We will give You a full refund (less any postage costs We might have incurred).

2.6. You accept that the Auto Mate service will not be uninterrupted, free from viruses, hacking, or error free. Sometimes there will be bugs that need fixing. We will attempt to fix such errors wherever possible.

2.7. We may suspend access to the App and Web Portal to conduct maintenance or to make changes to those systems. We will try and give You reasonable advance notice of any planned outages.

2.8. There is no voice capability in the Telematics Device. Even though it uses Our Network, You cannot use it to contact emergency services or to make phone calls.

3. How Long this Agreement will Last

3.1. This agreement starts when We accept Your request for the Auto Mate service.

3.2. The Auto Mate service and Monthly Charges will start when You activate the Telematics Device in accordance with point 7.1.

3.3. This agreement will continue until terminated as described in point 6 or 8 of the Pay Monthly Terms, or until We agree to Renew it.

3.4. If We agree to Renew this agreement, points 2.5 and 2.6 of the Pay Monthly Terms apply.

4. Cancellation

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- 4.1. You may give Us notice to cancel this agreement by calling customer services and providing Us with 30 days' notice at any time.
 - 4.2. If (except as set out in point 8.4 of the Pay Monthly Terms in Our total discretion) We accept notice from You to terminate this agreement within the Minimum Term and You are paying Monthly Charges, You will have to pay Us a Cancellation Charge.
 - 4.3. You can terminate this agreement after the Minimum Term has ended without having to pay Us a Cancellation Charge. You will still have to pay any Monthly Charges that relate to Your 30 day notice period.
 - 4.4. If You cancel this agreement You will not be entitled to a refund of any Upfront Charges that You might have paid.

5. What Data is Captured by the Telematics Device

- 5.1. Once the Telematics Device has been activated and fitted to a vehicles OBD Port it will record and analyse Data about the behaviour of anyone driving the vehicle and the movement of the vehicle.
- 5.2. The Telematics Device will capture and send Your specific location, direction of travel, current speed, service alerts, and accident alerts (amongst other factors) to Our Supplier's server. This information will be available to You in the Web Portal and App.
- 5.3. The SIM Card in the Telematics Device is enabled for Roaming within the European Union at no additional cost. If You use the Telematics Device outside of the European Union, it will not collect any Data.

6. How We Will Use Data Captured by the Telematics Device

- 6.1. We will collect, process and retain Your data in accordance with Data Protection Legislation, the EE Privacy Policy (available at <http://explore.ee.co.uk/privacy>), and these terms and conditions.
- 6.2. We and Our Suppliers will use Your Data to provide the Auto Mate service in accordance with the terms of this Agreement.
- 6.3. We will also use Your Data for research and analytical purposes to improve our Auto Mate service, both during the active period of the Telematics Device, and for a reasonable period after Your use of the Telematics Device has ceased. When we do this, Your Data will be anonymised and You cannot be identified individually.
- 6.4. If We introduce any new service options in order to improve our Auto Mate service, We will tell You how We will use Your Data in advance of You choosing to benefit from any new service option.
- 6.5. Unless you agree otherwise, any information that We share with third parties (other than Our Supplier) will be made anonymous and will not contain any of Your personal information that would enable the Data or results to be linked to You.
- 6.6. You will be able to access Your Data in the Web Portal and App as long as the Telematics Device is activated and this agreement has not been terminated.

7. What We Expect From You

- 7.1. You must activate the Telematics Device on the EE Network within 3 months of purchase. If the Telematics Device is not activated within 3 months of purchase, We may disconnect the embedded SIM Card from Our Network and terminate this agreement by giving you 30 days Written Notice in accordance with point 7.3 of the Pay Monthly Terms. You will not be refunded for any Upfront Charges you have paid.

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- 7.2. Once You have activated the Auto Mate service, You are responsible for correctly installing the Telematics Device in Your vehicle.
- 7.3. Once You have received the Telematics Device, You must take all reasonable care to ensure that it is properly looked after and secure from theft at all times. You must not disassemble the Telematics Device, or make any attempt to remove the SIM Card from the Telematics Device. With the exception of manufacturing defects, You will be responsible for any damage that happens to the Telematics Device.
- 7.4. It is important that You tell anyone driving a vehicle fitted with a Telematics Device that the Data about their driving behaviour will be logged and utilised as set out in point 6 above.
- 7.5. You will not disassemble, decompile, reverse engineer or otherwise attempt to modify any part of the Auto Mate service or Telematics Device.

8. Warranty

- 8.1. We state that the Telematics Device will be free from manufacturing defects that materially affect its performance. If the Telematics Device develops a fault within two years from the date the agreement starts and We agree has arisen because of a manufacturing defect, We will either repair the defective Telematics Device or provide You with a replacement Telematics Device at no additional cost to You. This is Your only remedy for a faulty Telematics Device.
- 8.2. If You attempt to tamper with the Telematics device in any way, this warranty will be void.

9. Liability

- 9.1. In addition to the exclusions of liability in the Pay Monthly Terms, We will not be liable to You for any damage to a vehicle if You install (or attempt to install) a Telematics Device in a vehicle that We have told You is not compatible with the Telematics Device.
10. Auto Mate is excluded from annual price raises.

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 £16 + 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.

Apple News+ offer for EE customers

Offer available to consumers and Small Business customers on an EE pay monthly or SIM-only phone plans on a 12 month or more minimum term.

Individual Apple News+ Membership is free for 6 months. One offer per customer.

If you've already subscribed to Apple News+ you will not be eligible for six months free, you will only be eligible for 5 months free from the day after your 1 month free period with Apple ends.

After 6 months, membership automatically renews and you'll be charged £9.99 a month directly through your Apple Account. You can cancel at any time by cancelling your subscription through your Apple device.

If removed from your Apple account during the first six months, you'll be unable to get the add-on again free of charge. Apple ID required.

Apple News+ is for your personal, non-commercial use only. This offer is non-transferable. Not available with any other Apple News+ membership offer.

Apple News+ terms apply. View terms on Apple website.

List of Changes

Date	Description of Change	Applicability
20.11.2012	Added Clone Phone pricing and Clone Phone App Service terms and conditions.	All eligible Customers
20.11.2012	Added 12 month SIM Only Plan	Available to new / migrating customers
28.02.2013	Refreshed SIM Only Offer	Customer's migrating to or resigning onto a SIM Only tariff.
09.05.2013	Added extra bundles to 4GEE phone plan and 4GEE sharer plan	Available to new and in-life customers
03.06.2013	Added EE Pocket Landline	Available to all eligible customers
01.07.2013	EU Roaming Rates Updated	All customers
25.09.2013	Added new 24 month SIM Only Plan & Refresh of ADSL & Fibre Broadband Plans	
30.10.2013	Refresh of 4GEE Phone Plan and Sharer Plans. Previous plans moved to Legacy Price Guide.	All new customers
08.01.2013	New SIM Only plans & 08 bundles	All new customers
26.03.2013	New SIMO, Business and Business Extra plans.	All new customers
14.05.2013	New 12 month SIMO tariff	New Customers
02.07.2014	Update roaming tariffs	All customers

Date	Description of Change	Applicability
01.08.2014	Retire Clone Phone and launch new Insurance proposition. Correct location of Serbia in data roaming zones tables.	All Customers
03.09.2014	Retire Business Sharer Plan. Introduce Business Connect, & 12 month handset Plans.	All Customers
02.10.2014	Addition of new Single Number add-ons	All Customers
12.11.2014	Updates of Business Connect and Mobile Broadband tariffs and terms and conditions	All Customers
28.01.2015	Updates of Business Phone plans and Mobile Broadband plans	All Customers
26.03.2015	SIMO, selected shared plans and 12 month price plan increase in line with annual March RPI	All customers
09.04.2015	New SIMO, 12 Month and Roaming MBB plan. Additional Business Connect plans. New 4GEE Data Roaming Plan.	All customers
28.05.2015	Changes to monthly prices due to RPI and updates to Pro-ration rules for bundles	All customers
09.06.2015	Changes to roaming data zones and prices. New Business Value; Business Service, Business Plus and Business First; and Wi-Fi Calling terms.	All Customers
15.06.2015	Changes to roaming data zones and prices. New Business Value; Business Service, Business Plus and Business First; new Phone Replacement and Wi-Fi Calling terms.	All Customers

Date	Description of Change	Applicability
01.07.2015	Changes to 08xx, 118, and 09 charging due to NGCS OFCOM regulations	All Customers
17.07.2015	Added £95 Promotional Plan	All customers
21.07.2015	Added 36 Month Tablet Plans	All Customers
29.07.2015	Clarification of minimum charging model	All Customers
31.07.2015	Updated with Euro Pass and Euro Data Pass. Tidied up countries in all data roaming zones.	All Customers
18.08.2015	Business Broadband & Landline	All new customers
04.09.2015	Updated Promotional plan dates	All Customers
30.09.2015	New Business Connect plans	All Customers
28.10.2015	New tenure for Business Value plans. Change to Voice & SMS Roaming zones. Added 4G+	All Customers Available to customers on eligible plans
06.11.2015	Added £60 -> £40 promotional plan & price corrections to broadband only table	All Customers
11.11.2015	Update to promotional plan terms for Indirect channel / Phone replacement price update	All Customers
24.11.2015	Added 4GEE Camera Data Plans, Added & Remove Single User Add-ons	All Customers
28.01.2016	Added Business Connect SIM Only £22p/m plan and archiving of Business Promotional plans	All Customers

Date	Description of Change	Applicability
24.02.2016	Addition of new Handset, SIMO and Tablet tariffs. Update of Add-ons and EU Roaming products. Remove Business Broadband / Business Landline promotional plans. Updated speed claims.	All Customers
30.03.2016	Addition of new Shared and MBB tariffs	All Customers
28.04.2016	Amended roaming rates and bundles for EU and Data Zone A	All customers
	Amended wording of Non Direct Debit Fee to Non Direct Debit Payment Handling Charge	All customers
	Removed Fixed Broadband and landline Added £38 promotional plan	Available to eligible customers only
12.05.2016	Removed reference to Euro Pass and Euro Data Pass having a slower speed after 100MB. Updated insurance terms	Available to eligible customers.
20.05.2016	£40 Business Extra+ Promotion	All Customers
01.06.2016	Business Connect new voice and data add-ons	All Customers
27.07.2016	BT Sport App Add-on Change in insurance excess limits Amended roaming add-on prices	All Customers

Date	Description of Change	Applicability
28.09.2016	Addition of new Business Extra plans	All Customers
	Addition of new monthly data roaming add-ons.	
	Addition of World Select Talk & Text Removed 4GEE camera plans Addition of Apple Music	
24.10.2016	Addition of Business SIMO promotion	All Customers
11.11.2016	£53 Business Extra plan promotion	Eligible customers
	Travel data pass – available from 23 November 2016	
06.01.2017	Addition of Business SIMO promotion	All Customers
18.01.2017	Addition of new Business Handset and SIM only plans. Clarification of eligibility for roaming plans.	All customers
17.02.2017	Addition of Business Extra promotions. Addition of Business SIMO promotion	Eligible customers
29.03.2017	Addition of new Shared, Mobile Broadband and Tablet Plans.	All customers
05.03.2017	Update of 4GEE Fixed broadband to state that they are UK only. Addition of Business SIMO promotion	Eligible customers
25.05.2017	£53 Business Extra plan promotion & June SIMO promotions available Change to paper bill price	Eligible customers All customers

Date	Description of Change	Applicability
15.06.2017	EU roaming updates; updates to Europe Zone	All customers
22.08.2017	Updated to roaming add-ons Handset & SIMO promotions available	Eligible customers
30.08.2017	SIMO promotional plans	Eligible customers
05.09.2017	Mobile Broadband promotional plan	Eligible customers
25.10.2017	Business Connect refresh plans SIMO promotional plans	All customers
04.11.2017	Business Handset promotional plans	All customers
01.12.2017	Multiplan Saving	Eligible customers
06.12.2017	Business Smart Watch Plans SIMO Promotional plans International Add-ons Picture Messaging	All customers
13.01.2018	SIMO Promotional plans Removal of Non Direct Debit Handling fee Apple music data Add-on	All customers
07.02.2018	Business Connect add-on pro-ration change	All customers
09.02.2018	EU Data Fair Usage Policy and Stable Links update	All customers
26.02.2018	Traffic management policy updated	All customers

Date	Description of Change	Applicability
30.03.2018	Mobile Iron updates Updated monthly line rental charges Updated out-of-bundle charges Ireland Extra	All customers
12.04.2018	Handset plans SIM Only plans Shared Plans Mobile Broadband and Tablet plans	All Customers
18.04.2018	Business Connect 36 month add-ons and new device tiers	All customers
24.04.2018	Insurance Proposition refresh	Eligible customers
09.05.2018	Call and Text Bar Add On Data Add-ons for Handset/SIMO, Mobile Broadband and Tablet Add-ons for Roaming & International	Tablet and MBB All Customers All Customers
17.05.2018	Added 3 x new Business Select 24m price plans and 3 x new Business Select 12m price plans	All Customers
17.05.2018	Antenna installation for 4G EE router service added.	4GEE Broadband customers
01.06.2018	SIMO Promotional plans One Number	All Customers EE pay monthly mobile customers with Apple devices only

Date	Description of Change	Applicability
08.06.2018	Updated Smart Number	EE pay monthly mobile customers with Apple devices only
18.06.2018	Travel Data Pass Add-on	All Customers
25.07.2018	BT Sport casting, Apple watch changes	All customers
16.08.2018	Business Handset Plans update	All Customers
17.08.2018	BT Sport casting, Apple watch changes	All customers
04.09.2018	Updated sim only promotions	All customers
14.09.2018	Business Connect edits	All customers
29.10.2018	Updated out-of-bundle charges New Business Select Damage Cover Price Points Pay as you use Auto Mate terms of service	All customers (Damage cover – customers who are eligible for insurance)
01.11.2018	Business Connect individual add-ons	All customers
14.11.2018	Business Smart Watch Plans	All customers
14.11.2018	New Business Extra and Business Select price Plans	All customers (Damage cover – customers who are eligible for insurance)
14.11.2018	Business Handset, Sim only and 4GEE WiFi (Mobile broadband) offers updated	All eligible customers (eligibility may vary)

Date	Description of Change	Applicability
27.11.2018	Travel Data Pass	All customers
29.11.2018	Dual sim	All customers with appropriate devices
09.01.2019	EU Roaming Fair Usage Policy and Stable Links update	All customers
05.02.2019	Upgrade Anytime	All customers
11.04.2019	Handset promotional plans update SIMO promotional plans update	All customers
15.04.2019	Amazon Prime, MTV Play and Video Pass terms	All customers
29.04.2019	Insurance & Protection	All customers
30.04.2019	Add To Plan Accessory Agreement	Eligible customers
30.04.2019	BT Sport changes	All customers
22.05.2019	5G Network and price plans	All customers
30.05.2019	Updated 4G handset, SIMO and Business Connect plans and added additional 5G price plans. Updated Fair Usage Policy for EU roaming data usage.	All customers
24.07.2019	Business Connect 36 months and new data add-on options Updated handset 4G and 5G price points and 5G shared plans	All customers

Date	Description of Change	Applicability
	Update to Business First	
28.08.2019	Update to SIM Only Promotional Price Plans – Unlimited Price Plan Update to Roaming Data Zone Update to handset promotional plans Update to handset unlimited plans	All customers
12.09.2019	Withdrawal of Amazon Offer Correction of Business Connect single user data-add on. BT Sport HDR	All customers
16.09.2019	Amendment to 5G section	All customers
16.10.2019	Updated 4G, 5G and promotional SIMO price plans	All customers
16.10.19	Updated Mobile Broadband (4GEE WiFi and 5GEE WiFi) section	All customers
16.10.19	Updated shared plans section	All customers
16.10.19	Updated Business First Section	All customers
29.11.19	Updated SIMO & Watch Promol Price Plans	All customers
29.11.19	Update handset section with some new plans	All customers
29.11.19	Corrected Business Select damage cover typos	All customers
01.02.2020	Updated SIMO Promotional Price Plans Removal of Pay As You Use (PAYU) plans	All customers

Date	Description of Change	Applicability
02.03.2020	Split Roaming charges between Zones 7 and 9 for clarification. Split SMS charges between ‘SMS to mobile’ and ‘SMS to landline’ for clarification.	All customers
10.03.2020	Added EE Roaming Passports	All customers
20.04.2020	Updates SIM Only promotional plans Removal of EE Handset 4G and 5G promotional plans	All customers
02.09.2020	Updated Business SIM Only plans and terms Updated Handset plans and terms Updated Wi-Fi (Mobile Broadband) & Tablet plans and terms Added Square offer for EE customers Added Apple New+ offer for EE customers Added a line for Free Next Day Replacement under device replacement section Added Lifetime Guarantee section Added Smart Benefits section	All customers
25.09.2020	Included new section under ‘Terms Applying to All Subscription Options’ titled ‘How We Measure Data Usage’	All customers
30.09.2020	Updated iZettle promotion for Samsung dates	All customers
30.09.2020	Business Full Works terms added, updated Dual SIM offer and renamed Dual SIM to “General Dual SIM terms”	All customers

Date	Description of Change	Applicability
05.10.2020	Business Connect and Auto Mate customers are excluded from RPI and <u>CPI + 3.9%</u> annual price increases.	Business Connect and Auto Mate customers
28.10.2020	Removed Maldives from roaming Data Zone E	All Customers
03.03.2021	New Handset Pricepoints: Business Essential and Extra	All Customers
12.03.2021	Reviewed for inclusion of eSIM Updated FUP from 1000GB to 600 GB Updated Insurance Terms and Addresses	All Customers
23.03.2021	Updates to MobileIron, Mobile Device Management amended to Unified Device Management with corresponding service changes.	All Customers
31.03.2021	CPI+3.9% annual price increase update on add-ons and out-of-bundle charges	All Customers
14.06.2021	Business SIM Only Plans update	New Customer
22.07.2021	Updates Insurance Terms to include Full Cover and Damage Cover with Apple Care Services	Insurance Customers
15.09.2021	Updated Smart Benefits, including IDD mins, added Stay Connected, removed iZettle terms and updated cost price of Square card reader	All Customers
27.10.2021	Updated Handset, SIMO and Connected Devices plans, EU Roaming changes, Smart Benefits	New Customers
29.10.2021	Price Points updated	New Customers

Date	Description of Change	Applicability
10.11.2021	Updated Business Connect Section, added M365 Personal Smart Benefit	New Customers
08.12.2021	Updated Business Connect Section to refresh individual data add-on options	All Customers
23.12.2021	Updated EU Roaming T&Cs	New Customers
01.03.2022	Updated EU Roaming T&Cs	New Customers
31.03.2022	CPI+3.9% annual price increase update on add-ons and out-of-bundle charges	All customers