



SMART HYBRID CONNECT

ADD ON & ADDITIONAL SERVICE

Version 1

Date: September 2023

General

1. **Smart Hybrid Connect** is included for new and existing consumer customers on the Full Works and broadband plan. **Smart Hybrid Connect** is also available as an **additional service** to consumer customers who purchase the **Smart Hybrid Connect** add on with the Essentials, All Rounder or Busiest Home Bundle Broadband Plans. References to Smart Hub also includes Smart Hub plus.
2. **Smart Hybrid Connect** is subject to a minimum term, the minimum term will be set out to you in your Pre Contract Information, Contract Summary and in your order confirmation email. We'll refer to it as **Smart Hybrid Connect** in MyEE, on your bill, online and when you call or text customer services.
3. For customers who have **Smart Hybrid Connect** as a chargeable add-on, the **Smart Hybrid Connect** service is provided to you as an **additional service**. As an **additional service** it does not form part of your Price Plan with us. Before requesting this **additional service**, you must acknowledge and understand that any change to the cost of, or content included, does not entitle you to cancel your agreement with us for your Home Broadband services.

Smart Hybrid Connect

4. **Smart Hybrid Connect** is our hybrid broadband connection that uses the EE 4G mobile network to ensure you stay connected to the internet when your broadband goes down. The **Smart Hybrid Connect** device is provided to connect to the EE 4G mobile network if required.
5. The **Smart Hybrid Connect** device will only work where you have 4G coverage in your area and its performance will be dependent on it working in the home. The service might also vary depending on where you are and what network equipment we have in that area. Our coverage checker at ee.co.uk/coverage-checker, gives an estimate of what coverage is available, but we can't guarantee it's always accurate or up to date. **Smart Hybrid Connect** provides speeds up to 30Mb.
6. If you don't already have one, we will send you a compatible Smart Hub and a new **Smart Hybrid Connect** device, which you need to set up and keep plugged in. The **Smart Hybrid Connect** device contains a SIM with unlimited data. The Smart Hub connects to the **Smart Hybrid Connect** device, so if your broadband connection ever goes down, you will stay connected using the EE 4G mobile network.
7. If you're a new broadband customer or a home mover, you'll be able to connect as soon as you receive your **Smart Hybrid Connect** device. This means you don't have to wait for your broadband to be installed.
8. The **Smart Hybrid Connect** device kicks in and keeps you connected. EE keep an eye on your broadband connection 24/7, so if there's a problem, the Smart Hub detects the issue and connects you to the EE 4G mobile network using the **Smart Hybrid Connect** device. When switching from a fixed broadband network to the EE 4G mobile network there may be a delay of up to two to three minutes.

9. EE owns all the equipment (including each device) sent to you and allows you to use the equipment for as long as you have the **Smart Hybrid Connect** service. If you leave the **Smart Hybrid Connect** service, or our agreement is terminated at any point, you must return all equipment provided. If you do not return the equipment at the end of your agreement, EE reserves the right to charge you in accordance with our network terms and conditions. These can be found at ee.co.uk/terms.
10. If you no longer have an EE Broadband plan (for example, if you move to another provider or take an EE Broadband product not on Fibre), your **Smart Hybrid Connect** won't work. You'll lose this on the last day you have Broadband with us.
11. Most of the services that run over the broadband network at home will work with **Smart Hybrid Connect** (e.g. internet browsing, streaming, smart TVs, ring doorbells etc). However, Digital Home Phone, our new home phone service, doesn't work when you are connected using the **Smart Hybrid Connect** device, (see ee.com/terms/digitalvoice for more details). WiFi Enhancer will not work with **Smart Hybrid Connect**.

Everything Else

12. The **Smart Hybrid Connect** service doesn't affect your statutory rights or any other legal rights that you may have.
13. Although we attempt to provide you with the best possible service, we cannot guarantee that the service will never be faulty. However, we will correct all reported faults as soon as we reasonably can.
14. You agree to pay the charges for the service that appears on your bill. The charges are payable monthly in advance. We may suspend access to (or terminate) your agreement for **Smart Hybrid Connect** if you fail to pay a bill by the date set out on it or commit another material breach of your agreement for mobile network services (visit [here](#) to read the latest version of our terms and conditions).
15. We may occasionally change, upgrade and/or make improvements to your service. If we do this we may give you prior notice of the change and provide you with instructions that you need to follow when a change has taken place (if applicable).
16. The parental controls set for your Smart Hub will also apply for your **Smart Hybrid Connect**.
17. The **Smart Hybrid Connect** is designed to be used only when your fixed EE Fibre broadband connection is unavailable. If you are using it in a way different to its intended use, we reserve the right to take action which may restrict your service.
18. These terms and conditions apply in addition to the terms of your service (available at ee.co.uk/terms).