



STANDARD BROADBAND & FIBRE BROADBAND PLANS

Terms & Conditions for Consumer Customers

Version 1.0

Date 22nd January 2019

General

You can join one of our Standard broadband, Fibre broadband, Fibre Plus broadband, or Fibre Max broadband plans.

To join a Fibre or Fibre Plus broadband plan, you'll need to live in an EE Fibre Broadband network area; currently available to over 27.4m UK homes and businesses. Our Fibre Max broadband plans utilise a new technology known as "G.fast", so to join one of these plans, you'll need to live in an area which is enabled for G.fast. Please check ee.co.uk/broadband for availability of all our plans.

You'll also need an EE phone line. To be able to connect to our router wirelessly, you'll need a wireless enabled computer, device, or adapter.

All of our Fibre, Fibre Plus, and Fibre Max broadband plans, and most of our Standard broadband plans, have an 18 month minimum connection period. EE Standard broadband is also available with a 12 month minimum connection period when you buy online at ee.co.uk/broadband.

All our available plans have an unlimited data allowance and are available to consumers and small business customers using internet services at one residential or business address.

The monthly charges we promote for our broadband plans include line rental (see below) and assume that you receive bills online. Additional charges will be payable if you do not pay by the date set out on your bill. For more information, please see our Price Guide ee.co.uk/homepricing.

It can take up to 30 days in order for us to get you set up with your plan, including your telephone line.

Line Rental of £19 is included in the monthly charges for our broadband plans that we promote in our advertising and on our website. On your bill you will also see a single monthly charge for your plan, which includes line rental.

We may increase or decrease our charges. Some charge increases may give you the right to leave without paying a cancellation charge. For more information, please see our Network Terms at ee.co.uk/terms.

Some of our call charges are changing in January 2019. For more information see our Price Guide.

Broadband Speeds

- Standard broadband plan - average download speeds of 10Mb/s
- Fibre broadband plan - average download speeds of 36Mb/s
- Fibre Plus broadband plan - average download speeds of 67Mb/s
- Fibre Max 1 broadband plan - average download speeds of 145Mb/s
- Fibre Max 2 broadband - average download speeds of 300Mb/s

These average speeds are based on the speed available to at least 50% of customers at peak time (8-10pm). Before choosing your broadband plan, check your speeds and coverage at ee.co.uk/broadband.

Remember, your broadband speeds vary significantly depending on distance from the broadband exchange or your nearest Fibre street cabinet that connects you to our network, and how many people are using the network at the same time as you.

We manage our network at peak and congested times for unlawful content only. For more information on our traffic management policies visit ee.co.uk/homekfi.

Calls and Calling Add-ons

All of our broadband plans do not come with inclusive calls as standard. You can choose to purchase one of our range of Calling Add-ons (*Anytime calls to UK landlines*, *Anytime calls to UK landlines and mobiles*; or *Anytime UK & International calls*), which give you an allowance of Anytime calls. We also offer a *Weekend calls to UK landlines* add-on. If you do not purchase a Calling Add-on, then any calls you make will be charged at our standard call rates, which can be found in our Price Guide at ee.co.uk/homepricing. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. If you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide. All calls are rounded up to the nearest minute, excluding fixed fee calls, those that are free, or for calls to service numbers.

Our calls are for normal person to person use from your landline and are subject to your acceptance of our Network Terms. We monitor use in accordance with those terms. Those terms state that you can't use these plans for anything unlawful or for nuisance communications; if you appear to be using our services for improper purposes we reserve the right to monitor your usage and/or suspend or terminate your service.

As part of your plan, you'll also get a number of inclusive benefits, including Last Caller Information, Caller Display & Voicemail. If you want to use Voicemail on your home phone you'll need to activate it. When your home phone is connected we'll send you an email explaining how. It can take up to 48 hours to activate your voicemail.

To use Caller Display you must have a compatible phone. In the following circumstances, Caller Display will not recognise or register a number dialled from: a payphone, some switchboards, a phone where a caller's number is suppressed or a network that is not supported by BT.

You can find out more information about using these services in our Price Guide.

Anytime calls to UK landlines Add-on

Each month, the *Anytime calls to UK landlines* add-on gives you inclusive calls to UK landlines starting with 01, 02, 03 when using your landline at any time. Re-dial before 60 minutes to avoid call charges. The cost of this add-on is £5/month. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

Anytime calls to UK landlines and mobiles Add-on

Each month, the *Anytime calls to UK landlines and mobiles* add-on gives you inclusive calls to UK landlines starting 01, 02, 03; and 1,500 minutes to call UK mobile numbers (excluding Jersey & Guernsey), when using your landline at any time. The cost of this

add-on is £8/month. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

If you have used up your 1,500 minutes to call UK mobile numbers from your landline, a 23p connection charge will apply to each call you make to a UK mobile number and you'll be charged per minute in accordance with our Price Guide. If you don't use all 1,500 UK landline to UK mobile minutes in any month, they will not be rolled over to the next month and you'll lose them.

Anytime UK & International calls Add-on

Each month, the *Anytime UK & International calls add-on* gives you inclusive calls to UK landlines starting 01, 02, 03; 1,500 minutes to call UK mobile numbers (excluding Jersey & Guernsey), and calls to international landline numbers in 50 countries (as set out below), when using your landline at any time. This add-on also gives you a 30% discount on our standard rates for calls from your UK landline to all other international landlines. The cost of this add-on is £12/month. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

You can make an international call to standard landlines in the following countries: Argentina, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, China, Colombia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, India, Ireland, Israel, Italy (including Vatican City), Japan, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Pakistan Poland, Portugal, Romania, Russia, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sweden, Switzerland, Thailand, Turkey and USA. You can also make calls to standard mobiles in Canada and USA. We can change any of the included countries from the add-on upon reasonable notice.

If you have used up your 1,500 minutes to call UK mobile numbers from your landline, a 23p connection charge will apply to each call you make to a UK mobile number and you'll be charged per minute in accordance with our Price Guide. If you don't use all 1,500 UK landline to UK mobile minutes in any month, they will not be rolled over to the next month and you'll lose them.

Calls to international landlines will be subject to a 1,000 minute fair use policy and you cannot use this allowance to make calls to non-geographic or premium rate numbers

Weekend calls to UK landlines Add-on

Each month, the *Weekend calls to UK landlines add-on* gives you inclusive calls to UK landlines starting with 01, 02, 03 when using your landline at the weekend. The weekend is defined as midnight Friday to midnight Sunday. Re-dial before 60 minutes to avoid call charges. The cost of this add-on is £2/month. If you make calls to numbers beginning 084, 087, 09 or 118 in the UK, your call charge is comprised of the EE access charge of 11p/min and a service charge that is set by the organisation you are calling. When you call 0845 or 0870 numbers at any time we'll cover the cost of the EE access charge. For more information, see our Price Guide

All Calling Add-ons

You can make calls using your Calling Add-on's inclusive allowance for up to one hour. You can redial as often as you like. If your call (from your Calling Add-on's inclusive allowance) exceeds 60 minutes, you'll be charged per minute in accordance with our Price Guide ee.co.uk/homepricing. All calls are rounded up to the nearest minute, excluding fixed fee calls, those that are free, or for calls to service numbers. Please see our Price Guide

The cost of these add-ons will be added to your bill every month until you ask us to remove them. You must keep any existing Calling Add-on for at least 30 days. You are able to add, remove, or change a Calling Add-on, but only one change can be made every 30 days, and you may only have one active Calling Add-on at any time. If you selected a Calling Add-on when you first joined, then you must wait 30 days from your activation date until you can change or remove this Add-on. But if you joined without a Calling Add-on, you may choose to add one immediately following your activation date. If a Calling Add-on is added part-way through your billing cycle, then the cost of this Add-on will be pro-rated based on the number of days remaining in your billing cycle, but you will receive the full call allowance for the remainder of that cycle. If a Calling Add-on is removed part-way through your billing cycle, then you will receive a pro-rated bill credit based on the cost of the Add-on and the number of days remaining in your billing cycle.

Calls to call forwarding services, including those beginning 05, 07, 08 and 09 numbers, are not included. Please see our Price Guide for details.

Call Plus add-on

In addition to one of our Calling Add-ons, you can also choose to add our Call Plus add-on, which each month gives you access to 7 Calling & Network Features: Anonymous Call Rejection, Call Diversion, Call Waiting, Choose to Refuse, Reminder Call, Ring Back, Three-Way Calling. Details of these features, and how to set them up and use them, and be found at ee.co.uk/help.

The cost of this add-on is £5/month, and will be added to your bill each month until you ask us to remove it. You must keep your current Call Plus add-on for at least 30 days. If the Call Plus Add-on is added part-way through your billing cycle, then the cost of this Add-on will be pro-rated based on the number of days remaining in your billing cycle, but you will receive the features for the remainder of that cycle. If the Add-on is removed part-way through your billing cycle, then you will receive a pro-rated bill credit based on the cost of the Add-on and the number of days remaining in your billing cycle. This add-on does not come with any inclusive calls.

Additional joining charges

When you join any Standard broadband plan, a set-up charge of £10 will be applied to your account. If you join our Fibre or Fibre Plus broadband plans, a £35 set-up charge applies. And if you join either of our Fibre Max broadband plans, a £50 set-up charge applies

Finally, please note that if you do not have a compatible phone line, as described in our Network Terms, a £50 charge will apply for an engineer to install a line in your home. See our Price Guide for more information.

Anti-Virus Protection

To get your online anti-virus protection software, you'll need to register and apply online through at ee.co.uk/nortonsecurity