

EE TRACS



General

General Pay As You Go: Minutes and texts are from the UK to UK mobiles and UK landline starting with 01, 02 and 03 (excl. Jersey Guernsey & Isle of Man). General: Calls to 084, 087, 09 & 118 numbers are not included; you'll be charged EE's Access Charge of 44p/min plus the applicable service charge. See the EE Price Guide for a detailed list of service charges. If you call a 070 you'll be charged up to 75p/min. See ee.co.uk for our Price Guide & more info on charges outside of your allowance. If you don't call, text or top-up every 180 days you will be disconnected and you'll lose any credit on your account. Subject to availability. Personal use only. **Pay As You Go Packs:** Packs automatically recur. If pack cannot recur because you haven't topped up, we'll try taking payment for 90 days. UK only. You can opt out at any time. **Free Boost:** You must have bought at least 12 Packs (7-day subscription) or 3 Packs (30-day subscription). Boosts last the duration of your Pack and don't roll over. You cannot accrue Boosts for 7-day and 30-day subscriptions simultaneously. Boost must be selected within 60 days of notification of eligibility and will be added when you purchase your next pack. If you move between 7-day and 30-day packs, you will lose any Boosts accrued. **4G In More Places Than Any Other UK Network:** Mobile only. 4G speeds depend on location, number of users and plan. 4G only available on EE plans. Check your coverage at ee.co.uk/coverage. Compatible device required.

Flex plans

Flex - 1GB of extra data: Offer ends 25.10.18. Free 1GB of data add on when an eligible 30 day Plan is purchased. Free GB will continue each month that the account is topped up. If you fail to top up for 30 days, you will not receive the free GB that month. If you switch to a 7 day pack from a 30 day Plan, you will lose the free GB and it cannot be re-applied. The 1GB add on lasts the duration of your Plan and does not roll over. This offer is separate to any other PAYG data offer. **Flex Plan general:** You must pay for Flex Plans using your credit or debit card not using top up credit. Use your plan or add-on allowance to call/text UK mobiles and landlines starting 01, 02 and 03 when in UK or EU/EEA; to call/text EU/EEA mobiles & landlines when roaming in EU/EEA (outside UK); Jersey, Guernsey & Isle of Man treated as EU/EEA. Any calls to these numbers where you have no allowance cost 35p/min. Data allowance in plans or add-ons can also be used in UK & EU/EEA. See www.ee.co.uk/terms for countries and details. You will not get 4G speeds using a 3G only phone. Flex Plans: Plans automatically recur. If your plan cannot recur because there is an issue with your payment card, we will contact you. UK only. You can opt out at any time. **Card Payments:** To pay for your plan directly with a credit or debit card you need to set up a services-on-demand arrangement and a payment which will reoccur automatically every 30 days, a continuous payment authority. This means you authorise us to take payment from the debit or credit card that you register with us every time you pay for an eligible plan or add-on. You can cancel this at any time in My EE or by calling 150. If you cancel within 14 days of your first purchase via your card, you'll get a refund for any unused services. You will have to pay for any part of any services used during your cooling off period if you cancel. We will stop your continuous payment authority if you don't make a call, text or use any data for 90 days. **Data Rollover:** If you have not used all the data allowance in your Pack, when the Pack ends the unused data will be added to the next Pack that you buy. This applies to £10 and £15 30 day PAYG Data Packs only. You cannot roll over data from add-ons or Free Boosts. If your pack does not renew automatically you must buy a new £10 or £15 Data Pack within 7 days to qualify for data rollover. Rollover data lasts for the duration of the Pack Validity Period (i.e. 30 days) so 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**. **Free Data Boost:** You must have bought at least 12 Packs (7-day subscription) or 3 Packs (30-day subscription). Boosts last the duration of your Pack and don't roll over. You cannot accrue Boosts for 7-day and 30-day subscriptions simultaneously. Boost must be selected within 60 days of notification of eligibility and will be added when you purchase your next pack. If you move between 7-day and 30-day packs, you will lose any Boosts accrued. **My EE:** You will need to provide a valid email address and set up a password in order to register. Other terms apply, see ee.co.uk/terms. **My EE App:** My EE App connects to the internet whenever you use it. You will need mobile internet coverage or a WiFi connection. Downloading the app and any software updates for the app will use data. EE Mobile customers do not incur internet charges after downloading the app and when using the app within the UK. Other terms apply, see ee.co.uk/terms. **4G in more places:** Based on results from the RootMetrics® UK RootScore® Report: H2 (Jul – Dec 2017). Tested at locations across the UK with the best commercially available smartphones on 4 national mobile networks across all available network types, conducting over 25K randomly sampled test cycles. EE tests carried out using Max tariff with uncapped speeds. Your experiences may vary. The RootMetrics award is not an endorsement of EE. Visit rootmetrics.co.uk for more details. Information correct as at 02.07.18.

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Connected products

Pay As You Go: Get access to our 3G and 4G networks. Pre-loaded data allowance last 30 days, 90 days, 12 months or until you have used the data. Allowances don't roll over. Once you've reached your data allowance, you will need to buy a new data add-on. UK use only. Personal use only. Subject to availability. **4GEE WiFi:** 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 10 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 4GEE WiFi device. **3G WiFi:** Subject to coverage. EE has 98% population coverage of 3G. Figures are for EE's reported population coverage, correct as at October 2015. See ee.co.uk/coverage. Speeds depend on location and number of users. Biggest 3G network based on total number of 3G transmitters.

EE Pre-Loaded Mobile Broadband Plans

SIM card is pre-loaded with an allowance of UK data. 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. To use the internet on your mobile broadband device you'll need 3G or 4G coverage. You can only use internet on our 4G network if you're within a 4G enabled area, in range of a 4G base station and with a compatible device. 4G is currently available in limited areas of the UK. You can check your 3G and 4G coverage at ee.co.uk/coveragechecker.

Apple Watch

Currently, cellular service for Apple Watch Series 3 (GPS + 4G) within the UK is only available on the EE network. Only available to Consumer and Small Business Customers on a Consumer Pay Monthly or SIM only phone plan with an iPhone 6 or later release (running iOS 11 or later). Apple Watch must be paired to an iPhone on the EE network to use data and receive/make calls and texts in the UK on your Apple Watch using the allowance from your iPhone plan. Whilst your Apple Watch is in proximity to your iPhone connected via Bluetooth, your Apple Watch will use the data allowance from your iPhone Plan. You may need to download music to your Apple Watch from your music app to listen, subject to app functionality. 4G coverage required. Data is UK use only. Check your coverage at ee.co.uk/coverage. Subject to availability. Further terms apply, see ee.co.uk/terms.

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