



# TERMS AND CONDITIONS

Version 14

1<sup>st</sup> February 2024

When you join EE pay as you go, you can pay for services using your top up credit or by subscribing to Packs (described below). If you pay for services using top up credit, you'll be charged in accordance with the rates set out in the Pay As You Go Price Guide and Pay As You Go Non-Standard Price Guide. See [ee.co.uk/priceguides](http://ee.co.uk/priceguides)

Customers joining EE on a pay as you go plan from 10<sup>th</sup> March 2023 will have their speed capped at 25Mbps.

**Pack terms:** Use your pack allowance to call/text UK mobiles and landlines starting 01, 02 and 03 and to use data when in the UK. For information on using your pack abroad, see [ee.co.uk/terms](http://ee.co.uk/terms). You will not get 4G speeds using a 3G only phone. General: Calls to 084, 087, 09 & 118 numbers are not included; you'll be charged EE's Access Charge of 44p/min. See the EE Price Guide for a detailed list of service charges & more info on charges outside of your allowance. If you call an 070 number a 5p/min charge will apply. See the EE price guide at [ee.co.uk](http://ee.co.uk) for details. You must call, text or top-up every 180 days or you will be disconnected, and you'll lose any credit on your account. Subject to availability. Personal use only. Packs automatically recur subject to sufficient credit. Pack cancelled if it hasn't recurred within 30 days of previous pack expiry. You can opt out at any time.

**Subscribe To Save:** 10% discount of the cost of the pack when you pay through monthly card payments. The 10% discount is only applicable to pay as you go mobile packs launched in or after 2021. To pay for packs with a credit/debit card you need to set up a services-on-demand arrangement authorising us to take payment from the credit/debit card you register ("Card Payment"). You have 14 days from the date you make your first purchase via your Card Payment arrangement to change your mind and let us know that you want to cancel the arrangement. You will have to pay for any part of any services used during that period if you cancel. If you pay for recurring services via Card Payment you agree that we can automatically take payment for future recurring services from your card, this is called a continuous payment authority. You can cancel your Card Payment and/or continuous payment authority at any time in My EE or by calling 150. We will stop your continuous payment authority if you don't make a call, text or use any data for 90 days.

**Free Boosts:** You must have bought 2 packs (30-day subscription) costing £10 or more to receive a Free Boost of 500MB data. Boosts last the duration of your pack and don't roll over. Boost will be applied after purchase of your second pack. If you purchase a pack less than £10 you will lose any Boosts accrued. Maximum of 6 Boosts can be accrued on eligible packs.

**Data Rollover:** If you have not used all of the data allowance in your pack when the pack ends, unused data will be added to the next pack that you buy. You cannot roll over data from add-ons or free boosts. Applies to 30-day packs only. You must buy a new pack within 7 days of the expiry of the original pack with unused data to qualify for data rollover. Rollover data lasts for the duration of the Pack Validity Period and will not roll over a second time if you do not use it up. Your data allowance will be applied in the following order for each pack: 1. Rollover data; 2. Core pack allowance; 3. Free boosts. Subject to availability.

**4G Calling:** You'll need a 4G calling compatible phone to make and receive calls over our 4G network. 4G Calling is not available when roaming.

**Wi-Fi Calling:** When in the UK, if you have a compatible device and the correct software, you can use your minutes allowance to make calls using Wi-Fi Calling (see [ee.co.uk/wificalling](http://ee.co.uk/wificalling) for terms).

**Mobile Broadband:** Pre-loaded data allowance lasts 2 or 12 months, depending on pack, or until used. Once used you will need to register for the Card Payment service to take a recurring Connected Data SIM Plan or Add-on to continue to use data. Data for use in UK. For information on using your pack abroad, see [ee.co.uk/terms](http://ee.co.uk/terms) for countries and details. Our pay as you go services are subject to our standard network terms and conditions, see [www.ee.co.uk/terms](http://www.ee.co.uk/terms).

**Connected SIM plan:** You must pay for your plan using your credit or debit card, not using top up credit. Plans automatically recur every 30 days. If your plan cannot recur because there is an issue with your payment card, we will contact you. You can opt out at any time. **General:** See the EE Price Guide for a detailed list of service charges and more info on charges outside of your allowance. You will need to top up if you want to use services that are outside your plan allowance. If you don't use data, pay for your plan or top up every 180 days you will be disconnected, and you'll lose any credit on your account. Personal use only. Compatible laptop/tablet, an enabled device like a USB modem (which you may need to buy) and coverage required. Plans are for mobile internet use only. Supports up to 32 compatible devices. Signal range up to 10m. The more devices you have connected to your mobile WiFi device at the same time, the slower your internet connection will be. Must be charged periodically in order to power devices. Battery life depends upon type of device connected & level of charge in 4G/5G WiFi device.

**UK'S BEST NETWORK:** Rankings based on the RootMetrics® UK RootScore® Report: H2 (Jul-Dec) 2023. Tested at locations across the UK with the best commercially available smartphones on 4 national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit [ee.co.uk/claims](https://ee.co.uk/claims) for more details.

**UK'S BEST NETWORK 10.5 YEARS (21 TIMES) IN A ROW:** Rankings based on the RootMetrics® UK RootScore® Report: From H2 2013 to H2 2023. Tested with best commercially available smartphones on 4 national mobile networks across all available network types. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit [ee.co.uk/claims](https://ee.co.uk/claims) for more details.

