



STANDARD BROADBAND & FIBRE BROADBAND PLANS

Terms & Conditions for Consumer Customers

Version 5.0

Date 24th January 2017

General

You can join one of our Standard Broadband or Fibre Broadband plans. To join a Fibre Broadband plan, you'll need to live in an EE Fibre Broadband network area (currently over 23 million homes and businesses – please check ee.co.uk/broadband for details) 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 Broadband plans, and most of our Standard Broadband plans, both with inclusive call packages, have an 18 month minimum connection period. EE Standard Broadband with an inclusive call package 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 includes line rental (see below) and assume that you pay by direct debit.

Additional charges will be payable if you're:

- (i) eligible to pay by an alternative payment method; or
- (ii) 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

Line rental of £18.50 is included in the monthly charges for our broadband plans that we promote in our advertising and on our website. However, on your bill you will see that the monthly charge for your broadband and line rental are listed as separate items.

You can choose to pay for your line rental using our Line Rental Saver option which allows you to pay for either 12 or 18 months' line rental in advance. The charge will be applied to your first bill.

For our 12 month option we'll apply a charge of £199 to your first bill, and for our 18 month option, it will be a charge of £299, the equivalent of paying for line rental at a cost of £16.58 or £16.61 a month respectively (a saving of over 10%).

Your Line Rental Saver payment is non-refundable and cannot be paid in instalments. Each month you will receive a monthly line rental credit on your account.

After the 12 or 18 month period, you will automatically roll on to our monthly line rental at £18.50 a month, unless you choose to purchase a further 12 or 18 months of Line Rental Saver.

If your minimum term is for 18 months, and you take our 12 month Line Rental Saver, you can take the Line Rental Saver for the first 12 months of your contract, and

automatically roll on to our monthly line rental and pay each month for the remaining 6 months or purchase a further 12 months of Line Rental Saver at the rate available at that time. However please keep in mind that Line Rental Saver is not refundable should you wish to change service providers at the end of your 18 month minimum term.

For more information, please see our Price Guide ee.co.uk/homepricing.

Broadband Speeds

We offer two Fibre plans: the Fibre Plus plan offers speeds up to 76Mb/s. On our standard Fibre plan, internet speeds are up to 38Mb/s. 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 Standard 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.

Your Inclusive Calls

If you join a Fibre Broadband or Standard Broadband plan, you'll get a landline calls package included. All our plans come with Weekend Calls to UK landlines as standard, and you can choose to add Anytime + Mobile Calls and/or our International Extra add-on. Both the Anytime + Mobile Calls package and our International Extra add-on can only be added at the time you join a Fibre Broadband or Standard Broadband plan and cannot be added at any other time.

Weekend Call Package:

Each month the Weekend call package gives you inclusive calls to UK landlines starting with 01, 02, 03 when using your landline anytime at the weekend (that's from midnight on Friday night to midnight on Sunday night). 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 + Mobile Call Package:

Each month the Anytime + Mobile call package gives you 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 40 countries, when using your landline at any time. 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. On the Anytime + Mobile call package, we'll cover the cost of the EE access charge when you call 0845 or 0870 numbers at any time. 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 20p 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.

You can make an international call to standard landlines in the following countries: Argentina Australia, Austria, Belgium, Bulgaria, Canada, Chile, China, Colombia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Greece, Hong Kong, Hungary, Ireland, Italy (including Vatican City), Japan, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Netherlands, New Zealand, Poland, Portugal, Romania, Singapore, Slovak Republic, Slovenia, South Africa, Spain, Sweden, Turkey and USA. You can also make calls to standard mobiles in Canada and USA.

You can check out the calls you've made in My EE here: my.ee.co.uk.

We can change any of the included countries from the add-on upon reasonable notice.

International Extra Calls add-on:

Each month, this add-on gives you a 30% discount on our standard rates for calls from your UK landline to all international landlines, plus 500 minutes of inclusive calls from your UK landline to landlines in the following countries: Andorra, Bahamas, Bahrain, Bangladesh, Bermuda, Brazil, Brunei, Costa Rica, Croatia, Dominican Republic, French Guiana, Georgia, Gibraltar, Guadeloupe, Iceland, India, Indonesia, Israel, Kazakhstan, Macao, Martinique, Mexico, Monaco, Morocco, Norway, Pakistan, Panama Republic, Paraguay, Peru, Puerto Rico, Russia, San Marino, South Korea, Switzerland, Taiwan, Thailand, Trinidad and Tobago, Uruguay, Venezuela, Vietnam, Virgin Islands (US) and Zambia.

You can check out the calls you've made in My EE here : my.ee.co.uk.

We can change any of the included countries from the add-on upon reasonable notice.

You cannot use this allowance to make calls to mobile telephone numbers, premium rate numbers or non-geographic numbers.

To choose the International Extra add-on, select the add-on during the checkout process. You cannot add this add-on to your plan after you have joined your broadband plan.

If you're an existing customer, call our customer services on 0800 079 8586 using your EE landline (or 150 from your EE, T-Mobile or Orange mobile phone) to discuss your options.

The cost of this add-on will be added to your bill every month.

If you have used up your 500 minutes to call international landlines from your UK landline, a 20p connection charge will apply to each call you make to an international landline and you'll be charged per minute in accordance with our Price Guide. All calls are rounded up to the nearest minute. Please see our Price Guide at ee.co.uk/homepricing. If you don't use all 500 UK landline to international landlines minutes in any month, they will not be rolled over to the next month and you'll lose them.

All Call Packages

You can make calls using your call package's inclusive allowance for up to one hour. You can redial as often as you like. If your call (from your call package'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 at ee.co.uk/homepricing.

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

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 call package, 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. If you do not access your voicemail for more than 90 days, we reserve the right to deactivate it. You will be able to reactivate it again for no charge if you wish.

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

Additional joining charges

When you join any Standard or Fibre Broadband plan, a postage and packaging charge of £7 will be applied to your account.

If you join a Fibre Broadband plan a £50 connection fee applies.

Finally, please note that if you do not have a compatible phone line, as described in our Network Terms, you may also need to pay 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