



# SMART WIFI AND SMART WIFI PLUS

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ADD ON & ADDITIONAL SERVICE TERMS

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Version 1

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## General

1. **Smart WiFi** is included for new and existing consumer customers on the Full Works and Busiest Home Bundle Broadband Plans. **Smart WiFi** is also available as an **additional service** to consumer customers who purchase the **Smart WiFi** or **Smart WiFi Plus** add on. All references to **Smart WiFi** include **Smart WiFi Plus**. References to Smart Hub also includes Smart Hub Plus.
2. **Smart WiFi** 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 WiFi** or **Smart WiFi Plus** in MyEE, on your bill, online and when you call or text customer services.
3. For customers who have **Smart WiFi** as a chargeable add-on, the **Smart WiFi** 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 WiFi Devices

4. In addition to the Smart Hub supplied with your Home Broadband service, all **Smart WiFi** customers will receive one **Smart WiFi** device (the "**device**") at the time of purchase to extend the WiFi signal around the home.
5. If you've set up your Smart Hub and your **Smart WiFi** device in your home and you don't have a reliable WiFi connection in every room, we'll run some diagnostic tests and if eligible we'll send you another **device**. If you're still unable to get a reliable WiFi connection in every room, we'll send you a third (and final) **device**.
6. The second and third **device** sent to you may be subject to a delivery charge.
7. If necessary, we may send out an engineer to ensure each **device** is positioned in the best place within your home to enhance your WiFi signal.
8. If you still don't have a reliable WiFi connection in every room, you can call us on **0330 123 1105** and get a one-off credit of £100 applied to your next EE bill.
9. The above only applies when your Smart Hub is connected to the fixed broadband network and not the 4G mobile network (for example, if you are using Smart Hybrid Connect you will be connected to the 4G mobile network). It does not cover broadband faults.
10. 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 WiFi** service. If you leave the **Smart WiFi** 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](https://ee.co.uk/terms).

## WiFi Controls

11. The WiFi controls section within the My EE app enables you to set up your **devices** and to set up WiFi access controls.
12. Anyone with access to your Smart Hub or EE ID and password may be able to access the controls. We recommend that you change the password and do not share it with anybody else. More information on how to change the password is available in the My EE app.

## Everything Else

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. We need to use information about the devices connected to your Smart Hub (such as the manufacturer and software version), and the connectivity experience so we can best manage your service. We use this and other personal information related to the service in accordance with our privacy policy, a copy of which can be found [here](#).
15. The more personal devices you have connected to your Smart Hub at the same time, the slower your internet connection will be.
16. The performance of your Smart Hub and each **device** may be affected by a range of things, including, but not limited to, the following: Thickness of walls or materials (such as carpets or behind curtains); Electrical appliances such as TVs, microwaves or baby monitors – these give off their own signals which may interfere with your hub.
17. 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 WiFi 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).
18. Smart WiFi is for personal and non-commercial use only.
19. 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).