



# Thanks for your order

Your Fibre Plus Broadband with landline order number:

**DKI7696640**

Please have this order number handy in case you need to contact us.  
Any questions? Call us on **0800 079 8586**

## Your order number

We've sent confirmation to **pernick66@hotmail.com**

## Look out for a text

We'll send delivery updates to **07714075715**

## Delivery Details

Your router will be sent to your address up to two working days before your broadband installation/connection

## Convenient returns

You can cancel your contract free of charge up to the point we complete your activation or transfer of service.

You are also entitled to a cooling off period. This will start from the day after we activate or complete the transfer of your service and will end 14 days later. If you choose to exercise your right to cancel within 14 days please remember you're responsible for the cost of returning the equipment to us and any premium postage costs. We may also make a deduction for the loss in any value of the equipment supplied where that loss is caused by any unnecessary handling by you. This could include unnecessary use of the router and/or the EE TV set top box. You may be charged for the monthly recurring charge and any usage of your telephone, broadband and TV services that were not included in your plan during the time you have had the equipment and/or the use of the plan. Your monthly recurring charge will be calculated on a pro-rata basis.

If you choose to cancel the agreement after the 14-day cooling off period there may be a cancellation fee as set out in the EE network terms you can find at [ee.co.uk/terms](https://ee.co.uk/terms).

Feedback

Whenever you cancel your contract, you will always be required to return any equipment received and you may have to cover the cost.

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